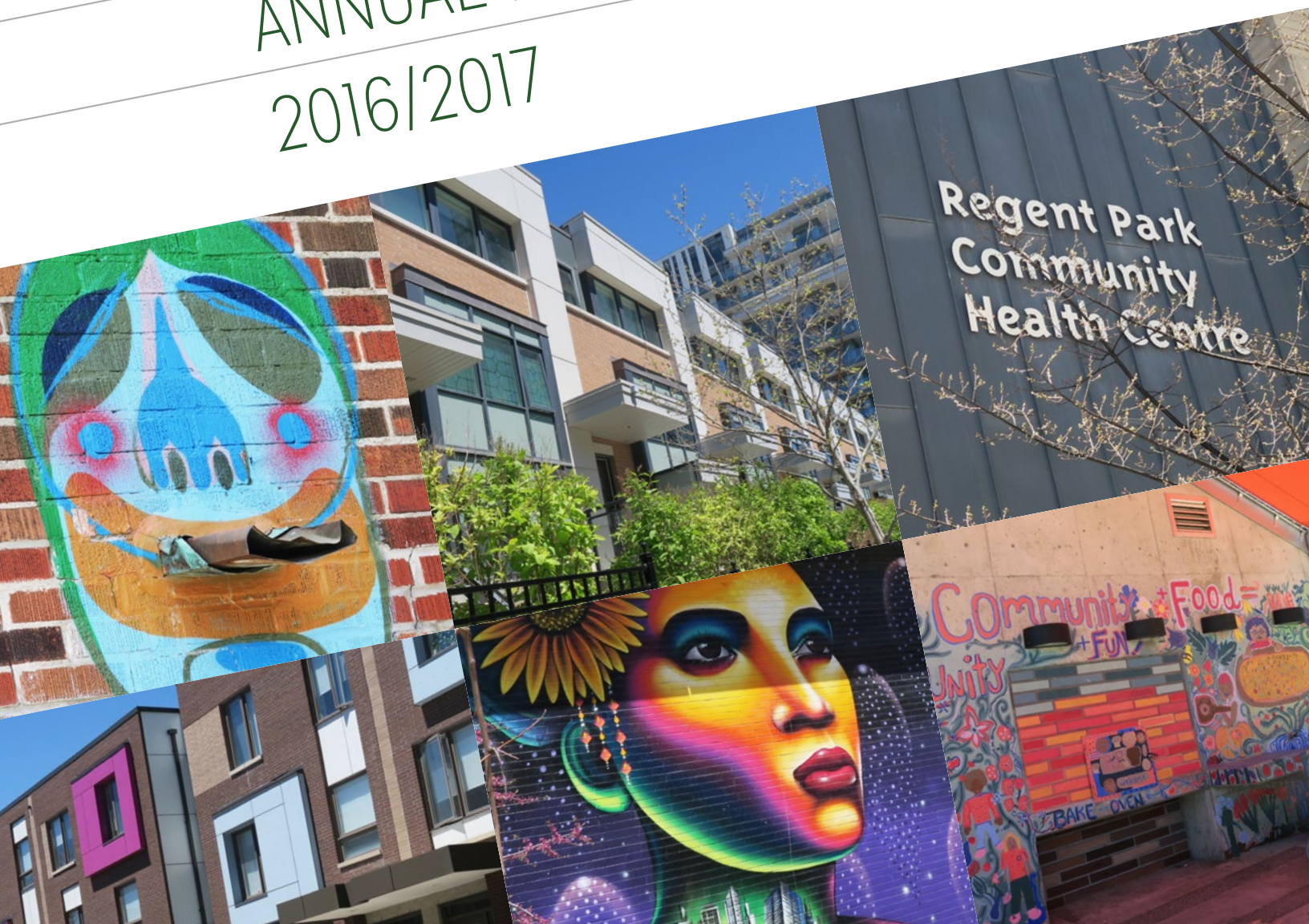


REGENT PARK
COMMUNITY
HEALTH CENTRE
ANNUAL REPORT
2016/2017



OUR MISSION AND VISION

Regent Park Community Health Centre (RPCHC) 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.

REGENT PARK COMMUNITY HEALTH CENTRE BOARD OF DIRECTORS 2016/2017

President:

Greg Webster

Vice-President:

Abukar Hagi

Treasurer:

Maureen Parry

Secretary:

Lucy Troisi

Members:

Sharifa Ali

Fos Ashkir

David Buhler

Frances Cooper

Karen Gordon

Konata Lake

Ben Liu*

Akosua May Matthews

Hugh O'Reilly

Jeremy Petch

Marcia Visser

*Indicates retired from the
Board in fiscal 2016/2017

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 Health 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 Chair of The Board

A YEAR OF TRANSITIONS

Over the past year, the Regent Park Community Health Centre's Board of Directors has been preparing for and navigating changes within the organization. Having served as President of the Board for the past five years, it is exciting to know that the successes achieved in the past continue to be reflected in our accomplishments.

This past year we bid farewell to Sheila Braidek, who served as the Executive Director for the last nine years, and we began our search for a new Executive Director. Our quest concluded when we selected Paulos Gebreyesus as our new Executive Director. Paulos brings 16 years of work experience in community health, neighbourhood change and organizational leadership. Paulos is not new to Regent Park; he recalls the excitement of visiting this community when he was working to establish a Pathways to Education program at the Unison Health Centre in North York almost ten years ago.

At this time we are also saying goodbye to a number of members of the Board of Directors who have served our community over the past several years: Frances Cooper, Marcia Visser, Abukar Hagi, Hugh O'Reilly, and Ben Liu. We want to thank them for their invaluable work, insights and support.

This past year also saw significant development across the community as Regent Park marked the half-way point of revitalization, 10 years after breaking ground. As new buildings are completed, it is gratifying to see some of our long-standing neighbours make their return to Regent Park after relocation.

Our Pathways program is now providing all academic support programming from the Daniels Spectrum building. This opens up new possibilities for our young people to be exposed to a range of arts programming and significant community events that are held in the same building—a rich environment for inquisitive minds.

As you will see in this annual report, the range of programs and services continues to grow across our Health Centre. We hope you enjoy reading our departmental reports on what we have achieved and that you appreciate learning about what some of our clients and community members have been saying about our programs and services.

We look forward to seeing you in our Health Centre as we begin a new year of serving our community, and prepare ourselves for a new strategic plan for the coming three years. As a Community Health Centre, we remain committed to contributing to improving social and health policies; advocating for meaningful change for people who live with poverty, mental health issues and/or addictions; and partnering with people who resist racism, sexism and xenophobia. We look forward to hearing directly from you over the coming year so that you can contribute your ideas to change and renewal in your Community Health Centre.



Greg Webster
President of the Board



Paulos Gebreyesus
Executive Director

PROVIDING ONGOING PRIMARY CARE, SPECIALTY CLINIC CARE, CHRONIC DISEASE MANAGEMENT, PHYSIOTHERAPY, AND CHIROPODY SERVICES

Whether at the Health Centre, in home, with other community agencies, or through street outreach, our overall goal at all times is to provide excellent care and be there for our clients when they need us. Together the Clinical Team—with others at RPCHC and elsewhere—works in an interdisciplinary way to support patients with everything from everyday complaints to complex medical crises.

The top issues our clients brought to us last year were related to high blood pressure (hypertension), depression, diabetes, homelessness, poverty, chronic pain, immigration issues, HIV/AIDS, foot care, physiotherapy and preventative care.

Our team continued to improve service delivery. Access to care increased by 4.5%, meaning 260 new clients were added to our clinical service. In addition to these and other one-to-one services such as our chiropody (foot care) clinics in local outreach settings in the community, the Clinical Team delivered specialized programs and services such as chronic pain and low back pain physiotherapy groups. The Youth Health Service (tailored to youth ages 14-25) addressed health concerns, stress and body development. The Hep-C programming included a weekly group to provide information, education, social support, and preparation for the demanding treatment cycle. Other specialized programs that incorporated clinical services include the Wednesday One-stop Walk-in (W.O.W) designed to increase access to health services for vulnerable and homeless clients; pre- and postnatal programming (with Parents for Better Beginnings); and the weekly drop-in groups for men, women and sex workers.

Organizational Capacity

One of our top priorities is to ensure that our services meet the diverse needs of our different clients. To help advance this goal, last year:

- We implemented the use of Coordinated Care Plans (CCPs) to enhance the delivery of care to clients across the different parts of the health system. CCPs help different agencies working

with the same client coordinate service delivery so that we are all working together to meet the client's health goals.

- Our Reception Team took a leadership role to help us better understand who our clinical clients are. Through our Health Equity Data initiative, clients (new and old) provide more detail about the social factors that impact their health. Specifically, their preferred language, country of origin, racial or ethnic group, gender, sexual orientation, disabilities, level of education, and family income. With these kinds of details, we can plan the delivery of our services to better meet the needs of our clients.
- Our team joined the *On Board* pilot project, a cross-Toronto initiative that helps connect patients without health insurance being seen at Toronto Public Health and local hospitals with primary care at community health centres.

Systemic Change

The Clinical Team tries to make positive change at the larger societal level through advocacy, research and participation in strategic partnerships and initiatives. Examples of our efforts in these areas last year were Clinical Team representation at the Toronto Central LHIN Mid-East Sub Region's Primary Care and Community Committee, the Coordinated Care Planning Leadership Table, the Refugee Health Network and the Ontario Disability Support Program review team. Staff also presented at numerous conferences and learning events, and contributed policy-based submissions to the National Housing Strategy review and the Provincial Opioid Strategy review.

Margaret

The first time I walked into to the Health Centre I came to use the showers, get some advice and counselling, and get a stem kit (a kit that provides safer crack smoking equipment to help reduce the transmission of diseases). I had just moved to Toronto from Vancouver because I was addicted to crystal meth and crack and thought the best way to get out of it was to leave the city.

It has worked for me so far.

Originally, I am from North Bay. I was a ward of the crown from the age of 4 to 16, then on my own after that. Life was chaotic when I was a child. It still is but it is getting better.

The doctors and nurses here work with me to manage all of my healthcare issues. I have post-traumatic stress disorder, severe depression, a lung condition, sweet skin syndrome (which means I get really big skin rashes that look like blisters and are sensitive to touch), and I have Hepatitis C. The Hep C program at the Health Centre helps me be more aware of the disease I have, what I should and should not do, and how to maintain my health. There is a weekly group as well as peer-to-peer sessions. One of my main

goals in life is to be a peer support person. I do it informally now, but someday I would like to make it official.

I have made a lot of progress since my first visit 10 years ago. I advocate for myself and I don't do hard drugs anymore. My next big step is to upgrade my schooling. Now I have a number that I can call to get the ball rolling.

I like the Health Center; I feel my healthcare team really care. And I don't just come for my doctors' appointments—I talk to the Community Health Workers, I socialize here and I volunteer. I am involved in making the crack kits now.

Before, when I was all messed up, I didn't make it to a lot of my appointments. Now that I have a good care team, I am more conscious about making it on time because I see these people are really trying to help me.

I am cautiously optimistic. I see everyone else's optimism and it gives me encouragement to keep going.

IN FISCAL
2016/2017:

Eligible clients
screened for breast
cancer increased from
55 to 64%

Eligible clients
screened for cervical
cancer increased from
67 to 70%

Eligible clients screened
for colorectal cancer
increased from
48 to 59%

Rate of interdisciplinary
care for people with
diabetes increased from
91 to 96%

Number of
physiotherapy clients
increased from
138 to 186

RESPONDING TO THE DIVERSE AND COMPLEX NEEDS OF OUR COMMUNITY

The Community Health Team provides a wide range of services, programming and community development activities that focus on harm reduction, homelessness and housing, poverty, substance use, nutrition, chronic illness management, coping with mental health issues, and outreach to underserved groups.

Whether it is individualized support to vulnerable clients, or support in group and peer-to-peer settings, the Community Health Team takes a collaborative, interdisciplinary approach to providing programs and services to Regent Park and its surrounding community.

Homelessness, Housing and Harm Reduction

The Community Health Team documented its *Ground Floor Model of Care*, a low-threshold harm reduction program characterised by offering services on the users' terms with few conditions. This model increases access to care for addiction issues for clients who experience a high degree of discrimination, may be homeless, may not have status, manage complex chronic health conditions, and/or face mental health issues. Our Community Health staff build trusting relationships, engage with clients when they are ready and respond to crisis in a timely manner.

Diabetes Education

The Diabetes Education Program settled into its new storefront space on Parliament and created active window displays to draw in the community. This resulted in many new walk-ins and interested clients. Our team of Certified Diabetes Educators, Registered Nurses and Dieticians collaborated with RPCHC Clinical providers to offer joint clinics focused on diabetes education, prevention and management.

Nutrition

The Dietician worked with a variety of clients of all ages, including clients with complex health and mental health issues. She collaborated with a Nurse Practitioner to do well-child visits (scheduled check-ups to track child growth and development); partnered with Pathways to offer a cooking program and

food-handling certificate for teens; and presented at the Somali Men's Group and the Canadian Centre for Victims of Torture.

Social Work

Our Social Workers offered counselling and case management to vulnerable individuals, as well as groups including The Men's Drop-in, Women Sex Worker's Drop-in and Women's Art Afternoon. They also participated in a webinar series titled, "Working with the Neurobiological Legacy of Trauma," by Janina Fisher. This has enabled them to integrate the most current knowledge of the impact of trauma on the brain into their work with Regent Park clients.

Immigrant, Newcomer and Refugee Programs

In addition to our regular work with immigrants, newcomers and refugees, we developed two new programs this year: A stress reduction group for Vietnamese clients (in partnership with the Hong Fook Mental Health Association); and a group for Somali men with substance use and mental health issues (in partnership with the Fred Victor Centre).

Community Development and Social Action

Community well-being depends on collective action to generate solutions to common problems. In this regard, the Community Health Team submitted community feedback for the *Basic Income Pilot Consultation* and the *TCHC Taskforce Recommendations*; created "Caring Communities in Moss Park," where residents led activities such as a farmers market, health fairs and cooking workshops; and staff and participants successfully represented the community at Toronto City Hall to oppose proposed budget cuts and save programs for homeless women at the Adelaide Women's Resource Centre.



Gerry

My life before my work with the Health Centre was so different than who I am today. I was a recluse; I stayed on my couch and only left the apartment to walk my dog. The door to my bedroom actual seized, that's how much I stayed in one spot. I was living that way for seven or eight years. Drug addiction complicated the situation and I ended up \$4,500 in arrears in my rent.

I am not making excuses but I was abused as a child and placed in a mental hospital when I was 16 years old. You learn how to survive in an atmosphere like that and you become very leery of people. When I got out, they didn't have the assistance they have today. Later I ended up on Ontario Disability for back pain and depression. I was in and out of the hospital for years.

Then about four years ago my housing coordinator took me to the hospital. Community Outreach service for seniors hooked me up with a Social Worker (SW) at the Regent Park Community Health Centre and from there my life made a 180-degree turn. First, my SW urged me to get involved with the men's group, which got me socializing. Once I made a commitment that was getting me out of the house, it was easier to make other commitments. Then he recommended Ve'ahavta Street Academy for vulnerable adults—a nine-week transition skills training program where you learn conflict resolution, public speaking and life skills such as boundary setting, confidence building and self-awareness. I also joined a community outreach program for addicts that taught me how to combat boredom and use mindfulness to stay focused. My SW also connected me to a public trustee to help manage my back rent. It was hard to pay every month but I didn't want it hanging over my head. Really everything snowballed—in a good way—from that first meeting at the Health Centre.

And I am computer literate! I completed a computer (tablet) training program where kids in grade six teach people like me. It was a great experience. I heard the youngster who taught me say to his friends, "I got one of the smart ones."

Today I am asked to speak to audiences of up to 150 people; I am one of 20 community members (out of 350 applicants) chosen to be a part of the city's poverty reduction strategy program; and Ve'ahavta Street Academy wants me to give a workshop demonstrating that there are broader horizons when you complete the program.

The most significant change in my life is my connection to my family. We didn't have a falling out but I stopped talking to my siblings. I used to be ashamed of the way I was living. Now I talk to my sister every week, I see my nieces and nephews, and I recently texted my brother who I haven't talked to in 10 years.

I still have my problems. I still deal with them every day and I see my Social Worker every week. Sometimes its just reporting, other times its more intense. But in general, I feel more self confident, more useful. I am very appreciative of every resource I was able to tap into because of the Regent Park Community Health Centre. I never felt pushed; I set my own pace and I did well.

Gerry has a passion for advocating for seniors. He runs two seniors' bingo programs and is the Chairperson for Dan Harrison Community Complex Residents association.

**IN FISCAL 2016/2017,
THE COMMUNITY
HEALTH TEAM**

Served
1,514
individual clients

Offered
960
open group sessions

Offered
2,501
registered group sessions

WORKING WITH FAMILIES AND COMMUNITY TOWARD GREAT INFANT AND CHILD HEALTH & DEVELOPMENT

Parents for Better Beginnings (PFBB) works to strengthen child development and parenting skills, reduce social isolation and offer resources that improve the resilience of families in the early years.

Our model is holistic and provides services to families in an integrated fashion. We help mom during her pregnancy; support parents throughout the child's early development; and we work with the community, and other agencies that service the community, to create a safe and healthy environment for all children to learn and grow.

One of the goals of the Parents for Better Beginnings Team is to improve our clients' access to programs offered at the Health Centre and within the broader community. Much of our work in the last fiscal year focused on developing and delivering services that will help shape the mental, physical and social well-being of our client families.

Mental Health

Understanding infant mental health is the key to preventing and treating the mental health problems of young children and their families.

Staff participated in several training sessions focused on infant mental health. In partnership with the *Infant Mental Health Promotion (IMHP)*, *The Hospital for Sick Children*, our team led the Regent Park Infant Mental Health Committee, a coalition of professional representatives from service agencies dedicated to promoting optimal outcomes for infants and young children. The aim was to implement an action plan around infant mental health practices. We also piloted a social and communications skills group to help raise awareness around early identification of infant mental health issues.

Mothers' mental health was also a focus of the year. We planned and delivered a maternal mental health fair in collaboration with community stakeholders and we implemented a user-friendly screening tool to assess post-partum depression at our perinatal programs.

Physical Health

We worked with our community partners to manage the overall health of our families. A protocol was developed for referrals of vulnerable pregnant women and mothers of infants from Sumac Creek Family Health Team to PFBB pre- and postnatal programs. In addition to the programming we offer on site at the PFBB location on Regent Street, we offered services at two local shelter sites for mothers with children under the age of four.

Social Well-being

Many of our group sessions focus on topics related to self-care, stress management and family relationships. We started a new group specifically for senior caregivers, as well as a family program on Saturdays to respond to the needs identified through our focus groups with parents and caregivers.

Needs Assessment

PFBB has been an active player of the consultation process by the City of Toronto Children's Services, assembled to outline the current landscape of child and family programs in Toronto, as well as conduct a needs assessment of Toronto's families with children birth to six years of age. The information collected will help to plan and work towards a more cohesive system of child and family centres in Toronto.



IN FISCAL
2016/2017:

109

children accessed the
Child Development
Clinic

116

women received
pre- and
postnatal care

150

families accessed community
services as a result of PFBB
Family Advocacy Support

889

families and
children were
served

7,631

adult visits
and contacts
made

8,330

children's
visits

M. Nagash

I was born and bred in Addis Ababa, capital city of Ethiopia. I completed my undergraduate degree and started my Masters in Business Administration. I had a good job working as a project administrator at Addis Ababa University, but the political situation in the country was unstable and unsafe. Many abuses were happening, including innocent citizens being harassed, arrested and jailed without reason.

I fled my home country and came to Canada in 2015. I was by myself, with zero family in this country, and I was five months pregnant with my daughter. I was placed at Sojourn House, a shelter for refugees and treated by a doctor from the Regent Park Community Health Centre. He referred me to his colleague, a Nurse Practitioner, who managed my health during my pregnancy and continues to follow me and my daughter regularly. Through her, I became part of the prenatal program at Parents for Better Beginnings and I was able to develop the kind of friends and people I can count on.

Before PFBB, I was not exposed to the information I needed to understand the symptoms of labour, prepare myself for delivery

or give my newborn the support she needed. Many of the women I met through the program already had one or two children and could tell me about their experience. The program also invited experts to talk to the group about things like nutrition, breastfeeding and baby care.

My Family Home Visitor told me what I needed to prepare for my daughter's arrival. She taught me how to cook baby food and took us to some places for recreation and stimulation for the baby. It is at PFBB's early years drop-in program for creative play where I meet an instructor who suggested I do classes at the City Adult Learning Centre, which led to a four-month co-op placement at Sunnybrook Hospital and a casual job as a medical secretary!

I am a working mother. I used to be in transitional housing, but now with my job, I am renting on my own in a neighbourhood that is good for young children. Things are going well, more than I ever expected. I have lots of people I know, friends that are good and supportive. I am so thankful to everyone who helped me!

M. Nagash is hoping to obtain a full-time position at Sunnybrook so she can take courses at George Brown College and advance her position at the hospital.

PROVIDING A COMPREHENSIVE WEB OF SUPPORTS FOR YOUTH TO ACHIEVE IN HIGH SCHOOL AND BEYOND

Aligned to and integrated with the Health Centre's mission to improve the health of individuals, and the Regent Park community as a whole, the Pathways to Education Program responds to one of the core social determinants of health: education.

The success of Pathways is tied to the program's focus on building meaningful environments that allow our youth to work in collaboration with adults (our volunteers, our staff, our partners) toward specific outcomes.

Academic Success

Our committed volunteers help us provide tutoring and mentoring to students, ensuring that key academic requirements are supported and that our youth are exposed to opportunities that will enhance their chances for success. Tutors provide at least one evening per week during the school year in one of the core high school subjects: math, English, science, geography, French or social sciences. Mentors provide social support and engage Pathways' youth in activities designed to boost their self-confidence, hone their decision-making skills and develop self-reliance. In 2016-2017, volunteers dedicated over 3,000 hours to our students—a crucial contribution to the success of our program.

Strong Relationships

Our staff work closely with Regent Park youth and families in the Pathways program to monitor each students' progress, provide advocacy and counselling support, offer referrals to other supports and opportunities as appropriate, manage the financial incentives of the program, and develop programming that is responsive to the needs of our students. A long-term commitment is required to build these relationships and develop trust with the students, their families and our partners. In 2016-2017, 46 Pathways employees worked as a unified team to shepherd 768 Regent Park youth toward success.

Meaningful Opportunities

By augmenting our volunteer and staff supports with partnerships within the larger community, we offer a holistic, results-based program that helps to improve opportunities for high school students living in Regent Park. One such initiative is the Movement Toward Opportunity (MTO) Summer Youth Employment Program. While many employment programs supported by various levels of government focus on older youth, this Pathways Regent Park initiative focused on placing high school students in corporate sector summer jobs.

We worked with four organizations in Regent Park—Yonge Street Mission, Dixon Hall, Toronto Employment and Social Services (TESS), and the Daniels Corporation (together forming the MTO Collective)—to help train and place these students in organizations like PIMCO, HOOPP, Osler, and other legal, real estate, engineering, and financial institutions in the city. The excellence of this program is tied to the generosity of our corporate sector partners and the MTO Collective that has developed a laser-sharp focus on one outcome—to ensure that all students living in Regent Park have access to meaningful summer employment that will support their futures.

Lavan

My parents immigrated to Canada from Sri Lanka in 1994, but I was born and raised in Regent Park with my two older siblings. Until grade five, I attended Lord Dufferin Public School in the community. I did track and swimming and always excelled at academics. I guess that is why it was decided that I would switch schools in grade six and I was sent to Howlett Academy. It was quite a struggle for me. I had been in the same community, with the same people since junior kindergarten and I didn't know how to behave in this new environment. There wasn't a single student from the same background as me. I felt different and self-conscious.

Now I am 14 years old and in grade nine at The Abelard School, a private school named after the genius scholar and philosopher Peter Abelard. The class sizes are small (1-15 students). I am learning French and Latin, and I do grade 10 biology, physics and chemistry. I want to take some college or university level courses too, which I can do through the Pathways to Education program.

This is my first year as part of Pathways, but with two older siblings to pave the way, I was very excited to join. I go to tutoring most days of the week. I do my school work there with skilled volunteers on site to help me if I need it. I also have an assigned Student Parent Support Worker who I meet with regularly and can talk to anytime. There are still things I struggle with, like fitting in. I don't like it when there is too much attention on me.

To stay active socially, I try to join as many programs as I can. The extracurricular activities offered at Pathways help students figure out what they like. For instance, we had an Iron Chef cooking competition last year, with unique group challenges and weekly winners. My team didn't win, but I discovered I really like cooking. I am learning more about myself all the time. We learn what our own capabilities are and we experience things we wouldn't otherwise be exposed to.

Through Pathways, I applied for the YMCA Youth Exchange Program. I was one of 16 students chosen to visit Pathways Vancouver. The students there showed us what Vancouver life was all about. We are currently fundraising for when they come to Toronto—doing things like raffling off signed sports jerseys and holding a community car wash. We are hoping to visit Toronto island, take them to Canada's Wonderland and show them around Regent Park. It's really a very accepting community. We invite everyone to come in and join the fun, we have neighbourhood BBQs, fun cultural celebrations, and we help each other.

Helping people is something my parents instilled in me and I want to stay true to that. Maybe I will become a Pathways tutor when I am done with high school, because Pathways has done so much to help me.

Lavan has already demonstrated his commitment to helping others. Last summer he volunteered at Kiwanis Club and this summer he will be volunteering with the YSM computer lab in the Regent Park community.



IN FISCAL 2016/2017 PATHWAYS

Served **768** students (all grades)

Enrolled **90%** of eligible grade **9** students in the catchment area

Graduated **165** students (at the time of publication)

Worked with **102** volunteers

OUR FIVE-YEAR GRADUATION RATE IS **74%**

ENSURING THE FISCAL AND ADMINISTRATIVE HEALTH OF RPCHC AND PROVIDING QUALITY DENTAL CARE TO OUR COMMUNITY

The Finance and Administration Team is responsible for finance and accounting, human resources, computer and network technology (IT), management information systems (MIS), administrative support services, and facilities management at all sites. The Dental Program is also part of our team and consists of two part-time dentists, a dental assistant and a dental receptionist.

FINANCIAL HEALTH

The Finance Team ensured RPCHC financial and funding requirements were met, including budget development, funding reports, monthly financial statements, and the coordination of the annual audit. We are happy to report that we balanced budgets in all programs, are making significant improvements in our financial reporting systems and we achieved all performance targets required by various funders.

EMPLOYEE PERFORMANCE

The key functions of human resources management include recruitment, training, performance evaluation, motivating employees, as well as workplace communication, workplace safety and more. We were actively involved in negotiating our first 3-year collective agreement with staff representatives and OPSEU, and we are implementing the many changes that have resulted from the new agreement. Our Human Resources Manager reviewed and updated a number of our HR policies, developed a comprehensive orientation for new staff and focused on a number of staff wellness initiatives.

CONNECTIVITY - OUR SYSTEMS

The role of our IT/MIS Team is to manage the complex information needs of the Health Centre and maintain connectivity between all sites. In fiscal 2016/2017, we completed a failover system to ensure uninterrupted connection across sites and updated or replaced several key servers.

CONNECTIVITY - OUR PEOPLE

Our administrators help keep the Health Centre organized and running well. They are actively involved in supporting the Board of Directors, internal and external committees, managing corporate records and a wide range of other administrative activities to ensure smooth operations across programs.

MANAGING SPACE

Facilities Management provides comprehensive maintenance, custodial and repair services to ensure 465 Dundas and our program locations are maintained in a safe, clean and functional state to best serve the staff and clients of RPCHC. In fiscal 2017, we applied for considerable capital funding to upgrade or replace our aging equipment, mechanics and building structures.

DENTAL SERVICES

Oral health is not only important to a person's appearance and self-confidence, but also to their overall health and wellbeing. Our Dental Team provides quality dental care to community members who would not otherwise have access to adequate oral health services. We are in the process of converting to electronic imaging/xrays and are working towards electronic patient records.

Ivy

A few years ago I started to have some problems with my teeth; I hadn't been to a dentist in a long time. I was so afraid, I would get sick to my stomach and shake just thinking about it. A friend of mine had the same anxiety issues and was totally calm and relaxed when she was treated by Dr. Farbod Fanian, so she recommended I come to the RPCHC Dental Clinic.

It turned out I needed a root canal. I got partials made for the front teeth and eventually full dentures top and bottom. I am very happy with the way things turned out. You don't realize it, but your dental health changes your whole face and affects your self-esteem. I smile a lot more now.

There is something about Dr. Fanian-I call him Frankie-he has a very calming personality and treats you like you are family, not just another patient. If you are feeling nervous, he gives

you all the time you need. He explains everything without being condescending. There is nothing worse than professionals talking down to the people they are working with.

The whole staff here is amazing. Frankie and the assistants know everyone's first names, even when they see you on the street they remember you. There is nothing phony about them, you can tell they really care and they respect their patients. I recommend the Dental Clinic to my friends and my whole family comes here. The Health Centre is like Cheers, everyone knows your name and you're always glad you came.

Ivy has lived in the Regent Park community for 48 years and used to be a patient at the original Health Centre at 15 Belshaw.

**IN FISCAL
2016/2017:**

The Dental Team saw over
900
patients

The Dental Clinic accommodated
1,683
appointments



REGENT PARK COMMUNITY HEALTH CENTRE STAFF 2016/2017

EXECUTIVE DIRECTOR

Paulos Gebreyesus
Sheila Braidek*

CLINICAL

Sophie Bart, Director
Adi Akanbi
Ciara Alberto
Rebekah Barrett
Dimple Bhagat
Elaine Cheng
Gary Cockburn
Victoria De Guzman
Zeena D'Souza
Leticia Dumlao
Anne Egger
Dulce Felismino*
Janienne Foenander
Sharon Gazeley
Dan Ha
Laura Hanson
Teresa Hughes*
Alan Li
Joanne Louis
Roy Male
Vashti Mascoll

Christine McConnell
Stephanie Murillo
Katherine Nash
Kifi Pena
Karol Prokocki
Victoria Qi
Mina Smudja
Nayana Somaiah
Cinntha Srikanthan
Monica Sullivan
Kim Truong
David Tudo
Fatima Uddin
Marika Warner*

COMMUNITY HEALTH

Cherie Miller, Director
Gregory Bell
Susan Brundl
Phillip Chuck*
Nema Dahir
Raquel Figueroa
Flavia Genovese
Ambaro Guled
Adiam Haile
Calvin Henschell



Peter Ho
Fiona Husband
Judy Hyndman
Darryl Langendoen
Nancy Marr
Lesa McPherson
Ebla Mohamed*
Sabin Mukkath
Norma Jean Neal
Nadia Pabani
Deany Peters
Doan Quan
Dean Reid
Angelica Reyes-Fraga
Josie Ricciardi
Olivia Rojas*
Gary Simmons
Hussain Sookot
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Cindy Yang*
Zalina Yu



Committee for Accessible AIDS Treatment

Maureen Owino, Coordinator
Ciro Alessandro Bisignano Barreto
Raj Jagwani

Mid-East Toronto Health Link

Mary Eastwood, Director

*indicates left employment at RPCHC in fiscal 2016/2017

AUDITED FINANCIAL STATEMENTS

Statement of Receipts and Expenditures
Year Ended March 31, 2017

REGENT PARK COMMUNITY HEALTH CENTRE

ASSETS	2017	2016
CURRENT		
Cash and equivalents - restricted	\$ 648,489	\$ 744,045
Cash and equivalents - unrestricted	718,030	710,968
Amounts receivable	180,916	216,648
Prepaid and sundry assets	16,160	16,934
Marketable securities - restricted	328,137	-
	1,891,732	1,688,595
Property and equipment	2,525,533	2,795,935
Cash and cash equivalents - unrestricted for future use	1,259,992	1,167,134
Cash and cash equivalents - restricted for future use	132,478	132,245
Marketable securities - restricted for future use	588,402	1,414,276
	\$6,398,137	\$7,198,185
LIABILITIES AND FUND BALANCES		
CURRENT		
Accounts payable and accrued charges	\$70,842	\$52,154
Due to Toronto Central Local Health Integration Network	-	10,000
Due to Toronto Central Local Health Integration Network - Diabetes Education Program	28,583	28,583
Due to Toronto Central Local Health Integration Network - Mid-East Toronto Health Link	52,042	218,553
Deferred revenue	26,609	26,269
	178,076	335,559
NET ASSETS		
Restrictive funds - Capital - Regent Park Community Health Centre (core operations)	2,525,533	2,795,935
Project funds - Regent Park Community Health Centre (core operations)	1,831,388	1,738,868
General operating fund - Pathways to Education	726,671	726,671
Scholarship fund - Restricted by donors - Pathways to Education	-	-
Scholarship fund - Restricted by the Board - Pathways to Education	361,764	825,907
RPCHC scholarship fund - Restricted by the Board - Pathways to Education	588,402	588,402
Restricted fund - Donations - Parents for Better Beginnings	186,303	186,843
	6,220,061	6,862,626
	\$ 6,398,137	\$ 7,198,185

REGENT PARK COMMUNITY HEALTH CENTRE

RECEIPTS	2017	2016
Toronto Central Local Health Integration Network		
- Base	\$ 6,510,582	\$ 6,369,233
- Non-recurring	-	84,200
- One-time funding	57,000	-
- Diabetes Education Program	464,304	464,304
Other grants	1,343,357	1,658,272
Ministry of Education	846,669	843,464
Donations	6,737	72,296
Pathways to Education Canada	3,107,001	3,209,500
Interest income	16,389	5,672
	12,352,039	12,706,941
EXPENDITURES		
Salaries	7,474,829	7,728,790
Benefits	1,784,320	1,811,157
Operating expenses	2,350,880	2,398,113
Student transportation (TTC expenses) & school supplies	519,141	551,285
Scholarship expenses	492,032	481,329
Non-recurring expenditures	-	84,200
Amortization	270,402	291,599
	12,891,604	13,346,473
EXCESS OF EXPENDITURES OVER RECEIPTS FOR THE YEAR	-539,565	-639,532
Add: Funds from prior year net assets	539,565	639,532
EXCESS OF EXPENDITURES OVER RECEIPTS	0	0

Fiscal 2017 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.

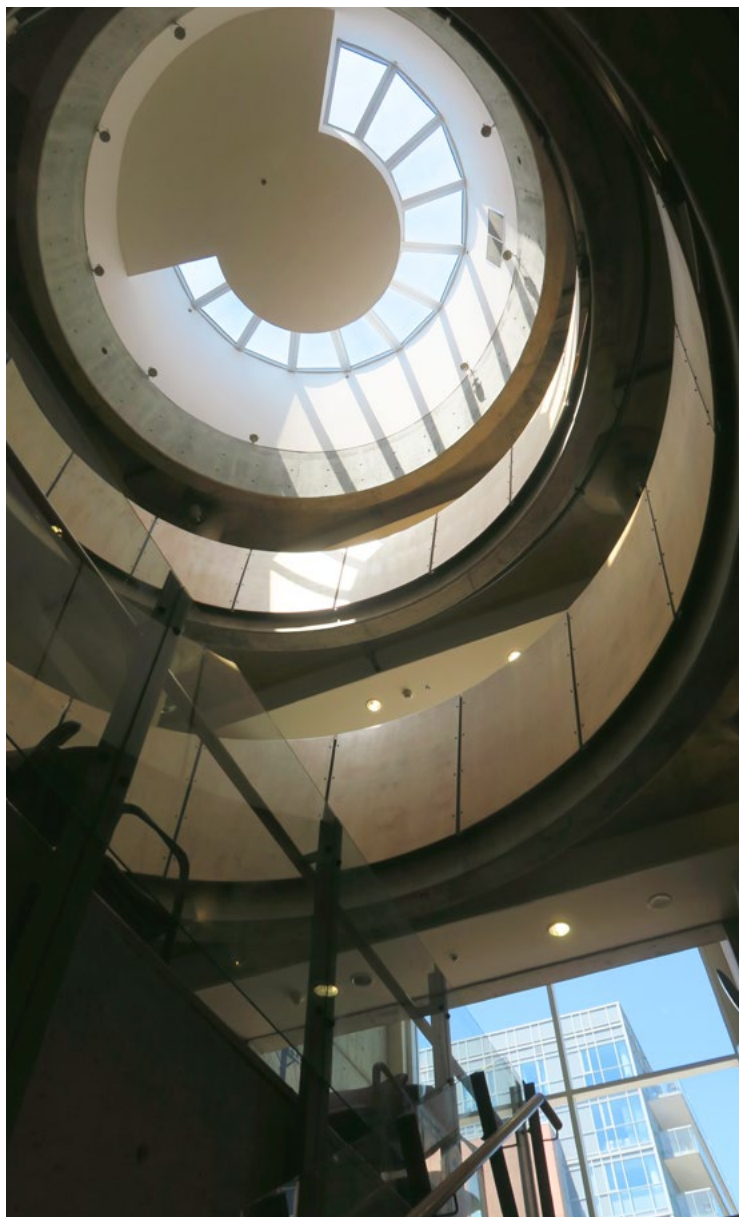
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Mitchell Cohen
Moss Park Pharmacy Ltd.
Patrick Simmonds
Sylvie Charest
Toronto Cultural Advisory Corporation
ViiV Healthcare ULC

FUNDERS:

City of Toronto - Shelter, Support & Housing Administration
City of Toronto - Toronto Urban Health Fund
The M.A.C AIDS Fund
Ontario Early Years Centre
Ontario HIV Treatment Network
Ontario Ministry of Education
Ontario Ministry of Health and Long Term-Care - AIDS Bureau
Pathways to Education Canada
Public Health Agency of Canada
Toronto Central Local Health Integration Network





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Regent Park

Community Health Centre



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



Funding for various RPCHC programs and services is provided by Toronto Central Local Health Integration Network (TCLHIN), Ontario Ministry of Children and Youth Services, the Ontario Trillium Foundation, Pathways Canada, and other funders. The views expressed in this report do not necessarily reflect those of the Toronto Central LHIN, Government of Ontario, Pathways Canada or any other funder.