

**ANNUAL
REPORT**
2017|2018



Regent Park
Community
Health Centre



REGENT PARK
COMMUNITY HEALTH CENTRE

OUR MISSION AND VISION

Regent Park Community Health Centre (RPCHC) is a community-based organization providing comprehensive health and community services that remove barriers and improve lives. Our vision is equitable health outcomes and social justice for the communities we serve.

OUR VALUES

EQUITY/SOCIAL JUSTICE

We oppose discrimination and oppression everywhere, in all their forms.

RESPECT AND DIGNITY

We value, accept, and include all individuals for who they are.

ACCESSIBILITY

We commit to responsive, culturally safe, and stigma-free services.

EXCELLENCE AND INNOVATION

We embrace effective practices and create novel solutions to improve services.

ACCOUNTABILITY

We are responsible for the resources entrusted to us. We act ethically and with integrity.

COMMUNITY OWNERSHIP

We embed community engagement and decision-making at all levels.

BOARD OF DIRECTORS 2017/2018

President:

Jeremy Petch

Vice-President:

Akosua May Matthews
Abukar Hagi*

Treasurer:

Maureen Parry

Members:

Sharifa Ali (on leave)
Nikhil Agarwal
Fos Ashkir
David Buhler
Dr. Supriya Gade
Karen Gordon
Konata Lake*
Edward McDonnell
Ermias Nagatu
Dr. Kirstie Peden
Lorie Shekter-Wolfson
Greg Webster

*Indicates retired from the Board
in fiscal 2017/2018

The Board recognizes that membership renewal is essential for good governance, board engagement, and effective leadership. Last year, we said goodbye to some of our members who have served our community over the past several years, we saw Greg Webster step down after five years in the position of Board President, and we elected Jeremy Petch, member of the Board since 2013, as President. We also welcomed new members Nikhil Agarwal, Dr. Supriya Gade, Edward McDonnell, Ermias Nagatu, Dr. Kirstie Peden, and Lorie Shekter-Wolfson.

A YEAR OF RENEWAL

Message from the Executive Director and President of the Board



Jeremy Petch
President of the Board



Paulos Gebreyesus
Executive Director

Our annual report is one way the Board and staff of the Regent Park Community Health Centre share with you, our community, where we have been and what is next on our horizon. It is a way to acknowledge how the organization continues to grow and respond to emerging issues and new populations and yet remain committed to our history of 44 years serving you.

It has been a busy year filled with upgrades to our systems and structure, as well as change that we knew was coming, and thoughtfully planned for. To begin with, we developed a new three-year strategic plan for the Regent Park Community Health Centre (RPCHC). Board and staff worked together to engage our communities; refresh our vision, mission, and values (see the adjacent page!); and reintegrate our programs and services under one collective mission.

Our new strategic priorities are to:

- > Demonstrate leadership in developing and delivering services to address the health and social conditions impacting members of communities who face barriers
- > Work together across teams and agencies so that children and youth can thrive
- > Collaborate and advocate for positive system changes

We also spent a good part of last year preparing for accreditation. Accreditation is a comprehensive audit and assessment of everything that we do. This third-party evaluation process demonstrates to our stakeholders—from community members to funders to governments, as well as to Board and staff—that this organization continues to provide excellence in programs, services, and partnerships. We were successful in our application and our accreditation was finalized in April 2018.

We would be remiss not to acknowledge the hard work and leadership of the staff in successfully completing our first collective agreement under OPSEU (Ontario Public Services Employees Union). This agreement reflects our commitment to an organizational culture of partnership and mutual respect.

And finally, we are able to do this work because of the generous support of our donors and funders, the unwavering commitment of our staff and volunteers, and the trust and confidence that you—our clients and community—place in us.

Thank you.

Clinical

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 always 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.

WHAT'S NEW

The Clinical Team is made up of nurses, nurse practitioners, doctors, chiropodists (foot care), a physiotherapist, a clinical assistant, receptionists, and medical secretaries. We added two harm reduction nurses last year and welcomed two new consulting partners—a respiratory therapist and psychiatrist—to help make our services better for our clients.

To help providers stay current and up to date on the latest treatments, we held numerous trainings in-house on a range of topics. These included building resiliency in the workplace, diabetes management, new treatments for Hepatitis C, physiotherapy, therapies for pain management, and suboxone for treatment of

addictions. Staff also attended and presented at many external trainings and conferences.

WHAT'S IMPROVED

We work with individuals and partners to enhance our services and build the health and well-being of the Regent Park community. Last year, we saw performance improvements in several areas. An additional 210 clients were seen in our clinic compared to the year before; our physiotherapist ran several groups to promote wellness, including Healthy Back, Healthy Lifestyles, and Low Back Pain groups; and, thanks in part to the flu clinics we ran in the fall, we exceeded our target rate of 55% eligible clients screened for and immunized against influenza.

Client satisfaction is our ultimate goal. Our latest client engagement survey showed that:

- ✓ 95% of clients surveyed stated they were given enough time when seeing their providers
- ✓ 94% stated that they were always or often involved by their care providers in decisions about their treatment (up from 92% the previous year)
- ✓ 92% were given the opportunity to ask questions about their care (up from 88% in the previous year)

AYAN

Interpretation by Ambaro Guled

I am originally from Somalia but had to leave my country because of civil war. My husband moved to Canada in 2010 and I followed two years later with my son. I was pregnant with my second child at the time. Being a refugee, I did not have a health card. It was very stressful being in an unfamiliar place, not speaking the language, not knowing how the medical system works, and at the same time not having legal status in this country. I felt anxious about what would happen to my baby.

The Regent Park Community Health Centre was very welcoming. The interpreters explained everything to me in my language. The doctors and nurses took care of me during my pregnancy and have supported my whole family over the years. We have four children now, three of them born in Canada. My husband is working, but we are still a low-income family and we do not have medical insurance. When we need medications, RPCHC helps us; they are very flexible that way.

The Clinical Team does not just think about your physical health. They introduced me to other resources at RPCHC and in the community that have helped my family over the years. Pre- and post-natal programs at Parents for Better Beginnings (now Early ON) helped me during my pregnancies. The Community Health Team supported our application for affordable housing in Regent Park. And the women's group was a good place to socialize with other women in the community and learn about things like proper nutrition for my family. My son is in school now and he receives the help that I cannot give him from the Newcomers Homework Club.

Due to some mistakes on my applications, I still do not have status in this country. Staff at the health centre have been very helpful by speaking with legal services and it appears my application will be processed soon.

To start over in a new country and build your resources from scratch is not easy. I am very appreciative of RPCHC. I am comfortable in this neighbourhood and I feel more confident to raise my kids. I cannot say enough about the warm welcome I always receive from staff—from the doctors right down to the receptionist at the front desk. I will always be grateful for that and all the support we received from the staff of RPCHC.

IN FISCAL 2017/2018

Our access to primary care rate increased from **49%** to **52%**

The number of clients seen by our physiotherapist increased from **186** to **290**

Eligible clients screened for and immunized against influenza increased from **63%** to **65%**

Eligible clients screened for cervical cancer remained at **70%**

Eligible clients screened for colorectal cancer remained at **57%**

The rate of inter-professional care for people with diabetes remained steady at **96%**



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 meeting the needs of the most marginalized members of our community, many of whom are dealing with a combination of homelessness and housing issues, poverty, settlement issues, substance use, nutrition concerns, chronic illness, and mental health issues. The team uses a harm reduction and social justice approach to provide needed supports and services through individual and group-based initiatives, and through outreach to underserved individuals.

WHAT'S NEW

Last year, Ontario saw a 72% increase in emergency room visits due to suspected overdoses and a 52% increase in opioid deaths from January to October 2017 (compared to the same period the year before). While the Regent Park Community Health Centre has been delivering harm reduction services in the community for over 15 years, in 2017 we began planning for the addition of a small-scale overdose prevention service (OPS) for people who inject drugs. An OPS provides a clean, safe environment where people can use substances under the supervision of trained staff. Sites are approved by the Ontario Ministry of Health and Long-Term Care, and follow the principles of harm reduction: to minimize the harmful effects of illicit drug use and reduce the risk of disease and death for people who use substances.

Why do we need an OPS?

Based on data from EMS paramedics, the Regent Park and Moss Park areas have been identified as "hot spots" for

overdose. At RPCHC, we serve a significant number of people who inject drugs, including people who are homeless, precariously housed, and who engage in high-risk behaviours such as injecting alone, frequently, and in public. Research shows the benefits of overdose prevention services in a community include an increase in the use of detox and drug treatment services, as well as a reduction in public drug use, drug overdoses, infectious disease transmission, and health care costs. In November 2017, 90% of our harm reduction clients surveyed indicated that they would use an OPS at RPCHC to inject. In April 2018, we opened the OPS site staffed by a team made of harm reduction workers, registered nurses, and a community health worker.

WHAT'S IMPROVED

We continued to build partnerships, advocate, and take collective action to reduce inequities in health status or access to health services in our community. Last year, the

Community Health Team:

- ✓ Worked with community members and the Worker's Action Centre (WAC) to help organize the \$15 and Fairness Campaign, advocating for an increase in minimum wage
- ✓ Brought attention to the shelter crisis, advocating for the creation of an additional 1,000 shelter beds in Toronto
- ✓ Supported a collaborative anti-Islamophobia initiative by working with staff from local agencies to plan neighbour-to-neighbour forums, providing residents with an opportunity to ask questions and share their experiences in a safe space
- ✓ Supported the Collective Community Building Initiative (CCBI), a community-driven project working toward building an inclusive, caring, and vibrant community within Toronto Downtown East
- ✓ Aided the Regent Park Safety Network tasked with developing a strategic safety plan for the neighbourhood

JUDY

I ran away from home when I was 14 years old and met someone who told me how I could make money. She didn't call it prostitution, she just showed me the ropes and my life changed direction from there.

I lived on the streets and did drugs to help distract me from my surroundings and bury the feelings inside of me. The first drug I ever did was heroin, then I shot cocaine, and finally switched to smoking crack when the HIV scare from sharing needles came out. When my drug use was at its highest, I turned to selling drugs to help pay for my habit, until I was arrested and sentenced to four years in jail. I still use today, but only a fraction of what I did when I was younger. Without my drug of choice, I don't think I would make it out the door in the morning.

It is not a pleasant part of my life, but I am not ashamed of it.

Currently, I am employed as a harm reduction worker at RPCHC. It all started when I participated in a fashion show for street involved women; design students from Ryerson made outfits for us and we got to model them for the public. People on the street, especially women, are invisible to society, but at this event we were the centre of attention. It really helped to build our confidence. From there, a series of events led me to the job I am in today.

I work in the supervised injection site and I run the Thursday women's drop-in centre, preparing food, ensuring the space is monitored, and diffusing any problem situations. Women come to grab something to eat, take a shower, and do laundry. The drop-in is a social space for them, and I get to reconnect with the community who helped me out when I was on the streets.

Working at RPCHC has given me back my sense of well-being and purpose. When I started, I was in a depressive state. They gave me the strength to keep going and the opportunity to give back to the street community, a community that supported me most of my life. I have the tools to help these people. They were always there to make me feel safe and I want to make them feel safe too.

There are good agencies in the downtown core, but as someone who has benefitted from the resources at RPCHC, as far as I am concerned they are the best.



IN FISCAL 2017/2018

The Community Health
Team served **2,080**
individual clients

The number of client
visits totalled **5,934**

The number of groups
offered totalled **1,286**

18,305 people
participated in our
group initiatives

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

The Regent Park EarlyON Child and Family Centre works to strengthen child development and parenting skills, reduce social isolation, and offer resources that improve the resilience of families in the early years.

WHAT'S NEW

To begin with, we changed our name! Starting in January 2018, Parents for Better Beginnings joined Ontario Early Years Centres, Parenting and Family Literacy Centres, and Child Care Resource Centres to be collectively known as EarlyON Child and Family Centres. The goal of this integrated approach across Ontario is intended to support all children, parents, and caregivers in learning, growing, and connecting—together. This is in alignment with the renewed early years and childcare vision to continue providing access to a range of high-quality, inclusive, and affordable early years and child care programs and services centred around the child and family, as well as contribute to children's learning, development, and well-being.

To support this vision we have:

- ✓ Opened a morning drop-in four times per week to ensure accessibility for all families
- ✓ Implemented infant and toddler group activities to support the developmental growth of each of these age groups
- ✓ Introduced family yoga into early learning programming
- ✓ Started offering on-site intake and consultations to families attending well-baby visits at the health centre
- ✓ Strengthened our programming to meet the Early Learning for Every Child Today guidelines for how young children learn and develop in Ontario's early childhood settings
- ✓ Developed new partnerships and worked with the Toronto Downtown East Child and Family Network to deliver the first Regent Park Family Fair

WHAT'S IMPROVED

The EarlyON Team strives to improve program efficiencies and enhance our clients' access to services offered at the health centre and within the broader community. Last year, we consolidated intake and administration tasks; transitioned out family home visiting and integrated family supports into early learning programs; and with funding from United Way Toronto, we were able to provide interventions to families with special needs children who were waiting to access services.

LIZETTE

I came to Canada with my husband in 2002. It was very isolating at first because my first language is Angolan Portuguese and I only learned English when I came to this country.

We moved to Regent Park in 2010 when we became eligible for housing. We have five kids ranging in age from two to eleven, plus I am pregnant. The older kids go to the Catholic school in the area, but I am home with the two youngest girls.

The EarlyON program for young families makes a big difference in our lives. I come with the girls to preschool and drop-in several times per week. They are socialized with the other kids and learn how to share. We don't have family in Canada, so if we didn't have these programs, it would just be me alone with the kids all the time. Even with all the parks in the area, you might meet a friend one day and then might not see them again for a long time. The EarlyON programs give my children a sense of belonging. They sing, read books, play. They have snacks. Typically, they are picky eaters at home, but here they experience a lot of different foods. At the same time, I get to interact with the other mums. Many of us are newcomers to Canada so we talk, cook, and participate in the therapeutic yoga offered to young mothers. Yoga is so relaxing, it takes me to a different world a couple of times per week.

Lately, there have been some bad things going on in the community, and I worry that I may need to choose between my kids' safety and the many resources available to me at the health centre. I am hopeful things will change because I have everything that I need. The people who work here feel like family...it's like a second home.

IN FISCAL 2017/2018

507 new families were served

8,683 adults and children visited EarlyON programs and services

106 families accessed the Child Development Clinic

110 women received pre- and postnatal care

584 visits took place at the perinatal program

180 families accessed community services as a result of family advocacy supports



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

Aligned to and integrated with RPCHC'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.

WHAT'S NEW

As we look back at this past school year, it has been a significant transition year for Pathways to Education Regent Park (Pathways). As we celebrate our 17th year, we aim to achieve program sustainability through:

- 1) Program expansion
- 2) Redefining the catchment area
- 3) Innovating program delivery
- 4) Advancing new strategic priorities and enablers
- 5) Physical space renewal
- 6) Deepening our relationship within Regent/Moss Park neighbourhoods

In February, we launched a comprehensive program review to be incorporated into the Regent Park Community Health Centre's three-year strategic plan. As evident from the data collected from all stakeholders during this program review process, there is a growing desire to build a holistic youth-centred "wellness hub" with access to primary care, social work, and mental health

counselling, whereby education is the anchor for attracting youth into RPCHC. With the provincial government's multi-billion dollar investments in improving the mental health of children and youth, there is potential for RPCHC to be the leading youth-serving agency in the Regent/Moss Park neighbourhoods.

We also recognize that Pathways plays a pivotal role in addressing youth violence in our community. We continue to be involved in the community crisis response network and safety forums to provide services to affected students and their families. In January 2018, Pathways participated in the first-ever Pathways Wellness and Resiliency Training held at the City of Toronto. Our staff were encouraged to collectively share their experience as frontline youth workers, offer best practices, and create bonding opportunities. As well, Pathways is working towards developing a working group that includes members from each program at RPCHC to develop a proactive and holistic response protocol for dealing with community violence.

WHAT'S IMPROVED

In December 2017, we participated in a socio-economic impact study for all programs operating out of Daniels Spectrum, a cultural hub in Regent Park. Each week from Monday to Thursday, hundreds of students attend tutoring in six core subjects at that location. Our volunteers continue to be the backbone of our flourishing tutoring program. Results from the study indicated that the overall annual impact of Pathways' tutoring to the local community has a value equal to \$8 million at the Daniel Spectrum site.

As part of the federal and provincial governments' investment in innovations, there has been a growing demand for jobs, training, research, and knowledge transfer in the STEM fields (science, technology, engineering, math). Building on the foundation of our successful Digital Literacy program at Pathways, we are expanding beyond technology and into other fields of STEM programming.

AHSANUL

The Pathways to Education Program keeps kids in Regent Park active and busy, provides a gateway to opportunities that we would not otherwise have, and offers programming that helps us become more responsible—because when you join the program, you sign a contract, you make a commitment to participate.

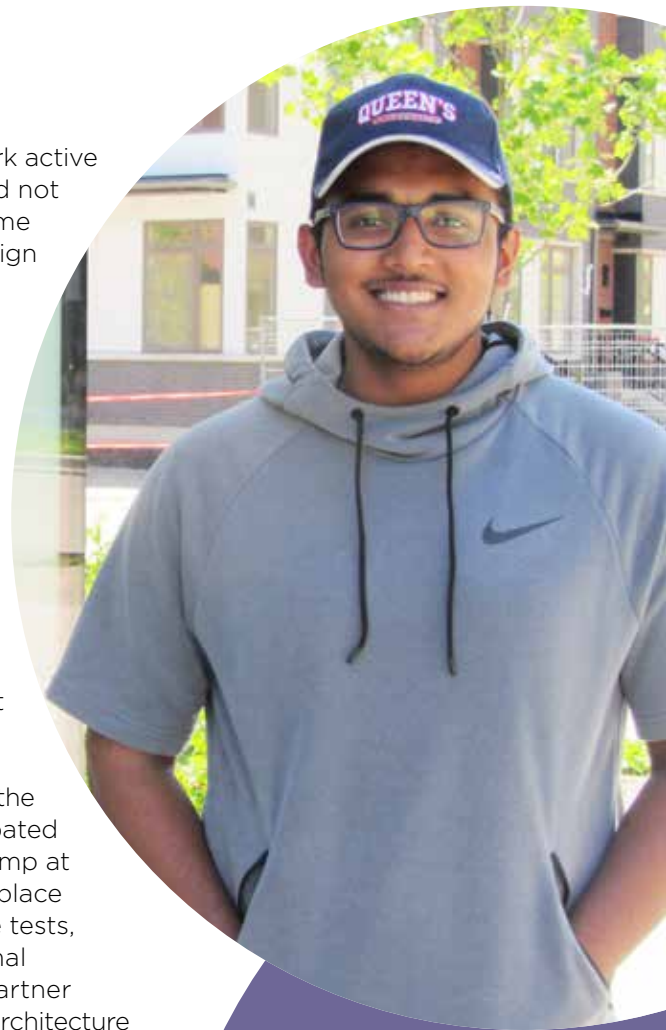
I have always been a high achiever when it comes to academics. In grade nine I got a scholarship to go to the Abelard school, a private school with small class sizes and people from very different backgrounds than my own. It expanded my network and exposed me to a world I had not experienced as a resident of Regent Park. I loved this new environment because the students were focused and enthusiastic, and the teachers weren't distracted every two minutes by someone in the corner causing trouble. But it was difficult adjusting to a heavier and sometimes more advanced course load. I was lucky to have access to Pathways tutoring where I could benefit from people who were patient and could help me with the subjects I was struggling in.

There are other experiences Pathways provides in addition to the straight forward academic supports. Summer 2016, I participated in Moving Towards Opportunity, a 12-week academic bootcamp at Dixon Hall Neighbourhood Services. We learned about workplace behaviour and workers' rights, took personality and aptitude tests, crafted our resumé, and at the end we went through a formal recruitment process for a work placement at one of their partner organizations. I was lucky to get a position at an international architecture firm in downtown Toronto and now I have that on my resumé.

Earlier this year, Pathways organized a trip to Queen's University. It was a trip that changed the entire direction of my academic career! Queen's wasn't even on my radar. I always expected that I would stay closer to home and do computer science at University of Toronto or McMaster University; in fact, I had already completed my applications. But when I saw the college-style campus with everyone rocking the Queen's gear to show their school pride, and the small class sizes with name tags on the desks so the professors know who you are, I knew this was the place for me. I will be heading to Queen's in September to study commerce.

Just before I head off to university, I have yet another awesome opportunity through Pathways and its partnership with SHAD. I received a full bursary to attend the award-winning STEM (science, technology, engineering, math) program at a Canadian University. I get to spend a month with 50 other like-minded students attending lectures, doing team and leadership building exercises, exploring the city, going camping...it's like summer school and camp rolled into one.

We live in a world where so many opportunities are based on who you know. Through Pathways to Education, kids in Regent Park get to go places and meet people we wouldn't otherwise come across. The program helps us reach our full potential.



IN FISCAL 2017/2018

688 students enrolled
in the program

140 students graduated
(at the time of publication)

Pathways worked with
86 volunteers, who
contributed **3,149** hours
to our programming

378 students accessed
\$556,994 of
Pathways bursaries

Financial, Administrative & Dental Services

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.

WHAT'S NEW

Inclusivity and safety are priorities at the Regent Park Community Health Centre. In fiscal 2018, we were awarded over \$200,000 in new capital funding to replace the roof and deck at our 465 Dundas location, and to add accessible door operators throughout the site.

Efficiency is also a priority. The health centre undertook an energy audit that will allow us to significantly improve efficiency and is estimated to save RPCHC approximately \$10,000 per year in reduced hydro costs.

Also new last fiscal, we established a staff committee to review our current health benefits plan and make suggestions based on an organization-wide staff survey. Outcomes of the staff survey

are under review and will be used to make improvements and find savings in our group plan.

WHAT'S IMPROVED

The Finance and Administrative Team reviewed and updated all financial, human resources (HR), health & safety, and IT policies as part of our active participation in RPCHC's accreditation process—a national designation that recognizes continuous quality improvement, demonstrates accountability, and adds credibility to our organization.

RPCHC also made several enhancements to organizational systems last year. We are redesigning systems to move from manual to automated financial and administrative processes, including transitioning to an ADP payroll service

that will allow staff to access their payroll and relevant HR information online. Our IT network underwent significant improvements that included new and more powerful antivirus software, improved security overall, and upgrades to minimize the risk of viruses or disruptions to services. We began the detailed process of clean up and migration of client data in anticipation of moving to new medical desktop software in the upcoming year. And our Dental Clinic upgraded to a digital imaging system to replace outdated manual X-ray processes, a significant improvement that also allows dental X-rays to be stored and accessed electronically.

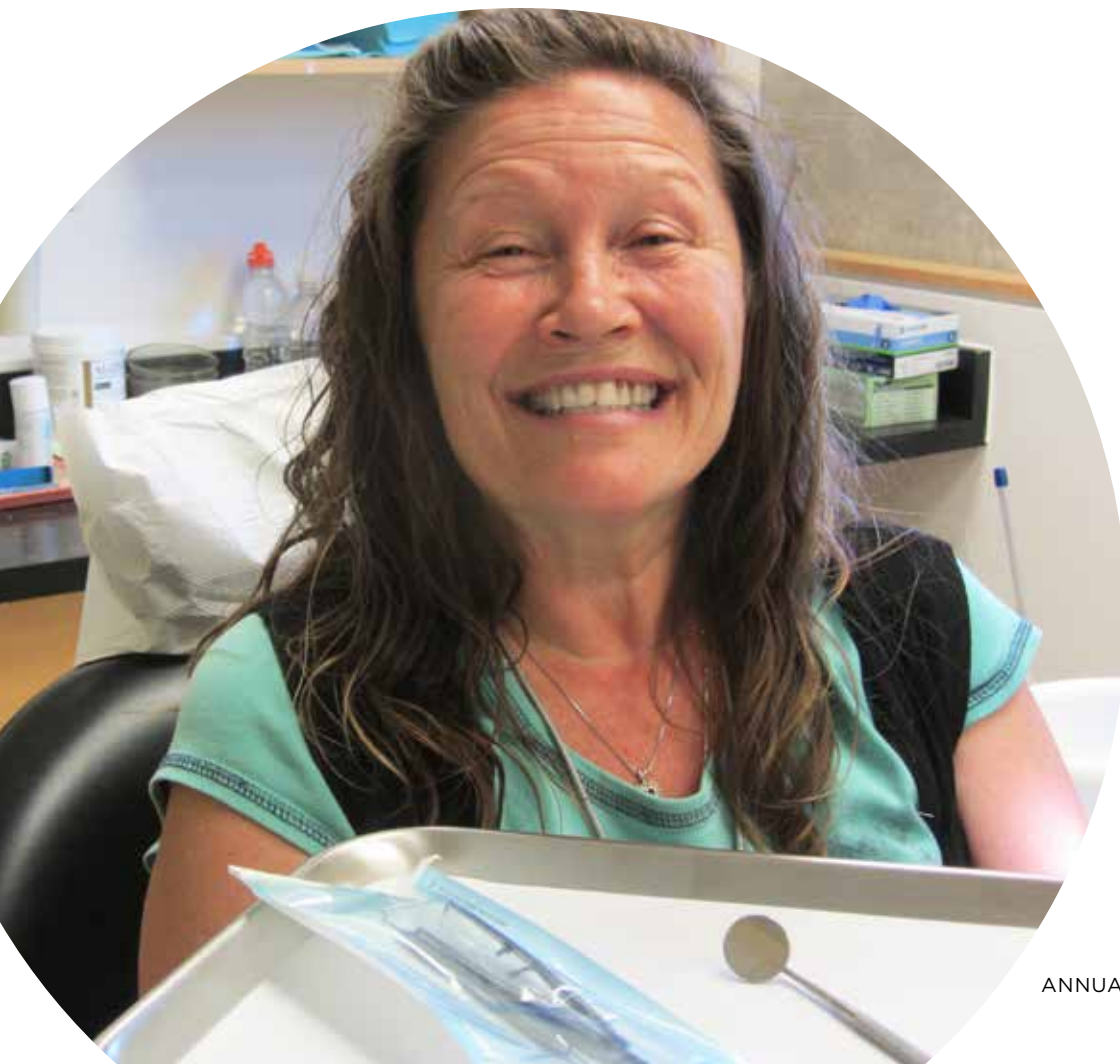
HEATHER

I have been seeing Dr. Fanian for almost 14 years. Prior to that, I hadn't been to the dentist in close to a decade. Like lots of people, I had bad experiences when I was a child, including my mouth not being fully frozen when the doctor was drilling. My whole life I avoided the dentist except for emergencies. I come to the RPCHC Dental Clinic on a regular basis now.

I have good teeth, but bad gums and I had to have two teeth pulled. Dr. Fanian gave me a partial denture—that's a removable plate with two fake teeth. I was worried about how it would fit and if it would look good. When I got it done he gave me a toonie and said, "Your smile is worth a million, go buy yourself a lottery ticket." The first day I had the denture, I chipped it! He wanted to fix it, but I think it gives me character, it looks more real.

I am amazed I found a good dentist. I'm on disability and he is not judgemental about that, he wants to help any way he can. I really don't like needles so when he freezes my mouth he distracts me. His attitude is very pleasant and he is approachable.

Your smile says a lot about you and taking care of your teeth is an important part of avoiding infections. Coming to the dentist every six months is part of staying healthy. I am taking better care of me, and that makes me feel better about myself.



IN FISCAL 2017/2018

The Dental Team saw **852** patients

The Dental Clinic accommodated **1,598** appointments

RPCHC funding increased **\$700,000** for capital improvements and harm reduction programming

REGENT PARK COMMUNITY HEALTH CENTRE STAFF 2017/2018

*When I need help in
my life, there is always
a staff member
to help me out,
no matter what.*

EXECUTIVE DIRECTOR

Paulos Gebreyesus

CLINICAL

Sophie Bart, Director
Adi Akanbi
Ciaresse Alberto
Rebekah Barrett
Dimple Bhagat
Elaine Cheng
Gary Cockburn
Victoria De Guzman
Zeena D'Souza
Leticia Dumlao
Mary Egbo Egbo
Anne Egger
Janienne Foenander
Sharon Gazeley
Dan Ha
Laura Hanson
Ermin Kelly-Wright
Alan Li
Jennifer Lopez*
Joanne Louis
Berlyn Mahabir
Roy Male
Vashti Mascoll
Christine McConnell
Olga Miasnikova
Katherine Nash
Kifi Pena

Jessica Pisarek
Karol Prokocki
Victoria Qi
Nayana Somaiah
Cinntha Srikanthan
Monica Sullivan
Kim Truong*
David Tudo
Fatima Uddin

COMMUNITY HEALTH

Michele Heath, Director
Cherie Miller, Director*
Gregory Bell
Susan Brundl
Phillip Chuck*
Nema Dahir
Raquel Figueroa
Nolan Joseph Flood
Flavia Genovese
Ambaro Guled
Adiam Haile
Calvin Henschell
Peter Ho
Fiona Husband
Judy Hyndman
Darryl Langendoen*
Nancy Marr
Lesla McPherson
Zoe Medland
Sabin Mukkath

Stephanie Murillo
Norma Jean Neal
Wafa Nugud*
Nadia Pabani
Deany Peters
Doan Quan
Dean Reid
Angelica Reyes-Fraga*
Josie Ricciardi
Gary Simmons
Mina Smudja
Hussain Sookot
Katherine Tedford
Eleanor Tyrell
Lindsay Windhager
Patty Wong
Lul Yarow*

EARLYON CHILD AND FAMILY CENTRE

Nury Rugeles, Director
Shari Chan
Winnie Chow*
Joysree Dey
Priscilla Dutt
Georgia Dyer*
Gene Lincoln*
Diane MacLean*
Erin Mlotek
Varinia Ortiz
Anisa Osman

*You are the best place
to get medical care
and also very supportive
of our community.*

*Such great and prompt service.
My visit was informative
and the staff are friendly,
helpful and kind.*

Jasmina Pilasanovic
Julia Porter
Rosetta Racco
Thevasunthary Rajamohan
Anushiya Ramanathan
Andrea Rowe
Ly Ling Sychaleune
Marina Tavares
Maria Tsirtsimpis
Dorjana Vojvoda
Danielle Wallis
Zeinab Warsame

PATHWAYS TO EDUCATION™

Steven Chuang, Director
Sharmini Fernando, Director*
Joycelyn Amos*
Natalie Barrales-Hall*
Amanda Bellefeuille
Nana Boateng*
Trecia Browne
Kim Burke-Levy
Winnie Chow
Jason Creed
Jermyn Creed*
Emma DeBono*
Paul Deng
Dwayne Duke
Shadi Eskandani
Tyler Freed*
Kai Gordon

Sahra Haji
Olando Harris
Hishan Hassimdeen*
Jennifer Hua
Mahbub Khan
Jameela Krishnan
Cecilia Lontok
Marlene Martin
Richard Mitchell
Asma Mohamed*
Mumina Mohamed
Rahma Mohamed*
Saida Mohamed*
Ashif Mohammad*
Harjot Natt
Suzana Neves
Marilyn Nichols
Mallory Nievas
Kim Outten
Karyn Pendenque
Linda Phuong*
Naomi Quarcoopome*
Sarah Rogers*
Savannah Shears
Silvia Skoutarou*
Lisa Smart
Omar Sybbliss
Beryl Tang
Alexandre Vallée

FINANCE & ADMINISTRATION and DENTAL

Kelly Kane, Director
Jawaher Basoodan
Gordon Blair*
Julia Congram
Mark Congram
Gabriela Escamilla
Farbod Fanian
Terry Fedoriuk*
Sian Ferguson
Masoud Ghomashchi
Wael Jalal
Jan Milito
Fukumi Molla
Remy Ramos
Yasmeiry Santana
Parvein Sorabji
Amy Wang
Zalina Yu

Committee for Accessible AIDS Treatment

Maureen Owino, Coordinator
Ciro Alessandro
Bisignano Barreto
Raj Jagwani
Solomon Lome

*indicates left employment
at RPCHC in fiscal 2017/2018

Quotes are
taken from the
2017 RPCHC
Client Satisfaction
Survey

*It's my first visit,
but so far so good.
What a great bunch
of people with
good attitudes.*

AUDITED FINANCIAL STATEMENTS

Statement of Receipts and Expenditures Year Ended March 31, 2018

REGENT PARK COMMUNITY HEALTH CENTRE

ASSETS	2018	2017
CURRENT		
Cash and equivalents - restricted	\$ 798,804	\$ 648,489
Cash and equivalents - unrestricted	679,345	718,030
Amounts receivable	199,436	180,916
Prepaid and sundry assets	56,180	16,160
Marketable securities - restricted	385,199	328,137
	2,118,964	1,891,732
Property and equipment	2,468,559	2,525,533
Cash and cash equivalents - unrestricted for future use	1,544,830	1,259,992
Cash and cash equivalents - restricted for future use	133,568	132,478
Marketable securities - restricted for future use	-	588,402
	\$ 6,265,921	\$ 6,398,137
LIABILITIES AND FUND BALANCES		
CURRENT		
Accounts payable and accrued charges	\$ 102,697	\$ 70,842
Due to Toronto Central Local Health Integration Network	60,320	-
Due to Toronto Central Local Health Integration Network - Diabetes Education Program	-	28,583
Due to Toronto Central Local Health Integration Network - Mid-East Toronto Health Link	-	52,042
Deferred revenue	264,352	26,609
	427,369	178,076
NET ASSETS		
Restrictive funds - Capital - Regent Park Community Health Centre (core operations)	2,468,559	2,525,533
Project funds - Regent Park Community Health Centre (core operations)	2,072,008	1,831,388
General operating fund - Pathways to Education	725,292	726,671
Scholarship fund - Restricted by the Board - Pathways to Education	-	361,764
RPCHC scholarship fund - Restricted by the Board - Pathways to Education	385,199	588,402
Restricted fund - Donations - EarlyOn Child and Family Centre (formerly PFBB)	187,494	186,303
	5,838,552	6,220,061
	\$ 6,265,921	\$ 6,398,137

REGENT PARK COMMUNITY HEALTH CENTRE

RECEIPTS	2018	2017
Toronto Central Local Health Integration Network		
- Base	\$ 6,867,082	\$ 6,510,582
- Non-recurring	205,450	-
- One-time funding	-	57,000
- Diabetes Education Program	464,304	464,304
Other grants	1,556,434	1,343,357
Ministry of Education	849,145	846,669
Donations	2,785	6,737
Pathways to Education Canada	2,908,006	3,107,001
Interest income	17,575	16,389
	12,870,781	12,352,039
EXPENDITURES		
Salaries	7,589,652	7,474,829
Benefits	1,802,092	1,784,320
Operating expenses	2,475,822	2,350,880
Student transportation (TTC expenses) & school supplies	411,667	519,141
Scholarship expenses	570,381	492,032
Amortization	262,433	270,402
	13,112,047	12,891,604
EXCESS OF EXPENDITURES OVER RECEIPTS FOR THE YEAR	(241,266)	(539,565)
Add: Funds from prior year net assets	241,266	539,565
EXCESS OF EXPENDITURES OVER RECEIPTS	0	0

Fiscal 2018 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.

THANK YOU TO OUR 2017/2018 DONORS AND FUNDERS

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FUNDERS:

City of Toronto - Children's Services
City of Toronto - Shelter, Support & Housing Administration
City of Toronto - Toronto Urban Health Fund
The M.A.C. AIDS Fund
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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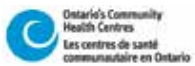
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REGENT PARK
COMMUNITY HEALTH CENTRE



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), Pathways Canada, and other funders. The views expressed in this report do not necessarily reflect the views of these or any other funder.