

# Annual Report 2021



### **OUR MISSION**

To provide comprehensive health and community services that remove barriers and improve lives

### **OUR PRIORITIES**

Deliver innovative services
Ensure children and youth can thrive
Advocate for positive systemic change
Enable and empower our staff
Strengthen our infrastructure
and sustainability

## Message from the Executive Director and President of the Board

We are delighted to share the incredible stories of resilience and creative, collaborative responses from our staff and clients to the COVID-19 pandemic. Even the most basic needs like food, social connections and school were severely disrupted and required new ways of connecting with our community. Working with community members, local partners and funders (public and private), RPCHC was able to develop some unique programs and services designed to be rolled out during the ongoing pandemic that we all had to endure.

Although some of our longstanding programs and services were suspended to protect everyone's health, we were able to ensure that the Health Centre remained open and accessible for essential services throughout the year. Our deeply committed staff teams re-established connections with clients and community members by phone, video conferencing platforms like Zoom, as well as some limited outdoor programming and service delivery. Despite the pandemic, this past year we also developed responsive programs geared to meet the needs of people who are house-less—such as COAST and our outreach to people living in encampments and hotel shelters. In partnership with our long-standing friends at South Riverdale Community Health Centre and StreetHealth, we also launched the safer opioid supply program to respond to the ongoing overdose crisis that continues to take so many lives. Other programs such as YEA! and Jobs4U were also successfully piloted in response to the needs and priorities that parents and youth who live in Moss Park and Regent Park identified in our *Children*, *Youth and Families Needs Assessment*, conducted just before and during the pandemic.

We applaud the Regent Park Sewing Collective for converting their skills and resources to making reusable face masks that we distributed to hundreds of our clients. And we are deeply thankful for various local partners like Council Fire, Yonge Street Mission and the Fred Victor Centre who applied their energies to creating thousands of takeaway meals for the community.

We are grateful for the partnerships, supports and collaborations that were generated through the Regent Park Social Development Plan (SDP) Stakeholders Tables, the Downtown East Ontario Health Team, the Downtown East City Cluster, as well as our city-wide and provincial Community Health Centre networks. With partners like Unity Health, Fred Victor Centre and Sherbourne Health, local COVID testing and vaccination services were established and continue to serve our local communities.

This past year we also recognized the importance of acknowledging the historic and systemic issues of anti-black and anti-indigenous racism by expanding our advocacy framework so that we can all live in a more equitable society and heal from these historical injustices. We will continue to be guided by our mission to provide comprehensive health and community services that remove barriers and improve lives so that we can work towards our vision of equitable health outcomes and social justice for the communities we serve.

Akosua May Matthews
President of the Board

Paulos Gebreyesus Executive Director

## **COMMUNITY HEALTH**

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

The COVID-19 pandemic changed the type of services we provided and how we delivered our programming to Regent Park community members and the vulnerable populations served by RPCHC.

Business and facility closures disproportionately affected Toronto's homeless population—many of whom could not take refuge in shelters either because of a lack of available shelter beds or the heightened risks associated with staying in congregate settings during the pandemic. The Community Health team—in collaboration with Encampment Support Network, All Saints Church and Street Health—distributed food, water, sleeping bags, tents, warm clothes, hygiene kits, harm reduction supplies, and COVID testing and vaccine information to homeless people occupying public spaces for temporary accommodations (encampments).

To address food insecurity in our community, RPCHC formed a committee of staff from across the organization to secure funding from United Way and \$20,000 worth of food gift cards from Second Harvest. The team distributed the cards and bags of fresh produce weekly in partnership with Moss Park Market (operated by Building Roots). Food bags were also delivered to seniors and others with mobility issues. Over 400 clients were served. In addition, Paramount Fine Foods supported the distribution of 367 healthy kids' meals to children and families who rely on the student nutrition programs offered in schools.

The team successfully met the needs of the community through these five innovative projects:

- 1.The Community Outreach and Support Team (COAST) is a two-year pilot project funded by the City of Toronto. COAST allows us to offer mobile, individualized, intensive case management outreach dedicated to building relationships and engaging with individuals who may have multiple barriers to accessing services.
- 2.The Downtown East Collaborative Emergency Safer Supply Program (DEC-ESSP) is an innovative new harm reduction approach to reduce the risk of overdose and other harms stemming from the toxic illegal drug supply. It targets people with opioid use



disorder who are high risk and not well connected to existing health and social services and provides them with a reliable pharmaceutical opioid of known quality, quantity and strength.

3. The Community Care Project provides proactive and response-based clean-up of improperly discarded needles and other harm reduction supplies throughout the downtown east. This project is a partnership of four local agencies, including Dixon Hall, RPCHC, Street Health, and PASAN (lead agency).

4.The Integrated Prevention and Harm Reduction Initiative (iPHARE) is a City of Toronto pilot project developed in response to Toronto's substantial rise in fatal opioid overdoses during the COVID-19 pandemic, particularly in hotel sheltering sites. iPHARE's primary role is to implement onsite harm reduction services in collaboration with shelter partners, increase overall harm reduction capacities and overdose preparedness across the sector, decrease stigmas affiliated with substance use, and link community members to clinical care and social support.

5.The Sex Worker Empowerment and Education Project (SWEEP) is a three-year project that builds on our previous successes working with women,

trans and non-binary people engaged in sex work. The project provides low-barrier harm reduction services to individuals, increases their knowledge of harm reduction strategies, increases their understanding of overdose prevention, and increases organizational/community capacity to offer harm reduction services.



The Diabetes Education
Program served
840 clients

Despite the challenges posed by the pandemic, Community Health staff were onsite to provide essential services to homeless community members and people experiencing barriers accessing supports and services. These services included our Consumption and Treatment Services, harm reduction and ground floor social work, safe supply case management, and housing services. In addition, our Diabetes Education Program staff distributed diabetes supply kits for people experiencing financial barriers and the Somali Men's group continued to meet monthly off-site in the parking lot.

While building closures meant no onsite group activities could occur, we successfully shifted much of our in-person programming to virtual. The Diabetes Education Program offered exercise classes and "healthy cooking" demonstrations via Zoom, created "healthy living" videos, facilitated online sessions about Diabetes and COVID with language interpretation, and provided case management by phone. The Women's Art Afternoon Program creatively improvised its programming by distributing art kits and holding weekly art classes online. Our newcomers' homework club and adult ESL class shifted to Zoom and we were able to start a new Saturday Reading Program for children ages four to eight years old.

"So glad that I figured out how to get into Zoom. Making art makes me feel stronger.

I feel so much happier and connected to people."

-Lynda

## **Clinical**

Providing ongoing primary care, specialty clinic care, chronic disease management, dental, physiotherapy, chiropody services, and safer opioid supply.

As it became clear that services would not return to normal in 2020 due to the COVID-19 pandemic, RPCHC expanded its virtual care delivery model in two ways. First, by setting up a designated phone and computer with a webcam for clients to use when they required supports for specialized appointments. Second, the organization transitioned to a new electronic medical record system that supports virtual consultations in a secure format. As a result, multiple programs expanded virtual and phone services for clients, including primary care; physiotherapy; chiropody; the Blue Door Clinic (serving people with HIV who do not have adequate health insurance coverage or access to HIV medication); and respiratory, psychiatric and infectious disease consults.

The Clinical team continued to work with internal and external partners to support and prioritize vulnerable clients throughout the COVID-19 pandemic.

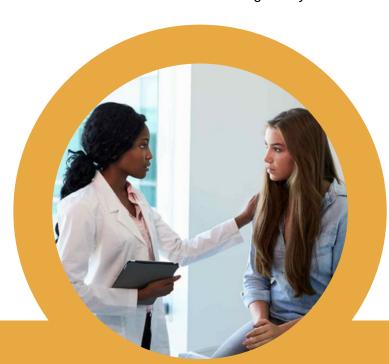
Our nurse practitioner supported the Canada Prenatal Nutrition Program (led internally by the EarlyOn team) by providing digital consults for mothers-to-be, priority referrals to clients for primary care, and education and information resources to the EarlyOn team.

We also worked with the RPCHC Community Health team, Street Health and South Riverdale Community Health Centre to operate the Downtown East Collaborative Safer Opioid Supply (SOS) Program. This program provides people with opioid use disorder with a reliable pharmaceutical opioid, access to health and social services, and additional harm reduction support.

The goal of the SOS program is to reduce the risk of overdose and other harms stemming from the toxic illegal drug supply, which the COVID-19 pandemic has exacerbated. Survey results with clients (16 respondents) largely supported what our SOS team had witnessed and heard from clients: 100% of clients felt less stressed and better overall due to the knowledge they

were using a safer supply; 62.5% reported improved relationships with family, friends and/or partners; 75% reported a reduction in their fentanyl use; and 12.5% have stopped using fentanyl altogether.

124 new clients began accessing Primary Care at RPCHC



## CHILDREN, YOUTH AND FAMILIES

## Providing support, opportunities and safe spaces to enable children, youth and their families to thrive

#### **EARLYON CHILD AND FAMILY CENTRE**

The EarlyOn Child and Family Centre at 38 Regent Street closed to clients and most of our staff at the beginning of the pandemic. To support the needs of our families and children, we had minimal onsite staffing for outreach needs only and we recreated all of our programs online.

Outreach became a pivotal part of our programming last year as we supported vulnerable clients with young children, many of whom struggled with homelessness and precarious housing. We also supported several food-insecurity initiatives—providing meals, shelf-stable grocery items, supplies, formula, and Second Harvest gift cards to clients. Early in the new year, we began distributing our popular Busy Bags, including developmentally appropriate toys and art activities grouped by age.

The Canada Prenatal Nutrition Program (CPNP) provides funding to RPCHC to help improve the health of pregnant women in our community. Last year this program was fully re-envisioned as a hybrid of outreach and virtual programming, supported internally by a Primary Care nurse practitioner and Community Health dietician, and externally by doulas and midwives. EarlyON team members distributed over \$10,000 worth of resources, including food, baby and self-care supplies, and gift cards. Virtual programming allowed the program participants to remain in touch and receive up-to-date information regarding health, safety, wellness, and parent education.

Our newly designed virtual programs supported healthy child development, including the Child Development Clinic, Early Abilities Speech and Language program, School Readiness program, Come Play With Me drop-in, Infant Group, and Literacy Group. Further, several virtual programs were explicitly re-designed to support parental mental health and social connection through the pandemic, including virtual social work, Child & Family Advocacy supports, special needs consultation, and coffee time.



OF NOTE: The CPNP lead at RPCHC initiated discussions with SouthEast CPNP to take a supportive advocacy stance to seek fundings for baby formula within CPNP. Currently, the formal agreement for this program dates to 1997 and does not allow financing for formula as the positional at the time was "breast is best." Current best practice in pediatrics indicates "fed is best" as the use of formula in families with infants can be vital, life-saving support.

#### PATHWAYS TO EDUCATION

As the COVID-19 health measures required students to learn from home for large parts of the year, we knew it was essential to help bridge the digital gap. Pathways worked with long-term partner Sky's the Limit to provide more than 100 laptops to students. This helped our students engage with school, access important community supports and participate in Pathways virtual programming, including tutoring, mentoring, career programs, and mental health supports.

In fiscal 2021, our Academic Support Program moved online and provided students with one-

to-one tutoring. The results were overwhelmingly positive: 93.4% of students and 86.7% of volunteer tutors rated the experience as 4 or 5 on a scale of 1 to 5.

Our signature mentoring program Iron Chef was re-envisioned during the pandemic. For the past few years, the program has given students the opportunity to build community around cooking and sharing food in MLSE Launchpad's gourmet kitchen. It has been an incredible opportunity for students to develop their teamwork, cooking and food-handling skills. Without access to inperson programming, the program's Home Edition allowed students to follow instructions for cooking specific meals at home and create signature dishes to share with their families. This helped build a sense of community for 20 of our families while reducing financial pressures.

Career Nights are one of the cornerstone events of our partnership with St Micheal's Hospital. Last year we held



96% of students said they would recommend tutoring to their peers

two virtual career events. The first one—attended by 22 students—consisted of a panel of women who work in the medical sciences. The second—attended by 20 students—invited eight post-secondary students who are currently studying for careers in the medical sciences.

Many youth across the city and the nation have been experiencing mental health challenges due to the pandemic and the resulting public health measures. Young people in the Pathways program are no exception and providing various outlets for support has proven to be crucial. During this past school year, we ran our first ever Mindfulness-Based Stress Reduction Program. The 19 students who participated in the eight-week program reported minor to significant improvements in dealing with difficult thoughts and emotions, feeling stressed, focusing, relationships with others, and physical health. The Pathways team later introduced a shorter program to make mindfulness practices more accessible to our youth.

Our weekly Virtual Underground program also provided a platform for students to connect, discuss and explore important issues related to equity, inclusion and social justice.

#### YOUTH ENRICHMENT ACADEMY

The Youth Enrichment Academy (YEA!) is an after-school initiative designed to address the gap in programming for youth ages 11 to 14 in Regent Park and surrounding communities. Our mission is to enhance social and emotional strengths and develop young people's skills through programming that addresses the transition to high school, career path exploration, civic engagement, science and technology, nutritional meal planning, and exercise.

Last year, we offered all of our programming via Zoom, including the YEA! MasterChef classes (supported through a nutritional stipend for our low-income families), YEA! Moves exercise



From the program's start in
January, to March 31, 2021, YEA!
provided over 50 after-school
program sessions to
30 young people

videos and tutoring. Internal and external partners delivered our workshops. Topics were based on the interests of our students and ranged from self-esteem, confidence, identifying toxic relationships, self-care, and more.

We collaborated with the Canadian Opera Company and Building Roots in an eight-week project that allowed our students to create a storyline, music and lyrics for a virtual opera about their experience being residents of Regent Park. Emerging themes touched on sustainability, social justice and supporting our neighbours. Most students had never experienced opera and this opportunity taught them a new form of cultural expression, emotional connection and how to process human experience.

Community PEERS—an initiative by the City of Toronto intended to address youth violence prevention and intervention—delivered several workshops covering crisis prevention and intervention, mental health and healthy relationships.

The YEA! Team is dedicated to collaborating and advocating for positive change in our program and community. Our Youth Outreach Workers informed local schools about our program and built relationships that increased our enrolment numbers. We implemented preand-post surveys for parents/guardians and students to help us better meet the needs of the families we serve. In December, our team was fortunate to collaborate with Ryerson University's School of Child and Youth Care to onboard three fourth-year placement students—contributing positively to YEA! and allowing placement students to gain direct experience in their field of study.

#### **JOBS4U**

JOBs4U is a new program of RPCHC that helps youth ages 15 - 30 navigate the labour market and successfully transition to sustainable employment. The program focuses on supporting youth with skills development, training and paid work placements. Due to the pandemic, all instruction, communication and collaboration took place over Zoom, Google classroom, phone, and email. From January to March, we were able to deliver services to 15 youth within the Regent Park, Moss Park, and surrounding communities.



# **RPCHC**

THE SOS TEAM ONBOARDED AND SUPPORTED

21

**NEW CLIENTS AT RPCHC** 





300+

BUSY BAGS WERE CREATED FOR DISTRIBUTION TO LOCAL CHILDREN AND FAMILIES



**MORE THAN** 

100,000

NEEDLES AND 70,000 CONDOMS WERE DISTRIBUTED AS PART OF THE HARM REDUCTION PROGRAM





THE CONSUMPTION TREATMENT SERVICE
STAFF REVERSED

104
OVERDOSES

# FINANCE AND OPERATIONS Ensuring the fiscal and administrative health of RPCHC

The constant changes in public health measures caused by COVID-19 pushed our Finance and Operations Team to re-think how they support programs across the organization.

To increase the safety of our clients and staff working on-site, the Operations Team took an active lead in facilitating an Infection Prevention and Control (IPAC) assessment (led by external consultants) and implementing recommendations approved by all RPCHC programs. Resources from government and the consultants helped RPCHC build an internal IPAC assessment tool to ensure we complied with public health measures and recommendations.

RPCHC's information technology (IT) systems were put to the test during these challenging times. Our team quickly assessed the infrastructure needs, secured resources for upgrades to our equipment and replaced old computers with newer portable laptops to ensure uninterrupted service delivery across the organization. We also upgraded our electronic medical records (EMR) system to one that captures, organizes and displays patient information in a more user-friendly way and eases the administrative load of our program teams. We are grateful to our funders for authorizing the reallocation of resources to these high-need areas.

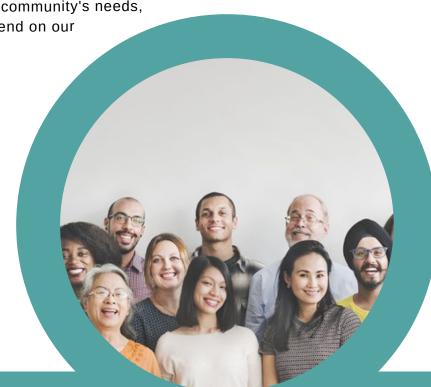
RPCHC uses an external audit process to ensure the transparency and accountability of our revenue and expenses. Last year, our Finance Team received high praise from the auditors for their responsiveness and professionalism.

The staff have learned many lessons during this pandemic. We are actively transforming internal processes and procedures to enhance our support and increase the quality of services offered to the program teams and external stakeholders.

Looking back at the challenging year, we are glad RPCHC made it through the toughest of times. All programs were able to meet the community's needs,

particularly the vulnerable clients that depend on our services & supports.

320 laptops were purchased and formatted for staff and clients



# THANK YOU TO OUR DONORS AND FUNDERS

#### **DONORS:**

Camille Orridge
Canadian Association MSP
Charities Aid Foundation
Chum Charitable Foundation
Donors through Benevity
Donors through Canada Helps
Emily Callaghan
Faten Mitchell
Kiwanis Toronto
Koskie Minsky LLP
Leslie McCullough
Tom Nash
Toronto Foundation



### **FUNDERS**:

Canadian Women's Foundation

City of Toronto-Downtown East Action Plan
City of Toronto-EarlyON
City of Toronto-Investment in Neighbourhood (IIN)
City of Toronto-Shelter, Support & Housing Administration
City of Toronto-Toronto Urban Health Fund
Employment and Social Development Canada
Health Canada
Ontario Health-Toronto Region (Formerly TC-LHIN)
Ontario HIV Treatment Network
Ontario Ministry of Health-AIDS Bureau
Ontario Trillium Foundation
Pathways to Education Canada
Public Health Agency of Canada
United Way of Greater Toronto

## **AUDITED FINANCIAL STATEMENTS**

## REGENT PARK COMMUNITY HEALTH CENTRE

#### **BALANCE SHEET**

#### YEAR ENDED MARCH 31, 2021

ASSETS	2021	2020
CURRENT		
Cash and equivalents - restricted	\$854,953	\$687,457
Cash and equivalents - unrestricted	1,202,640	1,094,626
Amounts receivable	593,878	456,985
Prepaid and sundry assets	91,167	23,245
	2,742,638	2,262,313
Property and equipment	2,598,673	2,678,789
Cash and cash equivalents - unrestricted for future use	1,742,910	1,711,780
Cash and cash equivalents - restricted for future use	1,085,549	895,532
	\$8,169,770	\$7,548,414
LIABILITIES AND FUND BALANCES		
CURRENT		
Accounts payable and accrued charges	\$420,602	\$207,624
Due to Toronto Central Local Health Integration Network/MOH	338,585	284,502
Deferred revenue	429,459	487,090
Deferred Capital Funding (TC LHIN & MOH)	0	161,944
	1,188,646	1,141,160
NET ASSETS		
Restricted Capital Funds - Health Centre (Core operations)	\$2,598,673	\$2,678,789
Project Funds - Health Centre (Core operations)	3,425,162	2,787,479
General Operating Fund - Pathways to Education	752,513	736,036
Restricted Fund - Donations - EarlyON Child and Family Centre	204,776	204,950
	6,981,124	6,407,254
	\$8,169,770	\$7,548,414

#### **REGENT PARK COMMUNITY HEALTH CENTRE** STATEMENT OF RECEIPTS AND EXPENDITURES

#### YEAR ENDED MARCH 31, 2021

RECEIPTS	2021	2020
Toronto Central Local Health Integration Network		
- Base	7,933,079	7,117,941
- Capital funding	112,476	299,269
- One-time funding	10,000	0
- Diabetes Education Program	504,603	501,547
Ministry of Health - Consumption Treatment Services	1,163,284	1,126,300
Other grants	2,822,603	1,919,335
The City of Toronto	989,156	1,010,998
Donations	55	12,476
Pathways to Education Canada	2,142,010	2,642,773
Interest income	29,844	13,381
	15,707,110	14,644,020
EXPENDITURES		
Salaries	9,284,554	8,339,744
Benefits	2,083,987	1,958,297
Operating expenses	3,269,866	2,965,949
Student transportation (TTC expenses) & school supplies	95,812	442,748
Scholarship expenses	0	0
Amortization	284,618	277,856
	15,018,837	13,984,594
EXCESS OF RECEIPTS OVER EXPENDITURES FOR THE YEAR	688,273	659,426
Adjustment: Fund transfers from Net Assets	-318,905	-556,635
EXCESS OF RECEIPTS OVER EXPENDITURES	369,368	102,791

Fiscal 2021 Financial Statements have been audited by Hennick Herman LLP. The above financial summary has been exerpted from the audited financial statements.

To receive a copy of RPCHC's complete financial statements and accompanying notes, please contact accounts@regentparkchc.org

## ADDRESSING COVID-19 IN OUR COMMUNITY

#### **TESTING FOR COVID-19**

Working with St. Michael's Hospital and the Community Health team, RPCHC's Primary Care team established nasopharyngeal swab testing targeted at clients who were symptomatic or who had high-risk exposure to COVID-19. Working with the Community Health team, this weekly testing clinic at Fred Victor's 40 Oak location provided low-barrier access to individuals in the community. The team also supported swabbing children and youth for COVID-19.

Through the use of on-site testing kits, the Primary Care team also established point of care testing which streamlined the diagnostic process and enabled staff to make rapid triage decisions—ensuring patients received the most effective and efficient care and limiting further transmission of COVID-19 due to exposure with infected individuals.

#### **BUILDING VACCINE CONFIDENCE IN OUR COMMUNITY**

To dispel vaccine misinformation and mistrust, teams from across RPCHC worked together and partnered with external agencies to develop resources and deliver clear and credible information about vaccine efficacy and safety. Handouts with up-to-date and accurate information were distributed within the community. RPCHC held two town halls via Zoom—one in Somali and one in Arabic—where people could openly discuss their views about the vaccine and ask questions. The Centre created public service announcements that aired on RP Focus Radio in English, Bengali, Tamil, and Chinese. Staff from the St. Michael's Hospital Knowledge Translation Program developed workshops for Pathways to Education students, providing youth with up-to-date information on the COVID vaccines and teaching them critical skills to decipher scientifically backed information from misinformation online. Participating students were provided an opportunity to earn volunteer hours by sharing the knowledge they gained with their peers.

On April 12, 2021, the Primary Care team began administering COVID-19 vaccines at a new

#### DELIVERING VACCINES TO OUR RESIDENTS AND BEYOND

clinic established at Fred Victor's 40 Oak location. Supported by staff from all teams across RPCHC, the multilingual, physically accessible and low barrier clinic operates six days per week. From May 15 to 17, the vaccination team vaccinated 4,021 individuals—46% of whom were from our local priority neighbourhoods—at a large popup clinic at the Regent Park Community Centre. We hosted a 2nd popup clinic at the Community Centre on July 10 where an additional 1,377 people were

vaccinated. To support RPCHC clients who are homeless, use substances and/or experience other significant challenges accessing the clinics mentioned above, our Primary Care and Community Health teams launched a low-barrier, no appointment vaccination clinic outside the Health Centre at 465 Dundas. Our vaccination team also worked with Toronto Community Housing Corporation (TCHC) and Building Roots to hold vaccination clinics in TCHC buildings, making COVID vaccines

as accessible as possible to community members.

## **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 value, accept and include all individuals for who they are. We embed community engagement and decision-making at all levels.

## OUR BOARD OF DIRECTORS

President
Akosua May Matthews
Vice President
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Treasurer
Maureen Parry
Secretary
Anjum Sultana

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Rachel Solomon



#### **HEALTH CENTRE**

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

#### **EARLYON CHILD AND FAMILY CENTRE**

38 Regent Street Toronto, Ontario M5A 3N7 Tel: (416) 362-0805

Fax: (416) 362-5899



#### **LANGUAGE LINES**

Somali: (416) 203-4503 Vietnamese: (416) 364-3210



## DIABETES EDUCATION PROGRAM

409 Parliament Street Toronto, Ontario M5A 3A1 Tel: (416) 603-0336 Fax: (416) 603-8068

#### PATHWAYS TO EDUCATION™

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RPCHC is a proud member of the Alliance for Healthier Communities

