

Resilience



Regent Park
Community Health Centre
2025 ANNUAL REPORT

VISION

Equitable health outcomes and social justice for the communities we serve.

MISSION

We provide comprehensive services to improve health and well-being, and work collaboratively to build healthy communities and reduce inequities.

PRIORITIES

Strengthen Community
Increase Access to Services
Care for Our Organization
Advance Black Health

Our priorities and goals intersect with each other. Together, they will enable us to strengthen the relationships critical to our work and our ability to advance toward our vision.



Payam Pakravan
Interim Executive Director



Shiran Isaacksz
Chair of the Board

Message from The Executive Director & Chair of the Board

This past year at Regent Park Community Health Centre (RPCHC) has been one of adapting, rebuilding, and continuing to stand alongside our community in the face of change. Across our programs, staff and volunteers found new ways to deliver care and strengthen connection.

In Primary Health Care, our team grew dental services, supported newcomers with accessible, trauma-informed care, and made mental health and addictions support easier to navigate through a new integrated model. We also strengthened our foundation through quality improvement work that keeps services safe, fair, and responsive for everyone we serve. Even as our Consumption and Treatment Services site closed, we honoured the staff and community it supported. We carried that expertise into the launch of the HART Hub, a collaborative new approach to care.

Our Health Promotion and Community Services programs also deepened their reach. From expanding Early Years programming hours to embedding literacy support in Pathways tutoring to training newcomer women for careers in childcare, each initiative reflected our commitment to meeting people where they are. We also created safe spaces for youth to build confidence and strengthen mental health through workshops on healthy relationships. Our Diabetes Education Program and JOBS4U youth employment services continued to open doors—supporting healthier living, building skills, and creating pathways to opportunity.

We recognize there are still unmet needs in our community. Looking ahead, we remain committed to advocating for equity, expanding and improving access to care, and ensuring that everyone in Regent Park and surrounding communities have the opportunity to thrive.

We thank former Executive Director Paulos Gebreyesus for nine years of dedicated leadership at RPCHC. His values and vision strengthened our mission and left a lasting impact on our clients, our organization, and the Regent Park and Moss Park communities.



PRIMARY HEALTH CARE

At RPCHC, we take a broad view of primary health care, one that goes beyond treating illness to include early health promotion and disease prevention, delivered as close to people's daily lives as possible. Our Primary Health Care team includes clinical care for everyday health needs, dental care, footcare (chiropody), physiotherapy, and integrated mental health and addictions services. We also include quality improvement initiatives to continuously strengthen our programs and outcomes.

PRIMARY CARE

As part of Ontario Health's efforts to attach all individuals to a primary care provider, funding was granted to the Downtown East Toronto Ontario Health Team (DET OHT) to establish a new Interprofessional Primary Care Team. Several organizations in the DET OHT, including RPCHC, are engaged in this attachment work, with a focus on Black, Indigenous, and unsheltered populations in the catchment area.

RPCHC was able to hire a Nurse Practitioner and a Community Health Worker to support these traditionally underserved groups.

Through this work, we developed an informal partnership with Wanasah, a youth mental health agency dedicated to supporting Black youth and their families in Regent Park. By working together, RPCHC is able to identify youth and families without primary care and connect them to the health services they need. This collaboration highlights the value of community partnerships in reducing barriers and improving access to care.

That same commitment to equity and access extends to our partnership with Sojourn House—a shelter and transitional housing facility for refugee claimants. One day a week, a doctor from our health care team is embedded on-site, delivering trauma-informed, patient-centred care in collaboration with Crossroads Clinic at Women's College Hospital.



"I first met Dr. Roy in 2016, when I was living in transitional housing after arriving from Nigeria. From our first conversation, I could tell he genuinely cared and that he would be my doctor for life. For newcomers like me, seeing the same doctor week after week at the Sojourn House shelter makes it easier to open up about our experiences. I have faced serious health issues and personal struggles, and through it all, Dr. Roy has been there for me. He makes sure I understand my health and has empowered me to manage my own care and to recognize when something needs attention. He is very compassionate and always reminds me that I am strong and resilient. These words of encouragement may seem simple to others, but they have stayed with me and shaped many of my decisions. I can say with confidence that Dr. Roy has been an essential part of my journey to wellness in Canada."

-Hilary, RPCHC Primary Care Client

QUALITY IMPROVEMENT

In 2024–25, RPCHC conducted a comprehensive review of its policies as part of preparing for accreditation. Staff from all teams were involved. They made sure policies were up to date, followed best practice, and reflected what's happening on the ground. Policies aren't just paperwork—they shape how we work, keep services safe, and ensure fairness for clients.

The review led to more open conversations across teams and will help make decision-making more consistent, especially for clients who may not be able to speak up for themselves. It also set the stage for a more thoughtful and ongoing approach to keeping policies relevant, practical, and reflective of the care RPCHC aims to provide.

The Quality Improvement team partnered with the Clinical team to support the Access Working Group, which focuses on increasing the number of clients who can see a doctor or nurse at RPCHC. Key projects included:

- Proactive nurse calls to help maintain existing Primary Care clients
- Reviewing and improving the intake process
- Strengthening the structure of nursing support within the clinical team
- Improving how client complexity is documented

Implementation of these changes is underway and will continue into 2025–26.

DENTAL SERVICES

This past year was one of growth and transformation for our dental team. In spring 2024, we launched a Seniors Dental Program to help fill a critical gap. With long waitlists at public health clinics, many older adults in our community were left without timely care, especially for dentures. Thanks to city funding, we upgraded our clinic systems, hired a full dental team, and started seeing seniors from both Regent Park and other over-capacity clinics. The response was immediate and overwhelming.

One of the program's most significant impacts was the level of care we were able to provide. Our seniors' program dentist brought extensive experience from working in long-term care and demonstrated remarkable compassion, especially with older adults and clients living with dementia. Her gentle approach quickly built trust, making seniors feel respected and safe in her care.

When the Canadian Dental Care Plan (CDCP) was rolled out later in the year, demand shifted, and our seniors program came to a close. But our team responded quickly. By keeping key staff and transitioning to CDCP billing, we're moving toward a self-sustaining model. Our goal is to generate enough revenue to support clients who don't qualify for public coverage, including non-status residents.

We continue to break down barriers by waiving CDCP co-pays, offering reduced rates for uninsured clients, and providing free emergency care for non-status residents. It's all part of our commitment to making quality dental care more accessible for everyone in our community.

INTEGRATED MENTAL HEALTH & ADDICTION SERVICES

In 2024–2025, Regent Park Community Health Centre focused on making mental health and addictions support more connected, easy to access, and responsive to the needs of the community.

A significant step forward was bringing together our social workers—whether they serve youth, families, people who are housed, or those experiencing homelessness—into a single, integrated team. This helped reduce silos, deepen collaboration, and enhance the delivery of services. We also began designing a new intake system: a front door approach with one clear and welcoming place, which will help community members find the proper support more quickly, with fewer steps and better follow-up.

Building on this more integrated approach, RPCHC also worked with justice partners to support individuals at risk of cycling in and out of the system. The former COAST program relied on Community Health Workers to provide case management supports (housing, income stability, and connection to services) to individuals involved in the justice system. This past year, the Ministry of the Attorney General (MAG) approached RPCHC about a new initiative to divert people convicted of minor, non-violent offences into programs that promote wellness. Many of those diverted share similar challenges with former COAST clients: homelessness, substance use, and mental health concerns. The current program runs a virtual court at RPCHC once a week and continues to rely on our Community Health Workers for support. Additional programming is being developed for the coming year, including anger management counselling, SMART Recovery—a structured, evidence-informed approach that helps people with substance use, or other challenges build motivation and manage cravings—and stronger links to RPCHC’s social work team.


At the same time, RPCHC adapted its harm reduction work in response to major system changes. While this past year saw the closure of our CTS (Consumption and Treatment Services) site, RPCHC’s Harm Reduction Services adapted to continue meeting people where they are. Our team built strong partnerships with local methadone clinics and community agencies to ensure people still have access to essential supplies, overdose prevention tools, and supportive connections.

Twice a week, harm reduction workers are present at clinics, distributing kits, offering peer support, and linking clients to wraparound services at RPCHC, such as social work and health care.

This outreach work also extended into shelters and the broader neighbourhood. Through the IPHARE initiative, our team works within shelters to provide overdose response training, naloxone distribution, and harm reduction education. The Community Care program addresses safety in the neighbourhood by safely collecting discarded items.

While these changes have presented challenges, they’ve also allowed us to reach new clients who might not otherwise come to the centre. With additional staffing, the program could expand even further, strengthening support across the Downtown East Side.

Thanks to our medical reception team, RPCHC surpassed its target for health equity data collection. This work helps us understand who we serve and guides the development of new programs to meet clients’ needs.

 **Only 3% of Primary Care appointments were missed**—proof of the trust and strong connections between clients and care providers.

 **618 clients had 1,846 footcare visits**, surpassing targets and preventing life-altering complications like amputation.

 With 370 **Hepatitis C** lab tests completed, **59 people were diagnosed and treated**.



HEALTH PROMOTION & COMMUNITY SERVICES

Health promotion and community services focuses on giving people the tools, information, and support they need to make choices that improve their well-being. Our programs are guided by the understanding that access to the right resources is key to better health outcomes. This can mean supporting parents and caregivers by expanding our service hours or helping students succeed through individual tutoring or small group homework assistance. It also includes working with partners to connect people with vital health and social services. By strengthening these connections, we help community members navigate challenges and work toward healthier, more resilient lives.

EARLY YEARS PROGRAM

This year, the Early Years team focused on expanding access, supporting community-led solutions, and strengthening the capacity of local families, especially those new to Canada and raising young children in Regent Park.

A significant change was expanding our hours and days of service. In January, the team launched Saturday programming and extended weekday drop-in hours, removing the previous midday closure to provide continuous support from 9:00 am to 3:30 pm. These changes were a response to community needs and funder requests, and have opened new opportunities for families to participate more fully.



At the core of these expanded services is a focus on meaningful connection. Whether attending on weekdays or weekends, caregivers and children now have more opportunities to learn and grow together in a shared space. Through play, story time, and interactive learning, families strengthen their relationships while building early development skills. In our school readiness program, parents also benefit from sessions on topics like child development, behaviour, and attachment, helping them support their children's growth with greater confidence.

These changes reflect our ongoing commitment to meeting families where they are, providing culturally responsive care, and creating spaces where both children and caregivers feel supported.

PATHWAYS TO EDUCATION

Through conversations with staff at our largest school partner, Jarvis Collegiate, we identified gaps in literacy and numeracy among Grade 9 students. Many were arriving without key foundational skills, making it harder to keep up with coursework. Jarvis had already put several strategies in place, and together we explored how we could build on those efforts in a more coordinated way. This led to a modest but meaningful pilot initiative.

With a small grant from Pathways Canada, we purchased licenses for IXL—an online learning tool that allowed students to return to the basics without drawing attention to how far behind they might be. Because the platform doesn't display grade levels, students could build foundational skills discreetly and at their own pace. At the same time, one of our volunteers who helped develop Ontario's secondary school literacy test trained a group of tutors on reading comprehension strategies and approaches to support struggling learners.

It wasn't easy convincing students to read after school, especially when they were already struggling to keep up with homework. Only a few completed the full six weeks, but those who did gained confidence and even began to enjoy reading again. More importantly, the pilot offered insight into how community programs like Pathways can adapt quickly to meet students where they are.

Today, those literacy supports are embedded into our tutoring sessions and available to any student who needs them. And the collaboration with Jarvis Collegiate is a potent reminder of what's possible when schools and community programs are deeply connected. By being present in schools, we can spot challenges early and take action before students fall further behind. It's not the whole solution, but it's a meaningful step forward.

JOBS4U

The JOBS4U program supports youth by offering employment services, skills training, and paid work experience. It helps participants build confidence, develop job-ready skills, and connect with opportunities that address barriers to employment.



"When I returned to Regent Park from doing my post-secondary in Vancouver, I wasn't sure what was next. JOBS4U gave me the chance to build skills, meet new people, and step into opportunities I never imagined. One job led to another—first in media marketing, then mentoring youth through RPCHC's YEA! Summer Program, and now working as a Student Parent Support Worker with Pathways. To me, it still feels unbelievable. I've learned that you don't always know where your journey will take you, but you have to listen to your gut, put in the work, and let people help you along the way. I've gone from being in the shoes of the kids I now support to guiding them toward their own success. Sharing my story with them means everything—it shows that with persistence and support, your path can change in ways you never expect."

*-Emmanuel, SPSW,
Pathways to Education Program*

NEWCOMERS PROGRAM

A highlight last year was the success of the Child Care Provider Training Program. Now in its fourth cohort, this 20-week course is designed for immigrant and newcomer women, as well as other community members, who wish to deepen their understanding of child development and explore careers in childcare. The program combines theory with practicum placements, CPR training, and hands-on skills. Several graduates have gone on to find employment or launch home daycare businesses.

CHILDREN AND YOUTH MENTAL HEALTH INITIATIVES

Our Building Healthy Relationships Workshops, facilitated by social workers in collaboration with Planned Parenthood, provided a safe and inclusive space for ages 16 to 24 to develop confidence and practical knowledge in areas such as communication, setting boundaries, understanding consent, practicing safer sex, and exploring gender identity. The interactive sessions, designed to meet young people where they are, help them build confidence and make informed decisions about their health and relationships.

DIABETES EDUCATION PROGRAM

RPCHC's Diabetes Education Program (DEP) strengthened its reach through trusted partnerships and impactful new initiatives. At iPhare, the team delivered multiple well-attended sessions covering essentials like "Diabetes 101" and footcare, responding directly to participant interests. They also participated in the Women's Day event to connect with community members. The DEP Registered Dietitians, who are licensed nutrition professionals, collaborated with a researcher from St. Michael's Hospital on a study on diabetes and food security. They encouraged clients to engage with the research and positioned RPCHC to benefit from the findings that will be shared later. These activities highlight DEP's ongoing commitment to community-responsive education and collaboration.

 **567 students** were supported through Pathways, including **169 new students** across **69 schools** in Toronto and the GTA.

 **53 Pathways volunteers** gave **815 hours**, alongside **25 community partners** who made the program possible.

 There were **295 Community Services sessions**, including Vietnamese Social Support, Homework Club, Adult ESL, Multi-cultural Women, and East African Men groups.

WITH SUPPORT FROM THE PRIMARY CARE TEAM:

 ADDA Bengali Women's Support Group **welcomed 244 participants**, with 90% learning something new to support their health and well-being.

 Vietnamese Technical Skill Building Workshops engaged **104 participants**, boosting digital literacy, wellness, and social connection among seniors.



EVOLVING HARM REDUCTION

This year marked a turning point in harm reduction services at RPCHC, as we celebrated the impact of two vital programs while preparing for new models of care.

After five years of Health Canada funding, our Safer Opioid Supply (SOS) program came to a close on March 31, 2025. Over its duration, SOS provided life-changing support to some of the community's most vulnerable members, those who used opioids but were not connected to stable care. Clients were able to see a nurse practitioner and nurse regularly, receiving both substance use and primary care, while a case manager helped with housing and income supports. With the program's closure, every client was thoughtfully transitioned to providers at RPCHC or partner agencies, ensuring that the stability they had built was not lost.

This year also saw the closure of our Consumption and Treatment Services (CTS) site, an evidence-informed model that offered compassionate, non-judgmental, and low-barrier access to care.

It was a place where trust was built and people felt welcome. We honoured its legacy with a

community ceremony in March, recognizing the extraordinary work of staff and the many lives touched by the service. Supporting our team through this transition was essential. Staff were offered grief counselling, professional development, and opportunities to continue their important work. Many have since brought their skills and experience into new initiatives, including the HART Hub, a collaborative project co-led by RPCHC and Fred Victor with eight partner agencies. HART Hub uses a "hub and spoke" model to connect people with case management, outreach, group programs, psychotherapy, crisis counselling, housing help, and addiction services.

In June, the dedication of our CTS staff was recognized at the provincial level when CTS and Supervised Consumption Services (SCS) teams across Ontario received the 2025 Community Health Champion Award from the Alliance for Healthier Communities.

Looking back on a year of change, challenge, and resilience, we're proud of what we achieved together and optimistic about what's ahead.

OUR SINCEREST GRATITUDE

Your ongoing commitment allows RPCHC to address the complex needs of today and plan for a healthier tomorrow.

FUNDERS

City of Toronto
Employment & Social Development Canada
Ministry of Health - Province of Ontario
Ontario Health - Province of Ontario
Pathways to Education Canada
Public Health Agency of Canada - Federal Government

DONORS

Alexandria Yeung
AstraZeneca Canada
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Emily Callaghan
GWN Capital Management Ltd.
Janet Lin
Jordan Calcafuoco
Kim Mohammed
Leslie Sinclair
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Richard McMillan
Rogers Communications
Tom Nash

COMMUNITY PARTNERS

Access Alliance Multicultural Health and Community Services
Casey House
City of Toronto-Moving Towards Opportunity Collaborative
Crossroads Clinic
Daniels Corporation
Dixon Hall
East End Community Health Centre
Fred Victor

COMMUNITY PARTNERS CONTINUED

George Brown College
Her Code Camp
Inner City Family Health Team
Lord Dufferin Public School
Maple Leaf Sports and Entertainment
Nelson Mandela Public School
Parkdale Queen West Community Health Centre
PASAN
Peacebuilders
Project Canoe
Queen's University
Ritz Carlton
Sherbourne Health
Sky's the Limit
South Riverdale Community Health Centre
Sprucecourt Public School
St. Michael's Hospital/Li Ka Shing Knowledge Institute
Street Health
Toronto Community Housing
Toronto Metropolitan University
Toronto Opioid Overdose Action Network
Unity Health Toronto
University of Toronto
Wanasah
Yonge Street Mission
York University-Sociology Department

Funders, donors, and community partners recognized in this roster made contributions to RPCHC between April 1, 2024 and March 31, 2025. We regret any unintended errors or omissions. In the event of an error or omission, please contact us at info@regentparkchc.org.

Regent Park Community Health Centre

Statement of Financial Position

As at March 31, 2025

	2025	2024
Assets		
Current		
Cash	\$ 5,107,828	\$ 5,540,431
HST rebate receivable	\$ 232,692	\$ 190,169
Accounts receivable	\$ 802,164	\$ 1,063,752
Prepaid expenses	\$ 90,392	\$ 147,017
	<u>\$ 6,233,076</u>	<u>\$ 6,941,369</u>
Long-Term		
Investments	\$ 1,534,875	\$ 1,448,094
Capital assets	\$ 2,181,136	\$ 2,163,481
	<u>\$ 3,716,011</u>	<u>\$ 3,611,575</u>
Total Assets	<u>\$ 9,949,087</u>	<u>\$ 10,552,944</u>
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 643,620	\$ 1,208,087
Deferred revenue	\$ 851,341	\$ 827,103
Due to Ontario Health - Core Operations	\$ 447,215	\$ 488,854
Due to Ministry of Health - Consumption and Treatment Service	\$ 227,770	\$ 460,108
Due to other funders	\$ 2,692	\$ 16,515
Due to City of Toronto - EarlyON	\$ 19,665	\$ 79,188
Due to City of Toronto - Innovation	\$ 2,518	\$ 2,518
	<u>\$ 2,194,821</u>	<u>\$ 3,082,373</u>
Net assets		
General Fund	\$ 2,099,105	\$ 1,945,772
Capital Fund	\$ 2,181,136	\$ 2,163,481
Internally Restricted Project Funds	\$ 3,474,025	\$ 3,361,318
	<u>\$ 7,754,266</u>	<u>\$ 7,470,571</u>
Total Liabilities and Net Assets	<u>\$ 9,949,087</u>	<u>\$ 10,552,944</u>

Regent Park Community Health Centre
Statement of Receipts and Expenditures
For the period April 1, 2024 to March 31, 2025

	2025	2024
Receipts		
Core operations	\$ 10,001,886	\$ 9,325,024
Consumption and Treatment Services	\$ 1,161,110	\$ 1,111,110
Internally Restricted Project Funds	\$ 787,858	\$ 638,963
Greater Toronto CHC Network	\$ 37,050	\$ 27,300
Primary Health Care	\$ 2,217,373	\$ 2,257,611
HIV/AIDS Project Funds	\$	\$ 5,933
Health Promotion and Community Services	\$ 3,423,810	\$ 4,232,440
	\$ 17,629,087	\$ 17,598,381
Expenditures		
Core operations	\$ 9,640,355	\$ 9,075,373
Consumption and Treatment Services	\$ 1,097,931	\$ 946,518
Internally Restricted Project Funds	\$ 669,498	\$ 401,924
Greater Toronto CHC Network	\$ 16,291	\$ 14,965
Primary Health Care	\$ 2,118,314	\$ 2,098,437
HIV/AIDS Project Funds	\$	\$ 47,499
Health Promotion and Community Services	\$ 3,390,295	\$ 4,207,736
Amortization	\$ 343,876	\$ 311,668
	\$ 17,276,560	\$ 17,104,120
Excess of receipts over expenditures before refunds to funders	\$ 352,527	\$ 494,261
Amount refundable to Ontario Health - Toronto Region	\$ (5,653)	\$ (249,651)
Surplus repaid to PHAC	\$	\$ (29,003)
Surplus repaid to other funders	\$	\$ (2,692)
Amount refundable to the Ministry of Health - Consumption and Treatment Service	\$ (63,179)	\$ (164,592)
Excess of receipts over expenditures (before fund transfer)	\$ 283,695	\$ 48,323

The accompanying summary financial statements are derived from the audited financial statements of Regent Park Community Health Centre for the year ended March 31, 2025. The summary does not include all the information required by Canadian accounting standards for not-for-profit organizations. Complete audited financial statements, together with the independent auditor's report, are available upon request.

OUR BOARD OF DIRECTORS

April 1, 2024 – March 31, 2025

CHAIR

Shiran Isaacksz
Edward McDonnell[†]

VICE CHAIR

Keltie Gale
Shiran Isaacksz[†]

TREASURER

Meghan Van Zanden
Mansoor Mohammed*
Payam Pakravan^{†*}

MEMBERS

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Adan Awale
Sheila Banks-Switzer
Terrence Bristow
Janet Butler-McPhee
Nimira Dhalwani
Ali Vahit Esensoy
Keltie Gale[†]
Edward McDonnell
Ermias Nagatu
Ayesha Nayar*
Payam Pakravan^{†*}
Suhayb Shah
Anjum Sultana

**Indicates retired from the Board in fiscal 2024/2025*

†Indicates changed position on the Board in fiscal 2024/2025

The Board recognizes that membership renewal is vital to good governance, engagement, and leadership. Last year, Edward McDonnell stepped down after three years as Chair of the Board. In his place, we welcomed Shiran Isaacksz, Vice-Chair since 2022, as our new Chair. We also bid farewell to long-serving members Mansoor Mohammed and Ayesha Nayar.

OUR VALUES

INTEGRITY

We commit to being respectful, compassionate, and accountable to each other, our clients, community members, and partners.

COMMUNITY OWNERSHIP

We build community leadership because our community is strongest when community members identify and advance their priorities.

EQUITY

We break down barriers to access, celebrate our diversity, foster inclusive communities, and oppose racism, discrimination, and oppression everywhere.

EXCELLENCE

We embrace effective practices, work collaboratively, and create and deliver services that bring the greatest value to our communities.



Regent Park

Community Health Centre

REGENT PARK COMMUNITY HEALTH CENTRE

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EARLY YEARS PROGRAM

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RPCHC is a proud member of the Alliance for Healthier Communities



Alliance for Healthier Communities
Alliance pour des communautés en santé