

people

service

quality



Annual Report 2011 – 2012

growing a healthy community
growing
healthy



Parkdale
Community
Health Centre

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Mission Statement

Strong community. Better lives.

Vision Statement

All members of our diverse community will have access to integrated primary health care services to improve their quality of life.

Values Statement

The Parkdale Community Health Centre's work is integrated within a framework that expresses our core values, articulates our vision for the Parkdale Community, and is aligned with the CHC Model of Care which focuses on five service areas, including primary care, illness prevention, health promotion, community capacity building and service integration.

At Parkdale Community Health Centre our work is driven by our core values of:

Access. Health services and supports when and where they are needed.

Equity. Ensuring everyone is treated according to their needs.

Client-centered. Working together with the client who shares in the decision-making.

Dignity and respect. Acknowledging that every person has value and recognizing diversity as an asset.

Social justice. Supporting individual and collective rights so that everyone can fully take part in society.

Ends Statements

Parkdale Community Health Centre acknowledges that all ENDS hold equal importance, are interconnected, and that progress towards their achievement occurs concurrently.

Improvement of Health within the Community

- Improved Health Outcomes for Priority Populations.
- Barriers are reduced (to services at Parkdale).

Health Promotion Empowerment

- People have the information they need to exercise ownership and control regarding decisions about their health and well-being.

Influence Healthy Public Policy

- Community is represented in public policy.
- Collaborate broadly to inform public policy.



Uppala Chandrasekera
Chair, Board of Directors



Carla Ribeiro
Executive Director

Joint message from the Centre's Board Chair and Executive Director

To say that the past year was another busy and exciting year for Parkdale Community Health Centre is an understatement! As we reflect on the past year we are so proud to report that once again our Board of Directors and staff worked tirelessly, despite many challenges and obstacles, to deliver programs and services that provided our community members with the knowledge, resources and skills they need to improve their health and well-being.

In a climate of diminishing resources, fiscal restraint and growing uncertainty about the future, we who work in community health centres, serving the most marginalized, those who face the greatest barriers to good health and prosperity, have no choice but to forge ahead in our efforts to grow stronger, healthier communities. We hope that you will agree, as you browse through the pages of this year's annual report, that we did just that.

One of the most significant accomplishments of the past year has been the opening of a satellite location, to house the newly transferred programs and services that were previously provided at the Women's Health Centre at St. Joseph's Health Centre. We are proud of the fact that PCHC stepped up and answered the call to save these important services by locating them in the community sector, where they belong, rather than in an acute care setting.

In our primary care programs we remained open to new clients, particularly newcomer populations, as well as for people living with mental health challenges and addictions. Access to oral care for low income adults continues to be a priority for us and we are pleased to report that we made significant progress on this front as well, providing much-needed dental services to individuals who have no access to such care.

Population health programs focused on strengthening community capacity in neighbourhood safety, knowledge exchange on issues and needs of seniors and LGBTQ

populations, and expanding access to healing services for women who are survivors of violence, abuse or trauma.

Food insecurity remains on our radar and we are gearing up to make a bigger impact in this area in the coming year. Through our partnership with the West End Food Coop which is about to open a food hub in the lower level of our main site, we are contributing to nurturing of a more sustainable local food system which we know will eventually lead to greater food security for all.

On a governance level the Board took seriously its key responsibility by developing a new Ownership Linkage plan, which outlines the Board's activities for engagement in the coming year. The plan focuses on food security and health, which will again be highlighted in this year's AGM. In preparation for the agency's upcoming accreditation review, the Board passed a new set of bylaws and refreshed its governance policies. On its advocacy agenda the Board joined with many others across the country to protest the Federal government's cuts to the Interim Federal Health Program which will have a negative impact on the health of refugees.

In all of the work that we do, we owe a huge debt of gratitude to all of the people, organizations and communities that share our vision for healthy communities in which all citizens are empowered to be full participants and all can live in dignity and mutual respect. To our Board, we thank you for volunteering your time and for your continued support to achieve our mission. To our community partners, we say thank you for joining with us in working towards our shared vision. To our Staff, we have the highest admiration and respect for your commitment to this work and we acknowledge the sacrifice that many of you make to do it.

We are pleased to share with you the highlights of our year, in the pages to follow.



What our clients say...

“

I have found the staff to be highly professional, from counsellors, doctors, dietitians, secretaries to cleaning staff. I have been treated with respect and my questions answered to my satisfaction.

”

Primary Health Care Services: Improving access and quality

The year brought many new challenges to our clinical services. We have been extremely busy responding to the ever shifting needs of the Parkdale community. Our clinical staff continues to work incredibly hard and with great compassion to respond to the complex health challenges that our clients face.

1

Increasing access to Primary Health Care

PCHC remains open to clients seeking primary health care and has been flexible in our modes of delivery of that care. Our call reminder system, introduced last year, has resulted in fewer missed appointments. It has also helped

us to fill appointments cancelled on the same day. This allows us to provide service to people who need to be seen urgently and opens up more access to care to our community.

2

Caring for Hungarian and Roma newcomers

A mix of political, social and economic forces in Europe has resulted in a migration of Hungarian and Roma communities to Canada. Fleeing discrimination, violence, unemployment, poor health and educational opportunities, Hungarian and Roma people have come to Toronto, and in particular Parkdale, to seek better opportunities for the health and safety of their families. In the past year our clinical team has responded by providing more than 450 people with clinical services.

In partnership with St. Christopher House these services include a language specific drop-in where people from the community could register as a client and immediately get connected with medical and social supports. So successful was this drop-in that the needs quickly far outweighed our capacity. The Hungarian and Roma drop-in continues for registered clients of PCHC. New clients can apply for services through our regular application system.

3

Advocating for refugee health

Recent cuts by the federal government to Interim Federal Health Insurance coverage have put the health and welfare of refugee claimants from around the world, in limbo. Health care providers are faced with trying to sort out what level of care, if any, can be provided to people who arrive in Canada in poor health because of their

inability to access care in their countries of origin. These changes can potentially affect 13% of our clients. In addition to providing direct service to refugee claimants, PCHC has been actively working with health and social service groups to lobby politicians and policy makers to address the gap that these cuts have made.

4

Increasing capacity in LGBT health

At PCHC the health and well-being of LGBT communities matters. In order to ensure that clinical services are inclusive and delivered in a culturally competent way,

our team has undertaken initiatives such as policy work, changes to the environment, and training to increase our knowledge and skills to serve the community better.

5

Responding to system initiatives to reduce emergency room utilization for people with mental health and addictions challenges

Parkdale CHC strives to respond quickly to people who use the emergency department multiple times in a year for non-emergency reasons. It is clear that there is a gap in primary health care for people with mental health and addictions challenges who need help, often after regular service hours. Working in partnership with local CHCs and the Toronto Central LHIN, PCHC is providing primary care for frequent users through the Coordinated Access to Care from the Hospital – Emergency Department (CATCH-ED) pilot project. We are currently working on a plan to enhance our ability to respond to the needs of

these clients, through innovative programming, in the very near future.

PCHC also participated in a Toronto Central LHIN initiative to design a centralized pathway for access to mental health and addiction services in the Toronto Central and Central LHINs. This pathway will provide the community with the ability to navigate the system to connect with meaningful information and resources for mental health and addiction services.

6

Improving quality

In addition to the services provided by the Primary Health Care team we continue to explore ways to evaluate the quality of our services, both in terms of health outcomes and the experience of our clients. In the past year we have taken greater steps in our quality improvement journey by mapping some of our processes and taking concrete actions to find greater efficiencies. Speaking of efficiencies, in Fall 2012, along with many other CHCs in Ontario, we will 'go live' with a fully electronic medical record.

In addition, our chiroprapist, Jenny Kim, is engaged in a research project, exploring the knowledge of diabetic clients about the importance of foot care. The results of this research project will have a direct impact on the quality of care we provide our clients, by informing the education that is provided to diabetic clients regarding their foot care.

PCHC also provides teaching and learning opportunities for medical, nursing and medical secretary students.

We look forward to working with our clients and community to find new ways to respond to the ever changing health care needs of the people we serve.



Young client, Asma, about to have her teeth cleaned by hygienist, Humphrey Liu.

Facilitating greater access to oral health care for the Parkdale Community

Healthy Smiles Ontario Clinic

Since we opened our Healthy Smiles Ontario dental clinic at our main site in January 2011, hundreds of community members have received much-needed dental treatment. In the past year alone our dentist, dental hygienist and dental assistant have performed 6093 procedures including examinations, X-rays, preventive services—cleanings, fluoride treatments, oral hygiene instruction, fillings, root canals and extractions. The clinic is constantly busy and PCHC is facilitating greater access by linking with other programs and services at the centre and in the community at large.

West End Oral Health Clinic

In addition to our Healthy Smiles Ontario Clinic, which operates during regular business hours on weekdays, PCHC, with the help of partners, brings oral care to the wider community of Parkdale residents. We do this through our West End Oral Health Clinic, which operates on evenings and weekends and serves the currently underserved population of low income adults, between ages 18 and 64, who are uninsured.

Since January 2012, with the support of our partners, Toronto Public Health (TPH) and George Brown College School of Dental Health (GBC DH), we started a teaching clinic at WEOHC, with dental hygiene and dental assisting ►

students fulfilling accreditation requirements for clinic and field placements at WEOHC. This has allowed us to expand the hours of our WEOHC, to offer regular clinics two evenings per week, in addition to the one Saturday per month that we have offered for many years.

We are especially grateful to the GBC DH program for providing the dental hygiene and dental assisting students who provide the care, under the supervision of Lynn Grant the Clinical Supervisor. This program has also relied on the generosity of our long serving volunteer dentist Dr. Ki and Dr. Paltsev, who recently joined us this past summer, without whom we would not be able to provide the same level of care. The expansion has enabled us to provide a higher quality of care because we are now able to book clients for return visits when necessary.

We are also grateful to the volunteers who gave of their time this past summer, to keep the program running, providing a continuous source of care for the populations we serve.

In the coming months PCHC and partners will be exploring options to improve the sustainability and viability of the WEOHC by seeking funding and sponsorships opportunities.

To donate to the WEOHC, please visit our website (www.pchc.on.ca) and click on the Donate Now button and choose Dental Care Access Fund.

Below: Coralie Braithwaite (L), Director of Parkdale-High Park Early Years Centre with Stacia Stewart (R), 5Ps coordinator, at new satellite opening.

Population Health Services: Supporting community capacity and development

The Population Health Team is a diverse team of practitioners who offer quality programs and services to the Parkdale community. Our team is made up of health promoters, counsellor/educators, therapists, social workers, family support worker, community health workers, program coordinators, peer workers, program assistant and child care workers, who work to promote the health and well being of community members, and seek opportunities to enhance the engagement of their clients in community initiatives and projects.





Group counselling room at new satellite.

Expanding Women's Connection programs and services at the new satellite location

PCHC has been providing dedicated counselling and support services to women in Parkdale for many years through our Women's Connection Program. As of July 1, 2012, we have significantly enhanced and expanded our programs and services for women by assuming the responsibility and accountability for the programs and services previously provided at the Women's Health Centre at St. Joseph's Health Centre.

The Women's Health Centre (now closed), which was in operation for 22 years, was well known for its client-centered approach and its responsiveness to the needs of multi-stressed, culturally and socioeconomically diverse populations.

PCHC is honoured to continue this legacy with our expanded Women's Connection Program, and will continue to deliver excellent care for women, addressing the social determinants of health, and using therapeutic approaches that are grounded in feminist, anti-oppression principles and that are trauma-informed and resiliency focused.

Our expanded programs and services for women are housed at our brand new (July 1, 2012) satellite location in the Sunnyside Medical Arts Building at 27 Roncesvalles Avenue (about one and a half kilometers, along Queen West and one block north on Roncesvalles, from our main site at 1229 Queen St. W. and Dufferin St.).

Our expanded Women's Connection Program provides free and confidential counselling for women who are 16 years of age and older, who are dealing with childhood and/or adult trauma, relationship violence, pre and post partum mood adjustments, trauma issues related to immigration, displacement or resettlement, parenting challenges related to trauma and abuse. As with our other CHC programs it is our intention to prioritize women who face the greatest barriers to accessing services and to offer support in either individual or group formats.

Also at our satellite location we are very pleased to sponsor the long-serving and very popular, Parkdale Parents Primary Prevention Program which is more affectionately known as the 5Ps.

Funded by the Public Health Agency of Canada through two grant programs—Canada Prenatal Nutrition Program (CPNP) and Community Action Program for Children (CAPC)—the program provides free programs for pregnant women, parents and families with young children from 0-6 yrs, residing in Parkdale/High Park. Some of the very successful programs include: Prenatal Nutrition and Support; Mom and Baby Circle; Super Dads, Super Kids; Living and Learning with Baby; and Parent Relief.



What our clients say...

“

I am glad to see that the centre tries to respond to the changing needs of the neighbourhood, e.g. Roma Clinic and tries to provide a positive atmosphere regardless of sexual orientation and gender identity.

”

Facilitating empowerment of seniors

Throughout 2011 seven participants from our seniors programming took the lead in organizing a conference, “My Time, My Space, My Voice”. They planned for it to be peer-driven, addressing the range of interests and information needs of seniors in Parkdale-High Park. They began on a journey of assessing various topics, speakers and honing their event planning skills to organize a two day conference. This was a unique experience in that often service providers take the lead, anticipating what seniors would want. But this was truly community-led, a concrete example of true capacity-building. Workshops featured topics such as: celebrating diversity, advocacy, healthy sexuality, homecare, dementia and power of attorney, laugh therapy and art-making.

The conference met several objectives:

- Development of skills in leadership, public speaking and volunteerism
- Reducing social isolation by providing an opportunity to meet new friends
- Honouring and valuing the experience of senior by sharing of seniors’ own stories on ageism and discrimination
- Stimulate new interests, learning and growth by featuring a range of activities, workshops and options for self care

As a result of the conference the following outcomes were successfully met:

- Over 125 seniors attended
- Seniors took the lead on leadership, public speaking, and offered interpretation services when needed
- An Advocacy Group is now actively focused on transportation barriers and elder abuse prevention
- LGBTQ seniors are now emerging as a unique community

On May 10th 2012 we launched the published Conference Report. At the event to celebrate the launch we acknowledged the efforts of the Seniors Steering Committee members and community partners who supported the event as co-planners and facilitators.

Our appreciation is extended to the Government of Canada’s New Horizons for Seniors Grant Program. In addition we wish to commend our key organizing partner Parkdale Project Read, and some of the agencies that supported the event in various ways: Parkdale Community Legal Services, Toronto District School Board, Queen Victoria Public School, The Older Women’s Network (Ontario), Sistering, and the Advocacy Centre for the Elderly.

Participants at the 2011 ‘My Time, My Space, My Voice’ conference.





PCHC staff serving up some holiday cheer at our annual client party.

Building community capacity around safety concerns

This past year the Parkdale Community Crisis Response Network (PCCRN), with funds from the City of Toronto's Community Safety Investment Program, hired a Project Coordinator—Junia Mason—to assist the Core Group of the Network to fulfil the objectives of the grant. For the first year we were to develop awareness of PCCRN and its purpose, and to work with communities to identify four community leaders. The goal was to ensure that leaders from different marginalized groups were identified and provided with leadership training. Through community engagement, more awareness was extended on the role of PCCRN in addressing community violence. Numerous events for Parkdale residents were organized. Through this process three leaders emerged to work with the Core Group: Mary Snow, William Roher, and Glen Pappin. We continue to work with Parkdale Collegiate and Parkdale Youth Space to secure two youth to join the community leader team.

Over the next six months the leaders will be offered workshops in conflict resolution, anti oppression, gang awareness and prevention, and self care. The leaders will continue to promote PCCRN to various communities in Parkdale, organizing community events to elicit feedback from their peers regarding community safety concerns.

We have been fortunate to have the time and resources to develop a process that will support peer leadership, as community safety impacts differently on a range of communities. Our community leaders are committed to developing their skills in community engagement, and PCHC remains solid in our commitment to building community capacity around safety concerns.

Helping to open doors for marginalized LGBTQ community

In 2011 our LGBTQ Health Promoter began a snapshot survey of 8 low income LGBTQ community members and 8 service providers within Parkdale. The eight community members responded to a question on challenges they may face in accessing services, which included responses such as: not having the confidence to access services; distrusting service providers, sensing judgement; and living with the stigma associated with one's body, identity, and sexual orientation. When asked what programs and services LGBTQ community members may seek from PCHC, responses included: LGBTQ-positive and trans-positive doctors, counseling and parenting/family planning support. In response to this process, a weekly support—educational group for marginalized LGBTQ individuals has emerged. A drop-in format allows for different combinations of individuals to participate and for different conversations each week.

The eight service providers surveyed also identified similar key issues: lack of LGBTQ specific services in the west end, causing clients to travel to the east end to access services; that LGBTQ specific programming needs to be organized and barriers to health care need to be addressed; and that there is a systemic lack of knowledge related to the needs of LGBTQ populations, amongst service providers in Parkdale. As a result of this work, PCHC has taken the lead on a community initiative which has evolved into a Steering Committee of community organizations who are concerned about

LGBTQ individuals and families living with poverty, mental health and other challenges. Agencies such as Parkdale Activity and Recreation Centre, Habitat Services, COTA, Culture Link, 519 Community Centre and Sherbourne Health Centre now join PCHC in a monthly meeting, with a current objective to organize a training program for service providers, addressing service and advocacy needs of this population.

As part of our ongoing commitment to opening doors for marginalized LGBTQ communities in Parkdale, we have achieved the following outcomes:

- Weekly LGBTQ support group
- Lead agency for LGBTQ Steering Committee, working on plan for training program for service providers in west-end
- Completed internal staff training audit and development of action plan to build internal capacity to address LGBTQ health needs
- Created Access and Equity inter professional team which works on creating welcoming, queer-positive environment at PCHC
- Hosted annual Parkdale Pride event for marginalized LGBTQ

Our work on improving access to healthcare for LGBTQ communities is only beginning. Watch for more exciting updates in the coming year.

Contributing to food security solutions

After many months of fundraising and construction the West End Food Coop (WEFC) is ready to open its doors at the lower level of our main site, in October 2012! This opening brings to fruition a plan that has been in the making for many years. The WEFC is an incorporated multi-stakeholder co-operative—with eater, worker, farmer and community members—whose purpose is to create a thriving local food culture in Toronto's West End, promote a sustainable local food system and act as a catalyst for local food security by coordinating community-driven food initiatives such as Farmers markets and community canning. By partnering with the WEFC, PCHC hopes to contribute to the goal of greater food security, which we hope can be achieved through the following:

- a food hub for community action on food issues
- a Community Kitchen and Café—producing fresh,

seasonal take-out food, value-added products, hosting community canning projects and other production and educational opportunities

- a grocery store focusing on fresh and local food
- Member ownership that allows people to actively participate in changing our food system
- a place to host workshops and events focused on food security
- a means to provide accessible food, training, and education
- a way to connect eaters with local producers and farmers
- Innovative programming and partnerships to increase access to fresh, local food for the diverse communities in Parkdale

Visit the WEFC website at: <http://westendfood.coop/>

The Year in Numbers

Client experience

90%

clients surveyed who say their health and well-being is improved by the services they receive at PCHC

94%

clients surveyed who say PCHC has a positive impact on health of the community

74%

clients surveyed who say they can get an appointment when they need one

91%

clients surveyed who say they would refer a friend or family member to PCHC

PRIMARY HEALTH CARE

4,536

active clients

1182

new clients who gained access to primary health care

844

clients receiving care at the Healthy Smiles Dental Clinic (since April 2011)

28,723

individual encounters

58%

Cervical cancer screening rate

39%

Colorectal cancer screening rate

78%

Rate of interprofessional care for diabetes

HEALTH EQUITY

728

off-site encounters, including home visits and encounters in the community

32%

clients with mental health and addictions issues

268

clients who do not have health insurance

1,490

encounters requiring language interpretation services

260

homeless clients

30%

clients who prefer to receive service in a language other than English

19%

clients who arrived in Canada five years or less

POPULATION HEALTH/HEALTH PROMOTION

86,515

clean works (needles, syringes, etc.) handed out to IV drug users

38,024

used works collected by needle exchange office and discarded safely

106

counseling hours for women survivors of violence/abuse

5,767

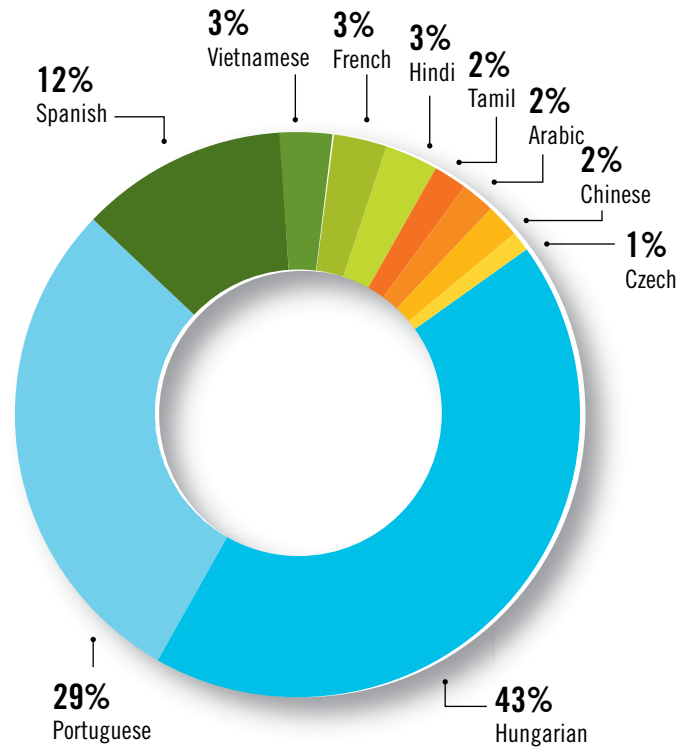
encounters for personal development/support groups

Who our clients are

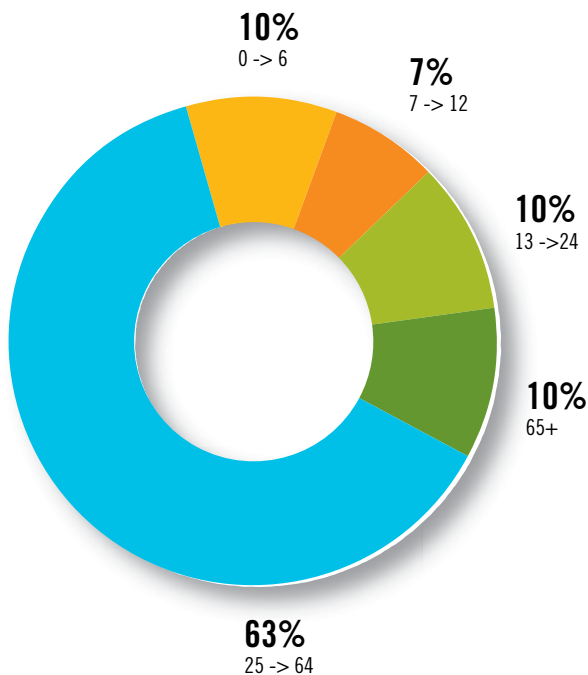
Top 10 countries of origin (excluding Canada)

1. Hungary
2. Brazil
3. Portugal
4. India
5. Nepal
6. United States
7. Jamaica
8. Grenada
9. Mexico
10. Trinidad

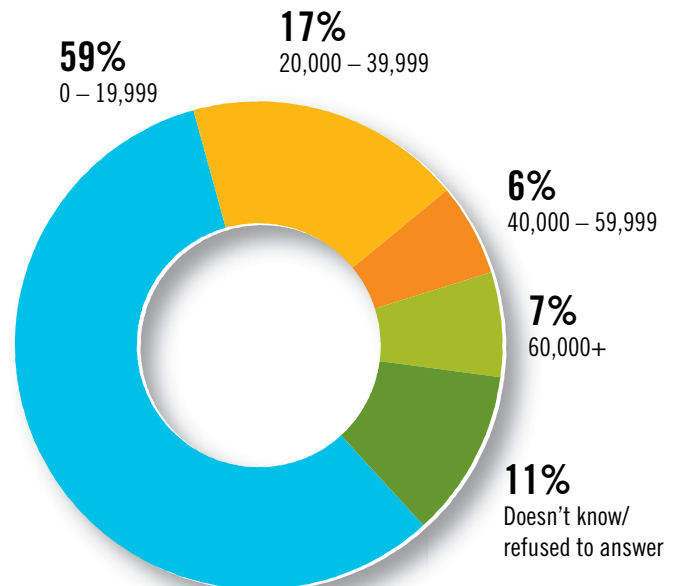
Distribution of clients by preferred language (other than English)



Distribution of clients by age



Distribution of clients by annual household income



Financial Information

Balance Sheet

Year Ended March 31, 2012

	2012	2011
ASSETS		
Current assets		
Cash and short-term deposits	\$ 121,454	\$ 138,571
Accounts Receivable	148,421	137,456
Prepaid expenses	47,507	46,079
Short-term investments – internally restricted	199,262	195,899
	516,644	518,005
Trust assets	–	25,879
Property and equipment	3,290,931	3,296,834
	3,807,575	3,840,718
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	220,334	216,948
Due to Toronto Central LHIN	40,938	40,914
Due to Ministry of Health and Long-Term Care – Diabetes	45,186	64,360
Due to Other Funders	13,673	8,012
	320,131	330,234
Trust liabilities	–	25,879
	320,131	356,113
NET ASSETS		
Capital Assets Fund	3,290,931	3,296,834
Special Projects Funds	196,513	187,771
	3,487,444	3,484,605
	\$ 3,807,575	\$ 3,840,718

Statement of Operations and Net Assets

Year Ended March 31, 2012

REVENUES

	2012	2011
Toronto Central Local Health Integration Network (LHIN)	\$ 4,362,790	\$ 4,243,997
Ministry of Health and Long Term Care (MOHLTC)	213,205	205,805
Ministry of Community and Social Services and Ministry of Children and Youth Services (MCSS)	172,342	163,887
City of Toronto	136,780	87,140
Chum City	4,000	–
Government of Canada – Service Canada	–	25,000
Public Health Agency of Canada	–	63,700
Interest	3,535	459
Others	12,381	10,273
	4,905,033	4,800,261

EXPENSES

Salaries, benefits and relief

Salaries	3,130,835	2,936,092
Benefits	623,640	644,153
Relief	162,997	165,260
	3,917,472	3,745,505

Operating

Building occupancy	373,663	365,534
Purchased services	130,944	175,803
Medical supplies and equipment	69,712	71,419
Office administration	134,173	145,053
Program Expenses	112,570	111,301
Non-insured	95,142	74,966
	916,204	944,076

Non-Recurring

	43,100	81,590
Total expenditures	4,876,776	4,771,171

Excess (deficiency) of revenues over expenses before the Undernoted	28,257	29,090
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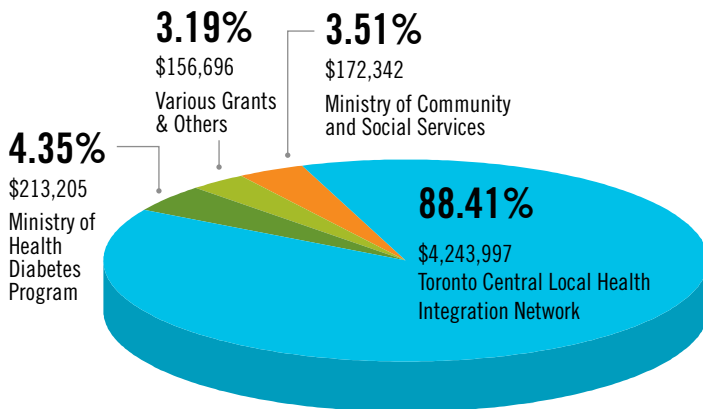
Amount refundable to Toronto Central Local Health Integration Network	(24)	(20,190)
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Amount refundable to Ministry of Health and Long Term Care	(11,945)	(5,382)
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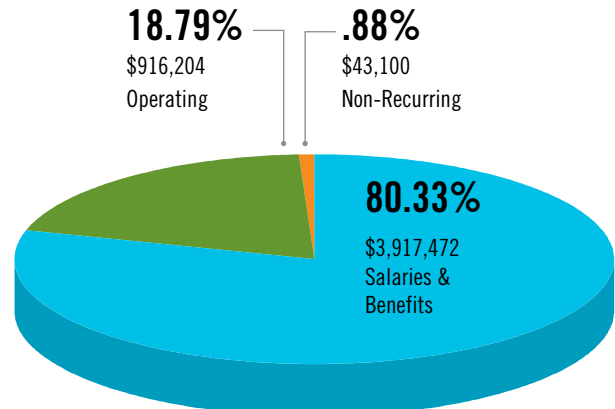
Amount refundable to Other Funders	(7,546)	(8,012)
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Excess (deficiency) of revenues over expenses before amortization	8,742	(4,494)
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Where the money came from



Where the money went



Funders

Federal

- New Horizons for Seniors Grant Program

Provincial

- Toronto Central Local Health Integration Network
- Ministry of Health and Long Term Care
- Ministry of Community and Social Services

Municipal

- City of Toronto
- AIDS Prevention Grants Program
- Community Service Grants Program
- Community Safety Investment Program
- Community Oral Health Program

Foundations

- Chum City

Donors

- Chandrasekera, Uppala
- Smith, Leonie
- S. Ki Dentistry Professional Corporation
- United Way of Greater Toronto
- Royal Queen Development

Community Partners

Access Alliance Multicultural Health & Community Services
 Bailey House/COTA Health
 Canadian College of Naturopathic Medicine
 Central Toronto CHC
 Centre for Addiction & Mental Health
 City of Toronto
 Creating Together Family Resource Centre
 Child Development Institute
 CultureLink Settlement Services
 Davenport-Perth Neighbourhood CHC
 Ecuhome Corporation
 Food Share Toronto
 Four Villages CHC
 Fred Victor
 George Brown College: Assaulted Women & Children's Advocacy Program; School of Dental Health; Social Service Worker Program; Community Worker Program
 Greater Toronto Community Health Centre Network
 Habitat Services
 JobStart
 Kababayan Community Centre
 LAMP CHC
 Liberty Village BIA
 Local Immigration Partnership
 Mennonite New Life Centre

Ministry of Community & Social Services
 Ministry of Health & Long Term Care
 More Than Child's Play Family Resource Centre
 Older Women's Network
 Parent & Child Mother Goose Program
 Parkdale Activity Recreation Centre
 Parkdale BIA
 Parkdale Community Crisis Response Network
 Parkdale Community Information Centre
 Parkdale Community Legal Services
 Parkdale Intercultural Association
 Parkdale Newcomer Service Provider Network
 Parkdale Project Read
 Parkdale Public Library
 Parkdale Public School – Family Literacy Centre
 Parkdale Resident Association
 Partners for Parkdale Health Network (PPHN)
 Queen Victoria Public School
 Rainbow Health Ontario
 Regent Park CHC
 Roma Community Centre
 Roncesvalles/MacDonell Residents Association
 Ryerson University – Nursing Program
 Savards
 Scout Canada
 Second Harvest Food Support
 Sherbourne Health Centre
 Sistering

SKETCH
 South Riverdale CHC
 St. Christopher House
 St. Joseph's Health Centre
 St. Stephen's Community House
 Stonegate CHC
 StreetHealth
 Streets 2 Homes
 Tim Horton Bus
 The 519 Community Centre
 The Bargain Group
 The Daily Bread Food Bank
 The Redwood Shelter
 Toronto Central LHIN Mental Health & Addictions Working Group
 Toronto Community Housing Corporation
 Toronto Oral Health Coalition
 Toronto Public Health
 Toronto Urban Health Alliance (TUHA)
 Vina's Pharmacy
 West Toronto Housing Help Services
 West End Food Coop (WEFC)
 West End Sexual Abuse Treatment Program (WESAT)
 West End Urban Health Alliance (WEUHA)
 Women's Health In Women's Hands CHC
 Working Women Community Centre
 Unison Health and Community Services

Our Team

Ana Maria Navarro, Physiotherapist
Anna-Rita Lunghi *, HR Manager
Andy Darling*, Peer Outreach Worker
Andrea Passmore*, Clinical Dietitian
Adrienne Barnes, Community Health Outreach Worker
Beth Wierzbicki, Corporate Executive Assistant
Betty Jo Morris, Peer Outreach Worker
Carla Ribeiro, Executive Director
Charlene Holland, Medical Secretary, Relief
Christopher Fowler, Medical Secretary, Relief
Connie Collinson, Health Promoter
Cristina Fayet, Physician
Cristina Raposo, Medical Secretary
Deborah Chalmers, Office Manager
Dennis Kussin, Psychiatrist
Diane Monteiro*, Medical Secretary, Relief
Edward Lee, Physician
Elen Azevedo, Diabetes Dietitian
Elizabeth Guete, Social Worker
Falko Schroeder, Nurse Practitioner
Fatima Khamis, Child Care Worker
Fulton Downey, Peer Outreach Worker
Gerald Fung, Physician
Grace Landa, Program Assistant
Grażyna Mancewicz, Social Worker/Therapist
Heather R. Cadogan, Counsellor/Educator
Isabel M. Andariza, Counsellor/Educator
Jacob Fernandes, HIV/AIDS Coordinator
Jane Rajah, Diabetes Nurse
Jacquie Naughton, HR Manager

Jeffrey Hayes*, HIV/AIDS Coordinator
Jenny Kim, Chiropodist
Jessa Hawkesworth, Food Room Facilitator
Jessica Brunino*, Child Care Worker
Jill Blakeney, Physician
Julie Knights, Registered Nurse
Junia Mason*, PCCRN Coordinator
Karin Mary Ng, Clinical Dietitian
Kendra Kusturin**, Social Worker
Kelly Ribeiro, Medical Secretary, Relief
Keri MacFarlane, Social Worker/Therapist
Kevin Chopra, Psychiatrist
Kimberly Allong, Medical Secretary, Relief
Leslie Parker, Community Outreach Worker
Linda Yaa Adutumwaah, Medical Secretary
Liza Chau, Bookkeeper
Loanne Stone, Reception Coordinator
Maggie Lau, Finance Management Consultant
Malu Santiago, Psychologist
Mark Blackstone*, Case Manager
Maryrose MacDonald, Physician
Matt Johnson, Peer Outreach Worker
Melissa Abrams, Nurse Practitioner
Melissa Hergott, Administrative Coordinator
Million Woldemichael, Reception Coordinator
Nadira Mahabir, Child Care Worker
Nancy Steckley, Community Development Work
Nayana Somaiah, Physician (Locum)
Neil Mentuch, Data Management Coordinator/Planner

Nicholas Durand, Chiropodist
Norma Hannant, Social Worker/Therapist
Nohemi Alvarez*, Medical Secretary
Rakini Sivaharan, Child Care Worker
Raymond Macaraeg, Nurse Practitioner
Rosa Ribeiro, Health Promoter
Sameer Kumar*, Psychiatrist
Sandra Godoy, Health Promoter
Satha Vivekananthan, Tamil Counsellor
Shawn Mattas, Physician
Sheryl Spithoff *, Physician
Sherry Alves, Medical Secretary, Relief
Sriram Arnanth*, South Asian Community Worker
Shirley Hepditch, Community Outreach Worker
Shirley Roberts, Director of Primary Health Care
Shona MacKenzie, Nurse Practitioner
Stacia Stewart, Project Coordinator
Susan Clancy, Director of Population Health & Community Engagement
Tresha Bailey*, Senior's Conference Coordinator
Tchela Kalonga, Medical Secretary, Relief
Tricia Williams, Medical Secretary
Tysa Harris, Medical Secretary
Victoria Okazawa, Social Worker
Wahazit Mussie, Medical Secretary, Relief
Yohama Gonzalez, Family Support Outreach Worker
Zara Fischer-Harrison, Medical Secretary, Relief

Resigned/Contract Ended* On Leave**

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Students and Volunteers

We would like to extend a Special Thank You to ALL students and volunteers who completed their work at PCHC over the year.

Your contribution and commitment to the work of PCHC is greatly appreciated!



Contact Information

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Hours of Operation

Monday, Tuesday, and Thursday: 9:00 am to 8:00 pm
Wednesday: 9:00 am to 12:00 noon; 3:00 pm to 8:00 pm
Friday: 9:00 am to 5:00 pm
Saturday: 10:00 am to 1:00 pm

PCHC Satellite

27 Roncesvalles Avenue, Suites 301/503
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Fax: 417.537.7714

Hours of Operation:

Monday to Friday: 9:00 am to 5:00 pm

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