

Working better together  for better health



Parkdale
Community
Health Centre

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 Health and Wellbeing 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:

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.

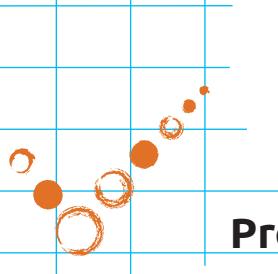
Dignity and respect. Acknowledging that every person has value and recognizing diversity as an asset.

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

ENDS

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.



Programs and Services offered in the past year

Primary Care:

Family medicine
Same day medical drop-in
Hungarian/Roma Weekly Drop-In
West End Oral Health Clinic
Healthy Smiles Dental Clinic
Acupuncture Drop-In
Infant Hearing Screening
Flu Shot Clinic
Naturopathic Clinic
Healing Centre @ PARC
Physiotherapy
Chiropody
Senior Hearing Clinic

Chronic Disease Management:

Living Well with Diabetes
Craving Change – Managing food cravings
Asthma Education
Steps Across Parkdale Walking Group
Helping You Cope – Stress Management for people with Diabetes
Plan Well, Budget Smart, Be Healthy – Healthy Eating on Budget
Arthritis Self Management Class
Gentle Exercise Class

Harm Reduction:

Anonymous HIV Testing
KAPOW: Wendo Women's Self Defense
Kit Making Group
Needle Exchange
ID Clinic
FUN (Finally Understanding Narcotics) Group
Men's Drop-In
Young Women's Empowerment Group
Vein Care Workshop
Alcohol 101 Workshop
HIV 101 workshop

Women's Connection:

Childhood Sexual Abuse Group
Individual and group counselling for women
Mom and Baby Circle
Prenatal Nutrition and Support
Women's Art Classes
Baby and Me
The Language of Parenting
Women's Leadership Workshop
Violence Against Women Education Series
Women's Guided Nature Hike in High Park
Parkdale Young Parents Group
Parkdale Women's Advocacy Group
Post Partum Depression Information Night
Post Partum Depression Support Group
Trauma 101 Workshop Series
Trauma-informed Stress Management Group

Mental Health:

Psychiatry
Individual and group counseling support
Post Partum depression group

Health Promotion:

Seniors Drumming Circle
Seniors Salad Making
Seniors Drop-In
English Conversation Class
Elder Abuse Awareness Walk
Seniors Annual Trip with Tim Horton's Bus
Peace through Piecing Quilting Group
Seniors Advocacy Group
Seniors in Action – Volunteer and Mentorship Project
Communication Workshop
Newcomers
Roma Women's Group
Parkdale Young Parents
LGBTQ Drop-In
LGBTQ Peer Support group

Food Security and Nutrition:

Good Food Box

Special Events and Community Development:

Community Health Week
National Aboriginal Day
LGBTQ Pride BBQ
Client's Holiday Party
Mental Health Week
World Diabetes Day
Seniors Month
SPs Picnic in High Park
Income Tax Clinic
Parkdale Community Crisis Response Network - Community Safety and Leadership Project
Trans Day of Remembrance



Joint message from the Executive Director and Board President

The

past year offered many opportunities to reflect on who we are and to retell our story. As an organization in the midst of growth and change this proved to be a valuable exercise for socializing new staff and Board members into organizational culture and for renewing our commitment to our mission and vision.

As part of our preparation for our fourth accreditation cycle, we took the time to revisit our past, connecting it with our present. We told stories of an organization grown nimble from its necessity to be responsive to the ever shifting needs of a neighbourhood that is often directly affected by global geo-politics, which brings wave after wave of newcomers and refugees, seeking care and assistance. We told stories of a strong activist spirit, a fierce commitment and emotional investment amongst our staff, especially as it pertains to caring for and serving the most marginalized in our community. We proudly told stories of the organization's success at attracting and retaining, at all levels, professionals that truly reflect the rich and varied diversity of our city and our clients. In the end the accreditation review team found Parkdale CHC "to be a healthy, effective organization, that is delivering needed programs and services to its clients and community". Our Board of Directors was recognized for their work in utilizing annual general meetings as a tool for engaging the community, which was noted as an area of innovation.

Bolstered by our accreditation success we turned our attention to our quality improvement agenda and doubled our efforts in that regard.

Work that had begun in the previous year was built upon and we completed a plan that would see us focus on improving timely access to appointments with primary care providers and improving the experience of our clients. This year also saw us successfully make the transition to a fully electronic medical record. While this transition slowed us down in the short term as our providers learned the new system, we believe that it lays the foundation to support further quality improvement work in the long term.

This past year we also took advantage of opportunities to share our work with a broader audience. We made presentations on our work with the Roma community at the International Refugee conference and we shared our innovative strategy in creating access to oral care at the Association of Ontario Health Centres annual conference. In addition our Diabetes team has been recognized with an invitation to participate on a Canadian Diabetes Association working group to develop a Diabetes Charter for Canada.

We are very proud of our accomplishments in the past year and we acknowledge the support and commitment of the hundreds of individuals and organizations who work with us toward a shared goal of healthy communities. We are pleased to share some of the highlights of our collective work in the pages that follow.



Carla Ribeiro
Executive Director



Terence Williams
Board President

Fully accredited through CCA's Building Healthier Organizations program

The Canadian Centre for Accreditation (CCA) is a national, not-for-profit organization offering accreditation specifically tailored to community-based health and social service organizations across Canada. The accreditation process is a third party review, intended to strengthen an organization's systems and processes, foster a culture of learning, improvement, excellence and innovation.

In February 2013, the Board of Directors of CCA made the decision to fully accredit Parkdale CHC, under the Building Healthier Organizations Program (BHO).

We are very proud to share some of the highlights from our accreditation report:

"Overall the review team found Parkdale CHC to be a healthy effective organization that is delivering needed programs and service to its clients and community."

"The review team noted the passion and commitment expressed by all involved with PCHC – a theme that permeated across board, management and staff interviews."

The Board of Directors was recognized for their work in utilizing annual general meetings as a tool for engaging the community, which was noted as an area of innovation.

The following were recognized as areas of excellence:

- commitment to learning and improvement;
- commitment to access and equity;
- commitment to client centred approach; and
- community responsiveness.

"The organization is to be congratulated on its ability to support and accept change... It has managed change well and is moving forward, developing a culture of transparency and accountability at all levels."

Women's Connection: Supporting women and families through mental health services and skill building activities

Access to primary care is essential to family and community health. We also know that emotional and mental health issues challenge our ability to maintain employment, housing, and quality of life.

In July 2013, we celebrated the one year anniversary of a system integration initiative that saw the programs and services that were previously housed at the Women's Health Centre at St. Joe's, transferred to Parkdale CHC. This initiative allowed for the continued provision of vital mental health services for women in the west end, with the added bonus of increasing access to primary care and the wraparound services provided by Parkdale CHC.

Parkdale CHC's expanded Women's Connection (WC) program blends more traditional individual and group counselling services with services geared towards building individual and community capacity through skill building and coping strategies. The newly redesigned WC program serves women and woman-identified individuals who are marginalized or vulnerable, whether based on immigrant or refugee experience, housing situation, or mental health and substance abuse.

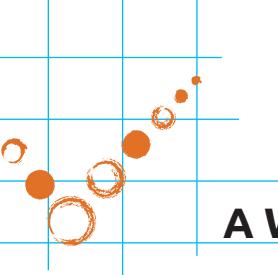
In the past year, over **150** women and their families have benefitted from our counselling services. Our counselling program provides multiple opportunities: individual or group counselling as well as skill development opportunities. Women develop their capacity to be engaged in their communities and develop stress management tools through activities such as yoga, mindfulness and acupuncture. Blending traditional talk-therapy and alternative health practices provides a holistic approach to promote well being.

Parkdale Parents Primary Prevention Project (5Ps)

The 5Ps program is a peri and post natal health promotion program for at-risk parents and their babies. In the past year **165** women who care for **122** babies were engaged at **133** health promotion sessions. The program also provides ongoing case management services, as well as food and transportation supports.

WC counsellors are integrated into the program to provide emotional supports and clients connected with primary care services and other Parkdale CHC programs such as the Health Smiles Ontario Dental Program for children.





A Women's Connection success story: Anna

In August 2012, Anna came to Parkdale CHC's 5P's Prenatal program, expecting her first child. She reported feeling isolated and lacking supports. After the birth of her child Anna attended the post natal program. Staff noticed that she was stressed, crying a lot and lacking confidence as a mom. She was referred to the WC Postpartum Mood Disorders (PPMD) program.

The PPMD counselor conducted an assessment and decided that Anna might benefit from a broad range of WC supports. An in-depth psycho-social assessment revealed the following underlying issues: history of childhood sexual abuse; toxic relationship with her mother; abuse from father of her child who abandoned her and baby; lack of social supports/isolation; lack of financial stability (on EI); food and housing insecurity; anxiety and panic attacks; depression and low self esteem.

Anna continued to attend the 5Ps Nutrition & Support Program weekly where she was connected to a Public Health nurse, dietitian, family support worker. She received information about healthy nutrition, infant development and parenting. She also accessed the food bank and clothing exchange on site each week. Staff noticed over time that she began to make connections with other participants in the program.

She began attending the WC's PPMD support group weekly and also went to the PPMD information night to address struggles with transition to motherhood. She saw an individual counselor where she explored the impact of trauma on her sense of self, her relationships and self esteem. While seeing the counselor, she

attended 6 psycho-educational workshops called the "Trauma 101" group. This gave her insight and practical tools for coping with nightmares, self harming and panic attacks. She attended a few sessions of the Stress Management group as well as few Drop In Acupuncture Group sessions.

In January 2013 Anna started our 12 week group for childhood sexual abuse survivors (CSA Group). After completing this group, she felt ready to participate in community initiatives at Women's Connection, facilitated by our Community Development staff. She signed up to take part in the program's Advisory Group and a six-week stress management and confidence building workshop to facilitate the process of getting involved in the community.

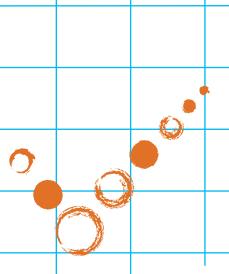
Since accessing counseling and support services in August 2012, Anna has moved from feeling depressed, anxious, overwhelmed and with low self esteem into a confident young mom who is involved in the community. She now has plans for upgrading her education this fall and is beginning to pave the way for future women in the community through her contributions in the women's advocacy group.

Recently Anna stated to the WC staff that she's actively engaged in day to day life, she's feeling more assertive and connected with her community. As a mother she is feeling more confident and secure in her bonding with her baby. She has also developed effective tools for managing her panic attacks, especially around baby's health and as a result stopped using St. Joe's Emergency Room as frequently as she used to.

66 I am becoming
a more healthy
contributor to
my community
and society,
and a better
mother to my
children 99

Top Right: Chinese fan dancers entertain clients at winter celebration. Bottom (L-R): PCHC Executive Director, Carla Ribeiro with Parkdale-High Park MPP, Cheri DiNovo and her young assistant, at a 5Ps summer picnic.





System Planning and Service Integration: promoting health, preventing and managing chronic disease

This past year, as a precursor to a strategic planning process, and to understand the current local context and needs of our community, we undertook an environmental scan of South Parkdale where the majority of our client base resides.

Key evidence demonstrates that South Parkdale hosts high levels of mortality related to chronic disease and higher levels of hospital emergency department utilization. As we have always known, South Parkdale is also home to a disproportionately high number of individuals with complex needs who also suffer with mental health issues and substance abuse.

CATCH-ED

Based on this evidence, this past year Parkdale CHC, in collaboration with three other CHCs and several hospitals and community mental health agencies, launched a new program to address the needs of people who use Emergency Departments (ED) for non urgent issues.

Supported by the Toronto Central Local Health Integration Network, the Coordinated Access to Care from the Hospital Emergency Department (CATCH-ED) project was launched in 2012 to provide trauma informed counselling services to people who may not need the ED for medical/mental health reasons but who do not have adequate alternatives. Links to primary health care resources are also a key component of this project.

Research from the Toronto Central LHIN has indicated that about 1% of people use the ED for reasons other than a medical emergency. Data from St. Joseph's Health Centre suggests that the main reasons that people frequent their ED are related to mental health and substance use issues.

Over the past eight months, our CATCH-ED Counsellor has provided individual and group programming, including a men's drop-in to respond to this gap. Many unattached clients have also been linked with needed primary health resources.

System Planning and Health Links

Parkdale CHC attended the kickoff meeting of the South Toronto Health Link and intends to play an active role to support the integration and enhancement of services for residents of the South Toronto Health Link.

Following the environmental scan, our teams will work to complete an operational plan that is aligned with the Minister's action plan and which will incorporate the priorities of the South Toronto Health Link. We know that addressing the complex needs of residents with mental health and addictions challenges will be a major priority of the health link. Parkdale CHC has a long history of serving such populations and has developed the expertise to play a major role.

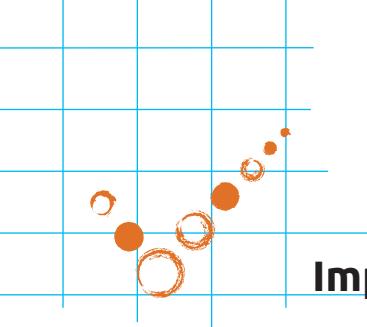
66 PCHC is progressive and inclusive, and it addresses day to day health issues, as well as systemic issues like poverty and alienation 99

Below: Parkdale-High Park MP, Peggy Nash with staff and community partners at community health week event.



Harm Reduction refers to policies, programs and practices that aim to reduce the negative health, social and economic consequences that may ensue from the use of legal and illegal psychoactive drugs, without necessarily reducing drug use. We believe that harm reduction principles are underpinned by a framework of public health, human rights and social justice which benefits not just people who use drugs, but society as a whole.

A Harm Reduction approach acknowledges that many drug-related problems are not the result of the drugs themselves and ensures that people who use psychoactive substances are treated with respect and without stigma, and that substance-related problems and issues are addressed systemically.



Improving quality in primary health care

The past year has been very busy for our primary care team at Parkdale CHC. Mindful of the growing demand for health care in an environment that often requires a nimble response to providing health services, we have been very busy finding ways to serve our community better. Our staff continue to rise to these new challenges with great skill and compassion when meeting the complex health care needs of our community.

PCHC serves many people who face multiple barriers to receiving health care. Homelessness, low income, lack of immigration status, unemployment, discrimination and homophobia compound the impact of acute and chronic health care conditions. Our primary health care team is very aware that timely access to an appointment with their own provider is essential to the delivery of quality health care. Feedback from our clients has told us that getting an appointment with their own provider when they want one is often difficult. In fact, according to Health Quality Ontario's 2012 Quality Monitor, "only half of sicker adults could see a doctor or nurse the same day or next day when they were unwell".

Advanced Access comes to Parkdale CHC

In order to address this, PCHC is preparing to adopt a new method for booking appointments. Advanced Access or Open Access is a way of scheduling appointments that allows maximum flexibility for clients to get an appointment when they want one. Individuals will be able to see their own provider within 48 hours of when they call, allowing for a more client-centered approach and more timely access to care. Clients will still be able to schedule in advance but may do so much closer to the date that it is needed. Since March 2012 our team has been registered in Health Quality Ontario's Wave 6 Learning Community, and has been receiving regular training and coaching in preparation to implement Advanced Access. Advanced Access is being piloted with part of the primary care team in fall 2013.

Aligning with the province's eHealth strategy

In December 2012, Parkdale CHC "went live" with a fully electronic medical record (EMR). This electronic record has completely replaced the paper chart. Keeping records in an electronic file will allow easier access to clients' health information and enhance the overall security of record-keeping. It will also improve communication amongst providers, pharmacists, hospitals and laboratories to facilitate improved coordination of care. A key advantage to the EMR is the ability to track important data about the health issues that our clients experience. It also lays the groundwork for ongoing quality improvement work.

Increasing access to primary care for seniors and unattached clients

In order to facilitate better access to primary health care to seniors, PCHC joined a partnership with Woodgreen Community Services and South Riverdale Community Health Centre. The Crisis Outreach Service for Seniors (COSS) program provides on-call 7 days-a-week mobile crisis intervention and outreach service focused on seniors who have mental illness and substance use issues. Parkdale's participation is an expansion of this service to the west end and includes the provision of clinical services by a nurse practitioner shared with South Riverdale CHC. PCHC provides office space, physician consultation and ongoing primary health care to seniors referred through this program.

We also know that the Toronto Central LHIN currently has the highest number of people who do not have a primary health care provider, despite the largest number of practicing physicians. In order to improve access, the MOHLTC funds a new resource, called Health Care Connect (HCC). Its purpose is to link unattached patients to a primary health care provider in their local community. In 2012, Parkdale CHC partnered with HCC to register new clients referred through this program. All client referrals live within our catchment area and meet PCHC's admission criteria.



When our clients speak, we listen

Every year we ask our clients to give us their feedback on what we're doing well and to help us identify areas for improvement. For the past year, this is what they told us:

93%

Impact

- agree that programs and services offered at Parkdale CHC help them to improve their health and well-being
- agree that Parkdale CHC has a positive impact on the health of the community

92%

Client-Centred

- agree that their health care provider tells them about treatment options and involves them in decisions about their care
- agree that the staff help them to connect to the programs and services they need at PCHC or elsewhere

87%

Access

- can get an appointment when they need one
- say staff are easy to talk to and encourage them to ask questions
- say they are able to get services in a language of their choice

78%

Equity

95%

say they always feel welcome and comfortable at Parkdale CHC

Overall
96%

would recommend a friend or family member to Parkdale CHC

Areas for Improvement



- Hire more doctors and nurse practitioners
- Decrease the time it takes to get an appointment
- Add more dental services and provide vision care
- Provide more supports like food and TTC
- Provide more harm reduction services
- Improve the waiting room
- Provide more services on evenings and weekends

Client-Centred

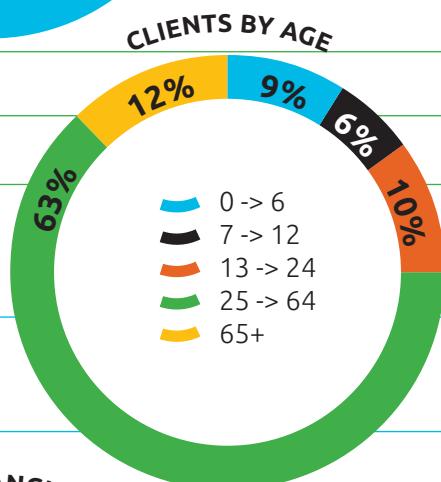
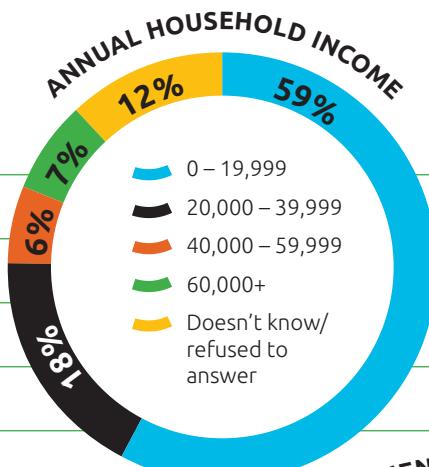
92%

agree that the programs and services offered at Parkdale CHC meet their needs

Who we serve

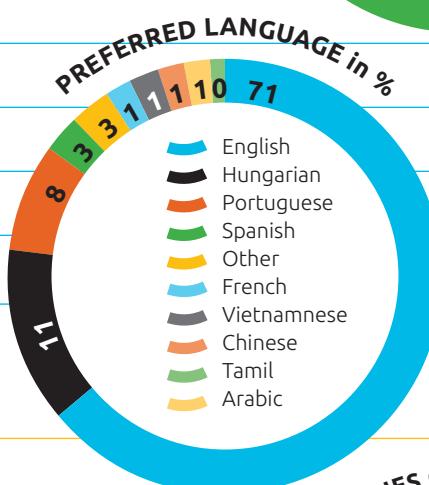
Primary health care / Illness prevention

4944	Active primary care clients
613	new clients who were connected to primary health care
870	clients receiving oral care at onsite Dental Clinic
24654	individual encounters
65%	Cervical cancer screening rate
27%	Colorectal cancer screening rate
86%	Interprofessional rate for diabetes care
31%	Breast cancer screening rate



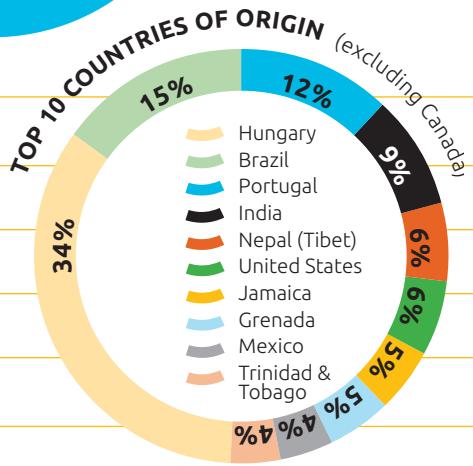
Health Equity /Access to primary health care

656	off-site encounters, including home visits and encounters in the community
30%	clients with mental health and addictions issues
395	clients with no health insurance
221	homeless clients
29%	clients who prefer to receive service in a language other than English
15%	clients who arrived in Canada within the last five years



Health promotion / Harm reduction

68791	clean works (needles, syringes, etc.) handed out to IV drug users
25071	used works collected by needle exchange office and discarded safely
857	counseling hours for women survivors of violence / abuse
5497	encounters for personal development/support groups
165	Women who care for 122 babies received pre and post natal nutrition assistance and other supports
3860	Individuals attended community initiatives aimed at community development, advocacy or health education



Financials

Statement of Financial Position

Year Ended March 31, 2013

2013

2012

ASSETS

Current assets

Cash and short-term deposits	\$ 74,479	\$ 121,454
Accounts Receivable	172,457	148,421
Prepaid expenses	64,685	47,507
Short-term investments – internally restricted	200,806	199,262
	512,427	516,644

Trust assets

Property and equipment	3,257,844	3,290,931
	\$ 3,770,271	\$ 3,807,575

LIABILITIES

Current liabilities

Accounts payable and accrued liabilities	276,167	220,334
Due to Toronto Central LHIN	10,747	40,938
Due to Ministry of Health and Long-Term Care – Diabetes	12,689	45,186
Due to Other Funders	19,179	13,673
	318,782	320,131

Trust liabilities

NET ASSETS

Capital Assets Fund	3,257,844	3,290,931
Special Projects Funds	193,645	196,513
	3,451,489	3,487,444
	\$ 3,770,271	\$ 3,807,575

Statement of Operations

Year Ended March 31, 2013

2013

2012

REVENUES

Toronto Central Local Health Integration Network (LHIN)	\$ 4,820,711	\$ 4,362,790
Ministry of Health and Long Term Care (MOHLTC)	213,204	213,205
Ministry of Community and Social Services and		
Ministry of Children and Youth Services (MCSS)	158,887	172,342
CATCH_ED Program	36,579	
City of Toronto	91,663	136,780
New Horizon	25,000	
Chum City	4,000	4,000
Government of Canada – Service Canada	–	–
Public Health Agency of Canada	197,739	–
Interest	5,074	3,535
Others	9,728	12,381
	5,562,585	4,905,033

EXPENSES

Salaries, benefits and relief

Salaries	3,533,231	3,130,835
Benefits	658,135	623,640
Relief	235,796	162,997
	4,427,162	3,917,472

Operating

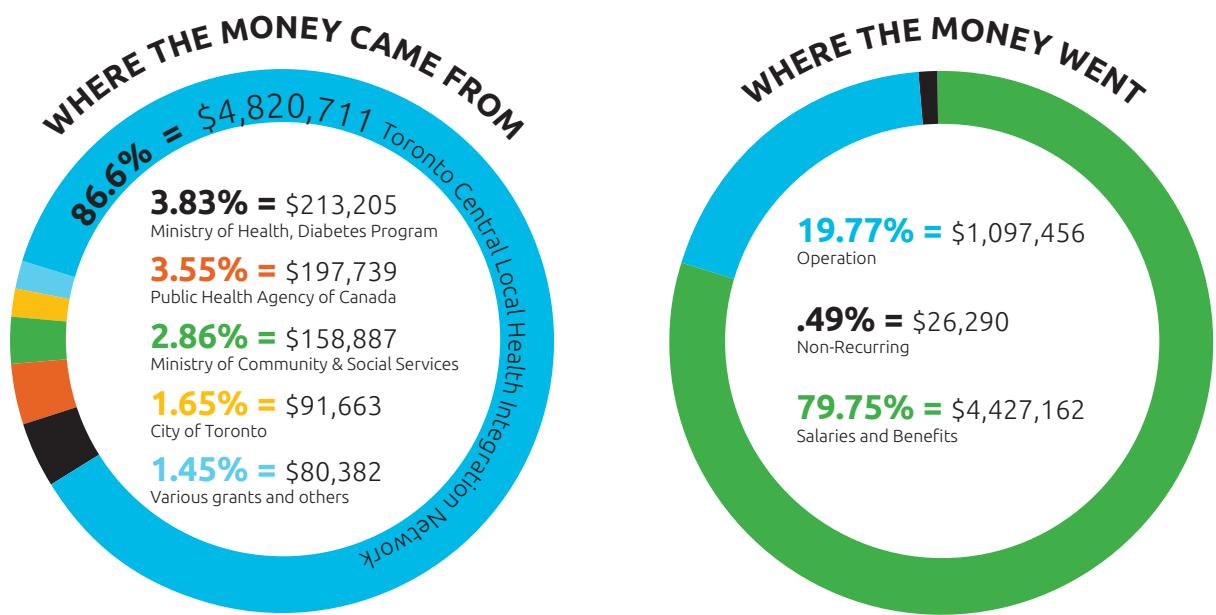
Building occupancy	398,785	373,663
Purchased services	173,010	130,944
Medical supplies and equipment	104,270	69,712
Office administration	160,937	134,173
Program Expenses	161,123	112,570
Non-insured	99,340	95,142

Non-Recurring

Total expenditures	5,551,587	4,876,776
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Excess (deficiency) of revenues over expenses before the Undernoted	10,998	28,257
Amount refundable to Toronto Central Local	(58)	(24)
Health Integration Network		
Amount refundable to Ministry of Health and Long Term Care	(757)	(11,945)
Amount refundable to Other Funders	(13,052)	(7,546)
Excess (deficiency) of revenues over expenses before amortization	\$ (2,869)	8,742

Corporate Information



List of Funders

FEDERAL

Public Health Agency of Canada
New Horizons for Seniors Grant Program

PROVINCIAL

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

MUNICIPAL

City of Toronto
• HIV/AIDS Prevention Grants Program
• Community Safety Investment Program
• Community Oral Health Program

FOUNDATIONS

Chum City

DONORS

Chandrasekera, U.
Smith, L.
S. Ki Dentistry Professional Corporation

Community and Educational Partners

Access Alliance Multicultural Health and Community Services • Association of Ontario Health Centres • Bad Date Coalition • Bailey House/COTA Health • Breakaway Addiction Services • **Canadian College of Naturopathic Medicine** • Canadian Hearing Society • **Central Toronto Community Health Centre** • Centre for Addiction & Mental Health • Child Development Institute • City of Toronto • Creating Together • CultureLink • Davenport-Perth Neighbourhood CHC • Ecuhome Corporation • Etobicoke Children's Centre • **Four Villages Community Health Centre** • Fred Victor • **George Brown College** – Assaulted Women & Children's Advocacy; School of Dental Health & Social Worker Program • Greater Toronto Community Health Centres Network • **Habitat Services** • Hispanic Development Council • **Jean Tweed Centre** • JobStart • Kababayan Community Centre • LAMP Community Health Centre • Liberty Village BIA • Mennonite New Life Centre • Ministry of Community & Social Services • Ministry of Health & Long Term Care • **More Than Child's Play** • Oasis Centre des Femmes • Opportunity for Advancement • 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/High Park Ontario Early Years Centre • Parkdale Intercultural Association • Parkdale LOFT Community Services • Parkdale Neighbourhood Church • **Parkdale Newcomer Service Provider Network** • **Parkdale Project Read** • Parkdale Public Library • Parkdale Public School – Family Literacy Centre • Parkdale Resident Association • Planned Parenthood • Polycultural Immigrant & Community Services • Queen Victoria Public School partners for Early Years Program • **Rainbow Health Ontario** • Regent Park Community Health Centre • **Roma Community Centre** • Roncesvalles/MacDonell Resident Association • **Ryerson University – Nursing Program** • Savards • Schizophrenia Society of Ontario • Scout Canada • **Second Harvest Food Support** • Seniors Pride network • **Sistering** • SKETCH • **South Riverdale Community Health Centre** • **South Toronto Healthlink** • St. Christopher's House • **St. Joseph's Health Centre** • St. Stephen's Community House • **Stonegate Community Health Centre** • StreetHealth • Street to Homes • Tim Horton Bus • The Arthritis Society • The Bargain Group • **The Daily Bread Food Bank** • The Redwood Shelter • The Gladstone Hotel • **Toronto Central CCAC** • Toronto Art Therapy Institute • Toronto Central Health Local Integration Network • Toronto Community Housing Corporation • Toronto Justice Service Collaborative • **Toronto Public Health** • **Toronto Urban Health Alliance (TUHA)** • West Toronto Housing Help Services • West End Food Coop (WEFC) • West End Urban Health Alliance (WEUHA) • **West End Sexual Abuse Treatment Program** • **Women's Health In Women's Hands CHC** • **Woodgreen Community Services** • Working Women Community Centre • Unison Community Health Centre • Village Family Health Team

Our Team

Ana Maria Navarro, Physiotherapist
Audrey Batterham*, Community Outreach Worker
Adrienne Barnes, Community Health Outreach Worker
Beth Wierzbicki, Corporate Executive Assistant
Betty Jo Morris*, Peer Outreach Worker
Bill Connolly*, 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
Edward Lee, Physician
Elen Azevedo, Diabetes Dietitian
Elizabeth Gute, Social Worker
Erin Reich*, Physician Locum
Falko Schroeder, Nurse Practitioner
Fatime Khamis, Child Care Worker
Fulton Downey*, Peer Outreach Worker

Gerald Fung, Physician
Grace Landa, Program Assistant
Grażyna Mancewicz, Social Worker/Therapist
Heather R. Cadogan, Counselor/Educator
Isabel M. Andariza, Counselor/Educator
Jacob Daub*, Summer Job Student Program
Jacub Fernandes, HIV/AIDS Coordinator
Jane Rajah, Diabetes Nurse
Jacquie Naughton, HR Manager
Jenny Kim, Chiropodist
Jessa Hawkesworth, Food Room Facilitator
Jessica Brunino, Child Care Worker
Jill Blakeney, Physician
Joanne Louis*, Nurse Practitioner
Julie Knights, Registered Nurse
Karin Mary Ng, Clinical Dietitian
Kelly Ribeiro, Medical Secretary, Relief
Kendra Kusturin, Social Worker
Keri MacFarlane*, Social Worker/Therapist
Kevin Chopra, Psychiatrist
Kimberly Allong, Medical Secretary, Relief
Khalid Asad, Manager of Finance & Resources
Krystle Pierre*, Social Worker/Therapist
Leslie Parker, Community Outreach Worker
Linda Yaa Adutumwaah, Medical Secretary

Lisa Horvath, Peer Outreach Worker
Liza Chau, Bookkeeper
Loanne Stone, Receptionist Coordinator
Maggie Lau*, Financial Consultant
Malu Santiago, Psychologist
Maria Kukhta, Medical Secretary, Relief
Maryrose MacDonald, Physician
Matt Johnson*, Peer Outreach Worker
Melissa Abrams, Nurse Practitioner
Melissa Hergott, Administrative Coordinator
Million Woldemichael, Receptionist Coordinator
Nadira Mahabir, Child Care Worker
Nancy Steckley, Community Development Work
Nat Bannon, Peer Outreach Worker
Neil Mentuch, Data Management Coordinator/Planner
Nicholas Durand, Chiropodist
Norma Hannant, Social Worker/Therapist
Rachael Lake, Medical Secretary, Relief
Rakini Sivaharan, Child Care Worker
Raymond Macaraeg, Nurse Practitioner

Rosa Ribeiro, Health Promoter
Sandra G, Health Promoter
Satha Vivekananthan, Tamil Counselor
Shawn Mattas, Physician
Shirley Hepditch, Community Outreach Worker
Shirley Roberts, Director of Primary Health Care
Shona MacKenzie, Nurse Practitioner
Sriram Arnanth, Mental Health Coordinator
Stacia Steward, Project Coordinator
Stephanie Moulton*, Peer Outreach Worker
Suneye Koohsari, Physician Locum
Susan Clancy, Director of Population Health & Community Engagement
Mary Ann Stoddard*, 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
Yohana Gonzalez, Family Support Outreach Worker
Zara Fischer-Harrison*, Medical Secretary, Relief

* No Longer with PCHC

** On Leave

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Student Academic Placement and Volunteers

We would like to extend our 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!



Parkdale CHC (Main Site)

1229 Queen Street West
Toronto, ON M6K 1L2

Tel: 416.537.2455
Fax: (Admin) 416.537.5133
Fax: (Clinical) 416.537.3526

Hours of Operation

Monday, Tuesday & Thursday
9:00 a.m. to 8:00 p.m.

Wednesday
9:00 a.m. to 12:00 noon
3:00 p.m. to 8:00 p.m.

Friday
9:00 a.m. to 5:00 p.m.

Saturday
10:00 a.m. to 1:00 p.m.

Parkdale CHC (Satellite)

27 Roncesvalles Avenue
Suites 301/503
Toronto, ON M6R 3B2

Tel: 416.537.8222
Fax: 417.537.7714

Hours of Operation

Monday to Friday
9:00 a.m. to 5:00 p.m.



www.pchc.on.ca