



3



YEARS  
growing with our  
community

# Reflections on thirty years in the Parkdale Community:

Joint message from Executive Director and Board President



**Carla Ribeiro**  
Executive Director

**When** you walk through the front doors of our centre, you are greeted with the words “Every One Matters”. This is not just a catchphrase, it is the cornerstone of our work in the community. After 30 years Parkdale Community Health Centre remains a leader in community health and well being, even as the health system in Ontario undergoes significant change. From its very beginnings Parkdale CHC has been committed to providing the best healthcare possible for the most marginalized in the community. That commitment is borne out of our values of equity and social justice and over the years we have seen the difference we make in the lives of those we serve. Today, as the health system grapples with rising cost and sustainability, more attention has shifted to marginalized populations and their utilization of health care resources.

Today as we reflect and retell the story of Parkdale CHC we are struck by the themes that emerge again and again at every phase of the organization’s evolution. We are often trailblazers, e.g. we opened one of the earliest needle exchange programs in the city and began providing harm reduction services to

sex workers and substance users. We have always attracted a diverse and committed staff team who bring their hearts and a spirit of activism to their work. We are agile and nimble, ready to make the changes necessary to serve an ever-changing population. Over the years we have been directly affected by global geo-politics, which brings wave after wave of newcomer and refugee populations who settle in Parkdale. In the past decade we have seen large populations of Tibetans and Hungarian Roma settling in Parkdale, and we have responded appropriately and quickly to address their health care needs. At various points we have also responded to the needs of Cambodians, Latin Americans, Sri Lankan Tamils, Vietnamese and others. In the past four years we have also responded to the health care needs of LGBT\*Q populations by providing much needed primary care for LGBT\*Q residents of the west end.

Nowhere is our responsiveness to the community more evident than in the broad range of programs and services that we provide. Over the years the basket of programs and services has grown and changed with the populations in the neighbourhood. The broad

# Timeline >



range includes: primary care and chronic disease management; health promotion with diverse, ethnocultural communities; streethealth programs, including harm reduction services; violence against women services; programs for seniors, newcomers and LGBT\*Q residents; homeless outreach services; mental health programs; oral health services; nutrition and support programs for pregnant and parenting families; community development and capacity building activities.

While we have always been able to “do more with less”, the context of fiscal restraint in Ontario in the past few years has been an ever-increasing challenge and concern. In recent years our Board’s governance attention has turned to driving concrete measures of efficiency and accountability for improving health outcomes. We have been willing participants in the health system integration agenda and have been directly involved in many initiatives designed to improve the quality and seamlessness of care for clients of the system. Our organization has embraced quality improvement (QI) and has moved forward with the implementation of an electronic health record as a key driver and enabler of QI. Just recently our Board revised

our ENDS statements to include and better reflect our commitment to accountability, sustainability and health system integration. As we have consistently done in the past, we continue to collaborate with other community organizations and networks, in an effort to expand our reach and enhance access to our services for more people who need us. As a result of such partnerships our programs and services are delivered in multiple locations in the community. We have also expanded our use of online platforms and social media ([www.pchc.on.ca](http://www.pchc.on.ca) Facebook and Twitter), to increase community engagement and share information with our clients and broader stakeholders.

As we look ahead to the next 30 years we are inspired by the resilience we witness in the communities we serve. We are reenergized by the passion and commitment of our staff and volunteers and we are ready to do our part to create the most effective, most sustainable health system that delivers the highest quality care to all of our people.

We hope you enjoy sharing in the highlights of our work in the pages that follow.

**Parkdale Community Health Centre officially opened on December 1984 with seven funded staff positions and a budget of \$280,000. At present the Centre employs over 75 staff and operates on a budget of almost \$6M. Follow the timeline bar to see the highlights of our evolution over the years >**

## 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

The Parkdale CHC Board uses a policy governance model to fulfill its mandate. In keeping with this framework, the Board defines ENDS statements to reflect the strategic objectives of the organization. The ENDS statements articulate the reason the organization exists and describe the impact we want to have in the community. The ENDS are reviewed regularly to ensure that they remain as relevant as possible. In the past year the Parkdale CHC Board reviewed and revised the ENDS statements, adding a fourth END that reflects broader health system priorities.

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

### Promote health and well being

Provide access to knowledge and resources that support healthy lives

### Improve community health

Improve health outcomes with a focus on priority populations  
Address the social determinants of health to reduce barriers

### Advocate for healthy public policy

Collaborate broadly to ensure advocacy efforts reflect community needs

### Adapt to change responsibly

Demonstrate accountability and efficiency

Plan for sustainability

Demonstrate leadership in the community and in an integrated health system

# the 80s >

Parkdale residents get together and formed a committee to pursue a community goal – to establish a much needed Community Health Centre

1982



# Programs and Services Offered in the Past Year

## Primary Care:

Family medicine  
 Same day medical drop-in  
 Acupuncture Drop-In  
 Infant Hearing Screening  
 Flu Shot Clinic  
 Physiotherapy  
 Chiropody  
 Healthy Smiles Dental  
 West End Oral Health Clinic  
 Naturopathy  
 Healthy child screenings  
 Ophthalmology screening

## Chronic Disease Management:

Living Life Well with Diabetes  
 Craving Change – managing food cravings  
 Helping You Cope – stress management for those with diabetes  
 Plan Well, Budget Smart, Be Healthy – healthy eating on a budget  
 Insulin Management Support Group  
 Living Well Lunch Club  
 Sorahren Farmers' Market Tour – for individuals with diabetes  
 Steps Across Parkdale - walking group  
 Gentle Exercise Class  
 Asthma education  
 Arthritis Self Management Program  
 Fecal Occult Blood Test (FOBT) Workshop for Men

## Harm Reduction:

Anonymous HIV testing  
 KAPOW – sex worker drop-in

Kit Making Group  
 Needle Exchange  
 ID Clinic  
 Finally Understanding Narcotics (FUN) Group  
 Men's Drop-In  
 Nalaxone Workshop  
 Harm Reduction Community Advisory Group

## Mental Health:

Psychiatry  
 Individual and group counselling support  
 Postpartum Mood Disorders Group  
 Postpartum Depression Information Night  
 Men's Mental Health Advisory Group

## Health Promotion:

Child Minding Training  
 Peer Nutrition program  
 Seniors Wellness Drop-In  
 Peace through Piecing Quilting Group – for seniors  
 Seniors Drumming Circle  
 Seniors Salad and Soup Making  
 Seniors English Conversation Class  
 Seniors Leadership and Advocacy Group  
 Seniors Hearing Screening Clinic  
 Seniors Advisory Group  
 Parkdale Young Parents  
 LGBTQ Drop-In  
 LGBTQ Wellness Group on Mental Health  
 Nobody's Perfect – parenting group for newcomers

## Women's Connection:

Individual and Group Counselling for Women  
 Prenatal Nutrition and Support  
 Baby and Me  
 Mom and Baby Circle  
 Mother and Infant Massage  
 Women's Art Classes  
 The Language of Parenting  
 Postpartum Depression Support Group  
 Postpartum Depression Information Night  
 Trauma Informed Yoga for Women  
 Yoga and Mindfulness Meditation at 180 Sudbury Street  
 Healing through breath and movement – 12 week group for Survivors of Childhood Sexual abuse (Partnership with WESAT)  
 Exploring Your Options: Career and Training Forum for Women  
 Building Skills: Peer Learning and Empowerment Program for Women  
 Drop-in Acupuncture Group  
 Women's Connection Community Advisory Group  
 Tamil Women's Group  
 Yoga for Postpartum Depression Prevention  
 Yoga and Mindfulness for Moms  
 Trauma 101  
 Yoga by the Lake and Acupuncture

## Food Security and Nutrition:

Good Food Box  
 Gardening Drop-In  
 Organic Gardening 101 Workshop

## Special Events and Community Development:

Elder Abuse Community Walk  
 Parkdale Community World Pride Celebration – panel discussion and BBQ  
 World Diabetes Day  
 Income Tax Clinic  
 Trans Day of Remembrance  
 Parkdale Community Walk in support of Breast Cancer Awareness and Community Health Week  
 One Stop Shop on Breast Health – open house health fair  
 Parkdale CHC Information Sessions  
 Holiday Food and Craft Sale  
 Housing Worker from West End Housing Help  
 Seniors Month  
 Harm Reduction Sign Unveiling



Needs Assessment is completed by a team of consultants and advisors

1983

Parkdale CHC is incorporated

1984

Funding is approved from the District Health Council of Metropolitan Toronto and Ministry of Health thereafter



## Population Health and Community Engagement

The Population Health Team provides services across our catchment areas through individual and group counselling, community development activities, health education and health promotion workshops, harm reduction programming, advocacy, and community engagement. Our staff members work in partnership with other community agencies, resident groups, and community advisory committees to address the determinants of health and wellbeing in Parkdale.

### Addressing income as a determinant of health: Tax Clinic at PCHC

PCHC continued to run an annual tax clinic in partnership with St. Christopher House (now West Neighbourhood House) for low-income residents of Parkdale. The clinic provides free support with tax return filing and is supported by a team of dedicated volunteers with experience in the financial sector. Income is a key determinant of health: by supporting our clients to file their tax returns PCHC looks to address one of the upstream factors necessary for improved health. In 2014, 188 people filed their tax returns at PCHC with a total combined return amount of \$376,084.



## Raising awareness and building capacity for seniors' wellbeing

PCHC received a grant from the New Horizons for Seniors program through the Government of Canada for "Seniors in Action: A Community Approach to Volunteerism". This program provided free training and placement assistance to potential volunteers and agencies to find a good volunteer match in the community. Some key achievements of the project include:

- Three community training sessions with a total of 55 seniors completing the training
- A community fair organized and delivered in partnership with Volunteer Toronto
- A volunteer manual with an inventory of tools and strategies to recruit and retain volunteers using a community development model
- A toolkit providing information and guidance to seniors and older adults looking for volunteer opportunities.

We anticipate improved volunteer capacity and opportunities for seniors in the Parkdale neighbourhood as a result of this program.

PCHC works with an active group of seniors who care passionately about the wellbeing of their peers. In June, seniors took the lead on raising awareness of elder abuse through a number of community events, including a theatre piece, education sessions, income support session, and a community walk. Over 200 participants attended these events. Evaluations show marked improvements in awareness of elder abuse and its risk factors, as well as community resources.

## Questions with results before and after events:

I have knowledge of the signs & symptoms of Elder Abuse



I have knowledge of the different forms of Elder Abuse



I understand what Elder Abuse means



I have knowledge of the risks factors of Elder Abuse



I have knowledge about what to do if I, or someone I know is a victim of Elder Abuse



I have knowledge of community supports for victims of Elder Abuse



1984

The first 3 staff are hired – the Coordinator, the Administrative Assistant & Health Educator



An interim office opens at 1624 Queen Street West

Active outreach begins



## Raising awareness of cancer prevention

In October, PCHC delivered 4 educational workshops on cancer screening in order to improve awareness of cancer prevention as well as increase rates of screening for breast, cervical, and colorectal cancers among

targeted, underserved populations. 142 clients attended educational sessions and 40 women participated in a community walk to raise awareness of breast cancer. Highlights include:

### Chinese Senior Women Breast and Cervical Cancer Awareness

**100%**

- > of participants reported increased knowledge of the health benefits of early screening

### Tamil Senior Women Breast and Cervical Cancer Awareness

**90%**

- > of participants reported increased knowledge of the health benefits of early screening

### Breast Cancer Awareness and "one stop" clinic

**50%**

- > of women scheduled follow up appointments with a physician
- > of women booked mammograms
- > Pre/post evaluation demonstrated 50% increase in knowledge of health benefits of early screening

### Fecal Occult Blood Test (FOBT) for men living with mental health and substance use issues

**14**  
**56%**

- > men took FOBT kits for follow up
- > of men reported increase in knowledge of screening and colon cancer



## Newcomers and families

PCHC worked in partnership with Parkdale Intercultural Association, 4 Villages CHC, and Davenport Perth CHC to deliver 3 childminding trainings over the past year. This program provides adults (primarily newcomer and low-income women) with the opportunities to develop skills and knowledge in early childhood development and community-based child care, and to increase employment opportunities for these populations. 44 women graduated from the program in the past year and the feedback from participants and community agencies is overwhelmingly positive. *The childminding partnership was the recipient of a Vital Ideas grant from the Toronto Community Foundation* and will be developing an evaluation of the program and a toolkit to share with other agencies interested in replicating this program.

## Parkdale Parents Primary Prevention Project (5Ps)

Our 5Ps program continues to grow and attract pregnant and parenting women and families from the neighbourhood. Through this program, clients are connected with a myriad of supports to improve the wellbeing of their family. 185 women attended our prenatal program, 106 attended our post-natal program, and 30 fathers participated in our father involvement initiatives. (Service was provided in 16 languages.) These programs are funded through the Public Health Agency of Canada and are made possible through partnerships with Toronto Public Health, Working Women Community Centre, and other community partners.

## Improving access to services for the LGBT\*Q community

At Parkdale Community Health Centre, our work is driven by our core values of access, equity, client-centeredness, dignity and respect, and social justice. We aim to increase access to health care for the lesbian, gay, bisexual, trans, two-spirited, intersex, queer, and questioning community, particularly clinical services for trans\* individuals. This year we offered a series of workshops for LGBT\*Q individuals which focused on PTSD, depression and anxiety. The focus of the workshops was to increase participants' knowledge, as well as help them develop the necessary skills to cope and manage symptoms of PTSD, depression and anxiety. The workshop included experiential exercises in mindfulness, meditation and laughing yoga which allowed participants to learn stress management skills for their home practice.

Parkdale CHC also held a Transgender Day of Remembrance and World Pride event for clients, community members and service providers in order to raise awareness and commemorate these significant events for the LGBT\*Q community.



Parkdale Community Health Centre opens to the public and staffing is expanded to include 1.5 Physicians, 1 Primary Care Nurse, and 1 Receptionist



Programs begin in the community and Health Action Groups are actively operating



Official opening ceremonies at permanent location – December 1984

1985

## Community development at Women's Connection

On September 14th, 2013 the Women's Connection program hosted the "Exploring Your Options" forum at Metro Hall. The forum was geared towards women and trans people looking to explore their options with regard to career, training and volunteer opportunities. Inspired by and under the leadership of the Community Advisory Group, the forum included a speakers panel, workshops, and an information fair. 49 participants were brought together with community partners to learn about working together in various capacities.

The gathering of women to explore training and career options helped provide the foundation for an ongoing program at Women's Connection: "Building Skills – Peer Learning and Empowerment". This ongoing program focuses on building on communication skills and self confidence in a supportive, trauma informed environment. The program now successfully runs three times a year and is open to all women. Client feedback is very positive: in the words of one participant: "I feel I am more confident to go in front of people and ask for what I want or need to accomplish my goals. "

## Counselling

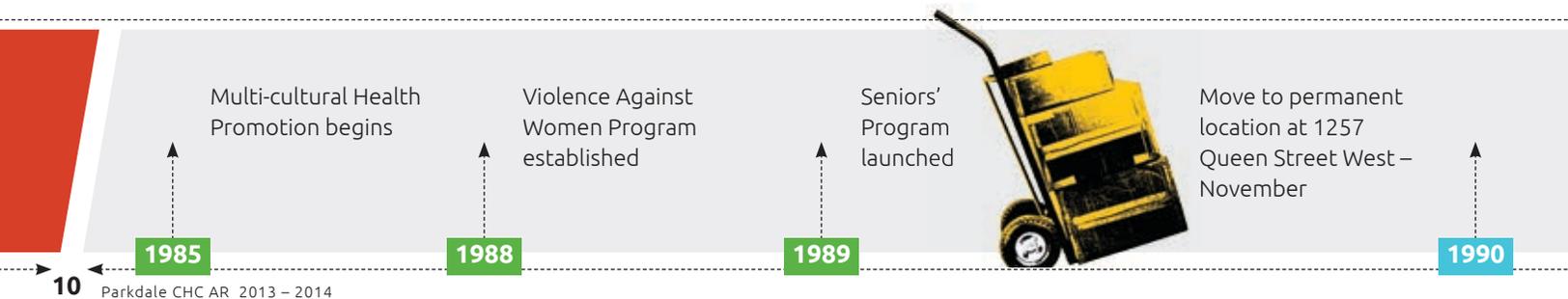
The Women's Connection program offers individual and group counselling, as well as psycho-educational group programs. Our teams have worked closely with many community partners to increase access to services and as a result we served 271 clients. Our unique, trauma-informed approach is connected closely with our community development programs and has received positive feedback from clients.

**" I feel more open and I lead more with my heart. But most importantly I have a greater understanding of how to listen to my own needs and become the architect of my own life."**

## Expressive Arts Group

The Expressive Arts Group, a group where women come together to create, express themselves and connect to the community. It's been a busy year for the group! On top of learning from guest speakers and working on independent projects, the artists participated in several community events.

In November the group participated in Graven Feather Gallery's "In the Round" exhibition, which featured works by over 100 artists, all of whom used 5" circles to express themselves through a variety of media. December also brought new opportunities, and the Arts group partnered with the West-End Food Co-op and local community merchants to host a fabulous holiday sale that featured artwork, handmade goods and artisanal treats. In July the group partnered with other community members to participate in Parkdale's Lab Cab Festival, which provided women an opportunity to showcase and sell their works.



# Spotlight on Harm Reduction

At Parkdale Community Health Centre harm reduction principles are embedded in everything we do.

We have been running a harm reduction program for 24 years. Through our drop-in needle exchange, clients access supplies and resources and meet with peer outreach workers.

**In 2013 we distributed:**



**78,368 syringes**

**8,610 pipes**

**52,591 condoms**

**There were 7,000 interactions with clients in need of harm reduction services.**

**85%**

Eighty five percent of the syringes distributed were returned to PCHC for safe disposal.

Harm reduction is also embedded in all elements of services at PCHC and many clients connect into our interdisciplinary care model through harm reduction services.

## Supplies & Resources

Because of what I have learned here over the years, I've taught others in the community and even though I don't use anymore, I always carry kits to give to others; just the other night, I stopped a girl from sharing—I learned that here.

TRUST—you can get free, safe supplies and advice on health without judgement and make that connection to care.

If harm reduction is inconvenient, people would go back to using bad equipment and sharing rigs and pipes.

The HR Room keeps me healthier, it's always open when I need it—a healthy and clean environment that helps me start my day.

## Programs

I first came to PCHC to get pipes, then started getting educated on drugs and how to use more safely, learned about HIV and Hep C and how to talk about it and share what I learned with other users, then got involved with the advisory groups and Men's Group, volunteered for Kit-Making, and started receiving regular health care.

## Primary Care & Allied Health

Most people I know who came here first for needles and pipes are now using primary health care here...*the harm reduction room is the "bridge to health care" for people who use drugs.*

Without it, there would be a lot more overdoses, more endocarditis, more sickness, more death.

## Counselling & Support

It's my sanity tool. It keeps my sobriety easier to handle—and that's the truth. It really helps. I've got the number to call if I feel panicky. Even just to leave a message—it calms you down to hear the words harm reduction.

You can ask them any question. You can explain it to them, ask any question without feeling shy or embarrassed.

## Engagement

It engages people that might not otherwise engage. *It's the beginning.*

**What we're doing well...**  
It's somewhere people  
can go and feel safe.  
Every community  
should be so lucky as to  
have facilities like this.



the 90s >

Street Health  
Program begins



1990

# Primary Health Care: A focus on access and equity

## Access

The past year has been extremely busy responding to the needs of the Parkdale community. Mindful of the growing demand for accessible health care services in an ever-shifting health care environment, we have been very busy finding ways to serve our community better. Our clinical staff continues to work diligently and with great compassion to respond, to the health challenges that our clients face, within a context of higher demand for accessible service and rising complexity of client care.

PCHC serves many people who face multiple barriers accessing health care services. About sixty percent of our clients report an annual household income of under \$20,000.00. In addition many of our clients face multiple chronic health issues compounded by the impact of homelessness, lack of status, unemployment, discrimination and mental health and addiction issues. Timely access to primary health care is often difficult because these barriers mitigate against their ability to attend to their health needs. Feedback from our community consistently tells us that timely access to an appointment with providers was a concern.

Our primary health care team is very aware that an appointment based system of care delivery does not always work well to address the barriers that our clients face. Over the past year Parkdale CHC embarked on a new strategy to pilot a more flexible approach to the way that we provide access to appointments with our physicians and nurse practitioners.

In the past it has often taken more than three to four weeks to schedule an appointment with one's own provider. Advanced Access or Open Access was implemented so that clients could get an appointment on the same day or when they want one. Evaluation of this pilot suggests that we still have a little way to go in order to reach that goal, but we are making progress. We are also continuing to make changes to how we do things, in order to achieve this goal.

Beginning in September we will increase the number of same day appointments available and decrease the number of pre-booked appointments. The impact on our clients will be quicker access to their own provider. In order to make this work, however, clients will notice some changes to the way that they will be asked to book appointments. Because more appointments will be available on a daily basis, we will no longer schedule a daily drop-in. Ongoing evaluation of Open Access scheduling will continue to tell us how we are doing.



**Dr. Sherman Ki (second from right) is recognized for years of service as a volunteer dentist.**

Needle Exchange Program initiated



1991

Satellite Program established to provide treatment for opiate drug users

1993

PCHC is granted capital funds to build a new facility

1994



## Health equity

Access to appropriate health care service also involves integrating our understanding of the barriers our clients face with our approach to delivering service. This understanding is reflected in a health equity approach to care.

### What is health equity?

Equity in healthcare refers to ensuring quality care regardless of race, religion, language, income or any other individual characteristic (Mt. Sinai, Health Equity Project, 2014). It is important that health inequities or differences in healthcare outcomes are not based on variables that can be explained by access related factors, clinical needs, interventions or client preferences.

Over the last year Parkdale CHC has participated in a pilot project initiated by the Toronto Central Local Health Integration Network to address health inequities. This means that we are collecting more information about the communities that we serve and the characteristics of clients in our care. This information is an important building block in the removal of health inequities and the provision of better care. Our clients will notice that we are asking for more information on our registration form and we appreciate their assistance with this additional data collection.

Parkdale CHC is committed to health equity and gives priority to individuals/groups who have traditionally encountered barriers to accessing good quality health care. Over the past year, our work in this area is illustrated by the following numbers:

**354** people without health insurance coverage saw a primary care provider

**29%** of our clients were newcomers who arrived in Canada within the past 5 years

**229** people who are homeless accessed our services

**40** Trans people were referred to our Primary health care team

**30%** of our clients struggle with mental health and substance use challenges

## Mental health and substance use

Mental health and substance use issues are important variables in our clients' ability to access equitable health care. The links between mental health, substance use, homelessness, low income, unemployment and discrimination are very strong. At least thirty percent of our clients have mental health and substance use issues. Moreover, South Parkdale is home to a disproportionate number of individuals living with complex needs and the impact of mental health and substance use. We know that timely access to care that considers the barriers that these people face are critical to good health outcomes and improved quality of life.

At Parkdale CHC we are very proud of our work with clients who are dealing with these complex issues. Our providers collaborate with each and with our clients to achieve the best outcomes possible within a harm reduction framework.

Consistent with the objectives of the South Toronto Health Link, coordinated access to mental health and substance use services are a priority at PCHC. Towards that end we have embarked on a strategy to improve access and the coordination of mental health and substance use services at both our main and satellite locations. We anticipate that a centralized intake and coordinated access to services will be in place by the fall of 2014.

PCHC moves into its current location at 1229 Queen St. W. – official opening ceremonies are held in the fall

1998



Naturopathic Medicine services are offered, thanks to partnership with Canadian College of Naturopathic Medicine

Programs for Homeless individuals begin

2000

Profiling Partnerships that Work



**What we're doing well...**  
Being very accommodating  
to get an appointment with  
a doctor when there is an  
urgent issue—often on the  
same day.



## Canadian College of Naturopathic Medicine (CCNM)

**The** Canadian College of Naturopathic Medicine (CCNM) operates a number of teaching clinics throughout the GTA, including 5 in community health centers. The naturopathic clinic at Parkdale CHC was first started in 2001.

Naturopathic medicine is a system of primary health care that promotes wellness and prevention of illness or disease. Naturopathic doctors are highly educated primary care providers who integrate standard medical diagnostics with a broad range of natural therapies including: acupuncture, herbal medicine, clinical nutrition, and lifestyle counseling. Naturopathic doctors provide primary care or adjunctive care for a variety of conditions. In particular they treat clients with mental health, musculoskeletal complaints, digestive disorders, cardiovascular disease, reproductive issues, and pain management.

The majority of the clients are referred to the clinic by PCHC medical staff and also by client referrals. The clinic sees roughly 25 client visits per week. In 2013 the clinic saw 56 new clients and tracked 1104 clients visits. The naturopathic team strives to recommend the safest & most effective treatment approaches. If they believe the best treatment is outside their scope, they refer the client to other medical providers at PCHC.

Since 2003, Matt Gowan is the licensed naturopathic doctor supervising the 4th year clinic interns assigned to PCHC. Every term four new interns rotate through the clinic for a total of 12 students per year. The naturopathic clinic is free to clients living in the catchment area. In addition, the clinic dispenses various natural health products free of charge thanks to donations from supplement companies. **+**

### the new Millennium:



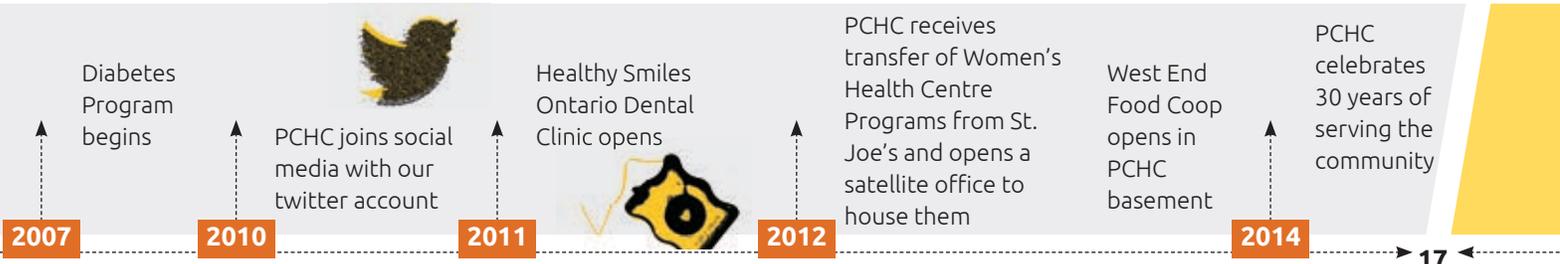
# George Brown College School of Dental Hygiene

**The** *West End Oral Health Clinic* (WEOHC) was started through a partnership of dedicated volunteers from various health and social service agencies in the Parkdale area who came together to address an unmet community need—lack of access to dental care for low income adults. Until late 2010, it operated out of the Ambulatory Care Clinic at St. Joseph’s Hospital one Saturday a month.

In 2010, the volunteers worked with Parkdale Community Health Centre (PCHC) and Toronto Public Health (TPH) to create a sustainable partnership and open a dental clinic at PCHC funded by the provincial government’s *Healthy Smiles Ontario* program. This *Healthy Smiles Ontario* clinic provides preventive and basic restorative oral health care to eligible children under the age of 18 and eligible seniors over 65 years of age. The establishment of the clinic in the CHC was an important step forward in the fight for equitable and affordable access to dental care but it did little to address the needs of those that fall between 18 – 64 years of age. To anyone who works with low-income individuals, this gap in dental care programming is both obvious and persistent.

However, the dedicated volunteers who spearheaded the *West End Oral Health Clinic* continued to work with PCHC and Toronto Public Health to find a way to provide dental care to those left out by existing public programs. The result was a formalized partnership between PCHC, TPH and George Brown College where preventive and basic dental care is available to low income adults (between 18 & 64 years of age) two evenings each week and one Saturday each month. The dental team consists of volunteer dentists, dental assistants, dental hygienists, George Brown College dental hygiene students and faculty and an office administrator.

The benefits of this partnership have been numerous. It provides a way for people to access much needed dental care and provides an opportunity for a few dedicated dentists and dental hygienists to use their skills and give back to those in need. But perhaps even more notably, this arrangement allows all dental hygiene students at George Brown College to meet and provide care for a group of individuals who would otherwise not be able to access it. In this way, the students come to better understand the barriers to care that exist for people in our communities. To date, we have successfully provided care for 358 people. That said, the program has generated a waiting list of people in need that exceeds 400 individuals. In addition, due largely to a lack of funding, the range of treatment services is limited to basic restorative and extractions. We simply do not have the resources to purchase the equipment & supplies to provide more complex care. +



# Clients share their experience

Every year we ask our clients to share their experience of the care and services they receive from us. This is what they told us this past year.



## Impact

94%

agree that programs and services offered at PCHC help them to improve their health and well-being

93%

agree that PCHC has a positive impact on the health of the community



## Client-Centred

89%

say that staff members spend enough time with them during an appointment

79%

say that staff tell them about different treatment options and involve them in decisions about the best treatment

86%

say that staff members are easy to talk to and encourage them to ask questions



## Access

78%

say they can get an appointment when they need one

87%

say they can get service in a language of their choice

91%

say staff members explain things in a way that is easy to understand



## Equity

95%

say they always feel comfortable and welcome at PCHC

overall  
**94%**  
said they would recommend a friend or family member to PCHC



## More feedback from clients

They tell us they want to see:

- More psychiatrists, doctors, nurses
- Shorter wait times for appointments and in waiting room to see provider
- Increase hours of service
- Faster telephone response
- More harm reduction services
- More seniors services
- More children's programs
- Have more food available
- Provide transportation



## Strengthening the community by strengthening its women

**I was** referred to the women's connection program by a friend while talking about the challenges I experienced as a child. I was overjoyed to hear of a program that potentially offered free assistance to people like me, especially seeing as I know many women who experienced hardship in their younger years that is now obstructing their ability to progress healthily in the world.

I found the approach of all of the counsellors that I worked with in the center, helpful and welcoming in a grounded and understanding way. The level of sincerity and experience that all of the staff within this program exude is something unique that I have never experienced on this level or in this context.

Though I was only able to participate in one session of the trauma 101 workshops, I felt so blessed to be exposed to a workshop that connected women from all kinds of backgrounds with an open and nurturing approach that was also thorough, informative, and empowering.

The community feel within the center is palpable. I never felt out of place there, even though I was in contact with people from all kinds of backgrounds and different walks of life.

My counsellor's involvement in my development and progression in the year since we met has been pivotal. Her expertise and intuitive approach is unlike that of any therapist I have worked with.

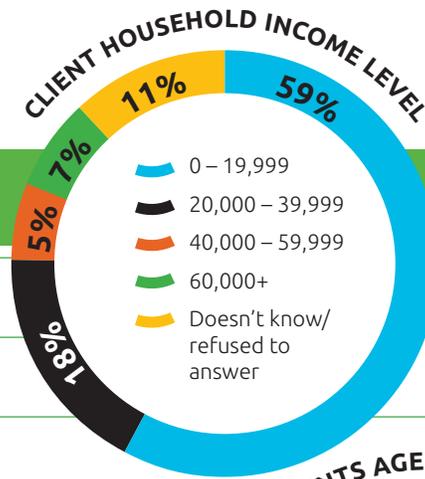
From my initial phone call to request more information to the most recent session I had with my counsellor, the entire experience was nurturing, insightful, and productive. I cannot speak more highly of the program, or the counsellors working to strengthen Toronto's community by strengthening its women.

The change that I have experienced in myself and in how I deal with the world around me since being involved with the women's connection program is profound and lasting. I cannot thank you enough.

# Our Numbers

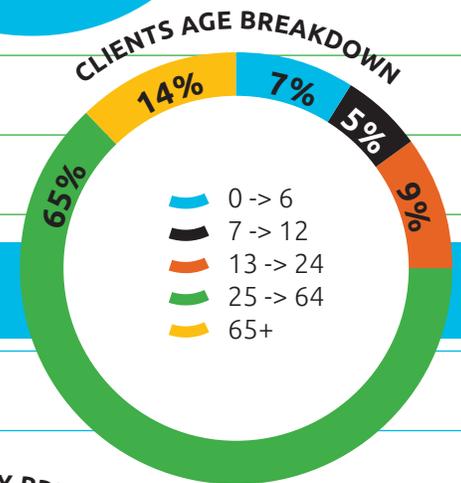
## Overall Service Utilization

<b>5,830</b>	Active clients
<b>625</b>	New primary care clients
<b>877</b>	Dental clients (413 children, 464 adults)
<b>24,958</b>	Individual encounters
<b>5,350</b>	Personal development/support group encounters



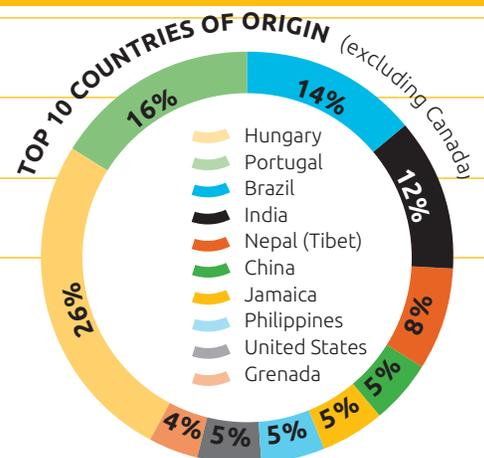
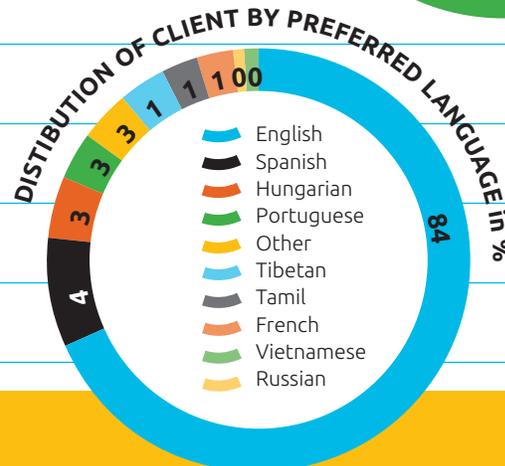
## Illness Prevention / Chronic Disease Management

<b>63%</b>	Cervical cancer screening rate
<b>49%</b>	Colorectal cancer screening rate
<b>56%</b>	Breast cancer screening rate
<b>21%</b>	Influenza vaccination rate
<b>73%</b>	Rate of interprofessional care for diabetes
<b>41%</b>	Periodic health exam rate



## Health Promotion / Harm Reduction

<b>81,281</b>	Clean works (needles, syringes, etc.) distributed to IV drug users
<b>53,917</b>	Used works collected by needle exchange office to be discarded safely
<b>1,397</b>	Counselling hours for women survivors of violence/abuse
<b>204</b>	Women who received pre and post natal nutrition assistance and other supports



# Financials

2014

2013

## Statement of Financial Position Year ended March 31, 2014

### ASSETS

<b>Current assets</b>	\$	724,548	\$	512,427
<b>Property and equipment</b>		3,138,028		3,257,844
		<b>3,862,576</b>		3,770,271

### LIABILITIES

<b>Current Liabilities</b>		<b>460,947</b>		318,782
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### NET ASSETS

<b>Capital Assets Fund</b>		3,138,028		3,257,844
<b>Special Projects Funds</b>		263,601		193,645
		<b>3,401,629</b>		3,451,489
		<b>3,862,576</b>		3,770,271

## Statement of Operations Year ended March 31, 2014

### REVENUES

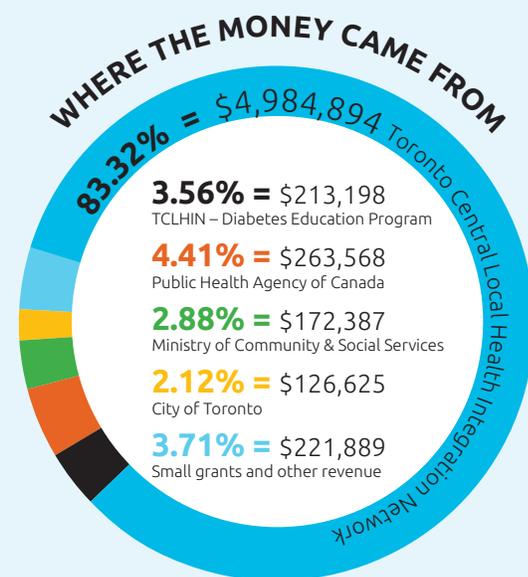
Toronto Central Local Health Integration Network (TCLHIN)		4,984,894		4,820,711
TCLHIN – Diabetes Education Program		\$213,198		213,204
Ministry of Community and Social Services (MCSS)		172,387		158,887
City of Toronto		126,625		91,663
Public Health Agency of Canada		263,568		197,739
Small grants and other revenue		221,889		80,381
<b>Total revenues</b>		<b>5,982,561</b>		5,562,585

### EXPENSES

<b>Staffing Expenses</b>		<b>4,654,963</b>		4,427,162
<b>Operating</b>				
Building occupancy		411,154		398,785
Programs & Service Expenses		613,096		599,340
Non-insured		173,779		99,340
		<b>1,198,029</b>		1,097,465
<b>Non-Recurring</b>		<b>55,000</b>		26,960
<b>Total expenditures</b>		<b>5,907,992</b>		5,551,587
Excess (deficiency) of revenues over expenses before the Undernoted		74,569		10,998
Amount refundable to Funders		( 4,614)		(13,867)
Excess (deficiency) of revenues over expenses before amortization	\$	<b>69,955</b>	\$	( 2,869)

\* This is a summary of the audited Financial Statements. For more information, the complete audited financial statements are available from the office of the Executive Director.

# Corporate Information



## Partners and funders

Access Alliance Multicultural Health and Community Services  
 Arrabon House (new addition)  
 Association of Ontario Health Centres  
 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 – Public Health  
 Creating Together  
 CultureLink  
 Daily Bread Food Bank  
 Davenport-Perth  
 Neighbourhood and Community Health Centre  
 Department of Public Memory  
 Ecuhome Corporation  
 Etobicoke Children’s Centre  
 Eva’s Satellite  
 FoodShare Toronto  
 Four Villages Community Health Centre  
 Fred Victor  
 George Brown College – Assaulted Women & Children’s Advocacy Program; School of Dental Health; Social Service Worker Program  
 Greater Toronto Community Health Centres Network

Habitat Services  
 Hispanic Development Council  
 Interval House – BESS Program  
 Jean Tweed Centre  
 JobStart  
 Kababayan Community Centre  
 LAMP Community Health Centre  
 Liberty Village BIA  
 Mennonite New Life Centre  
 Ministry of Community & Social Services (Ontario)  
 Ministry of Health & Long Term Care (Ontario)  
 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 Intercultural Association  
 Parkdale/High Park Ontario Early Years Centre  
 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 Residents Association  
 Planned Parenthood Community Health Centre  
 Polycultural Immigrant & Community Services  
 Queen Victoria Public School partners for Early Years Program  
 Rainbow Health Ontario  
 RECONNECT Mental Health Services  
 Regent Park Community Health Centre  
 Roma Community Centre  
 Roncesvalles/MacDonell Resident Association  
 Ryerson University – Nursing Program & Internationally Educated Dietitians Pre-registration Program (IDPP)  
 Savards  
 Schizophrenia Society of Ontario  
 Scout Canada  
 Second Harvest Food Rescue  
 Seniors Pride network  
 Sistering  
 SKETCH  
 South Riverdale Community Health Centre  
 South Toronto Health Link  
 St. Joseph’s Health Centre  
 St. Stephen’s Community House  
 Stonegate Community Health Centre

StreetHealth  
 Streets 2 Homes  
 Tim Horton Bus  
 The Arthritis Society  
 The Bargain Group  
 The Daily Bread Food Bank  
 The Redwood Shelter  
 Toronto Central CCAC  
 Toronto Art Therapy Institute  
 Toronto Central Local Health Integration Network  
 Toronto Community Housing Corporation  
 Toronto Employment and Social Services  
 Toronto Justice Service Collaborative  
 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  
 West Neighbourhood House (formerly St. Christopher House)  
 Women’s Health In Women’s Hands CHC  
 Woodgreen Community Services  
 Working Women Community Centre  
 Unison Health and Community Services  
 University of Toronto  
 Village Family Health Team

# Our team

## Staff

**Aisha Sasha John**,  
Medical Secretary, Relief

**Aleksandra Marcon\***,  
Medical Secretary, Relief

**Allison McGee\***,  
Locum Physician

**Antoinette Hyatt**,  
Medical Secretary, Relief

**Ana Maria Navarro**,  
Physiotherapist

**Adrienne Barnes\***,  
Community Health Outreach Worker

**Arno Lowi \***,  
CATCH-ED Peer Support

**Beth Wierzbicki**,  
Corporate Executive Assistant

**Bronwyn Underhill**,  
Director of Population Health and Community Engagement

**Carla Ribeiro**, Executive Director

**Charlene Holland**,  
Medical Secretary, Relief

**Choni Sangmo**, Child Care Worker

**Christopher Fowler**,  
Medical Secretary, Relief

**Connie Collinson**,  
Health Promoter

**Cristina Fayet\*\***, Physician

**Cristina Raposo\*\***, Medical Secretary

**David Fabrizio**, Peer Worker

**Deborah Chalmers**, Office Manager

**Dennis Kussin**, Psychiatrist

**Edward Lee**, Physician

**Elen Azevedo\*\***,  
Diabetes Dietitian

**Elizabeth Guete**, Social Worker

**Emma Kendall**, Registered Nurse

**Falko Schroeder**, Nurse Practitioner

**Fatime Khamis**, Child Care Worker

**Gerald Fung\***, Physician

**Grace Landa**, Program Assistant

**Grażyna Mancewicz**,  
Social Worker/Therapist

**Heather R. Cadogan**,  
Counselor/Educator

**Isabel M. Andariza**,  
Counselor/Educator

**Jackie Clark**,  
Medical Secretary, Relief

**Jacob Fernandes \***,  
HIV/AIDS Coordinator

**Jane Rajah**, Diabetes Nurse

**Jacque Naughton**, HR Manager

**Jason Chou\***, Locum Physician

**Jenny Kim**, Chiropracist

**Jessa Hawkesworth**,  
Food Room Facilitator

**Jessica Brunino**,  
Child Care Worker

**Jessica Lee**, Medical Resident

**Jill Blakeney**, Physician

**Julie Knights**, Registered Nurse

**Karin Mary Ng**, Clinical Dietitian

**Kathy Pinheiro**, Peer Worker

**Kelly Ribeiro**, Medical Secretary

**Kendra Kusturin**, Social Worker

**Kevin Chopra**, Psychiatrist

**Kimberly Allong\*\***,  
Medical Secretary, Relief

**Khalid Asad**,  
Manager of Finance & Resources

**Leesa Mae Dean**,  
Medical Secretary, Relief

**Leslie Parker**,  
Community Outreach Worker

**Linda Yaa Adutumwaah**,  
Medical Secretary

**Liza Chau\***, Bookkeeper

**Loanne Stone**,  
Receptionist Coordinator

**Malu Santiago**, Psychologist

**Maria Kukhta**,  
Medical Secretary, Relief

**Maryrose MacDonald**, Physician

**Morgan Llewellyn\***, Locum RN

**Melissa Abrams**,  
Nurse Practitioner

**Melissa Hergott**,  
Administrative and Communications Coordinator

**Million Woldemichael**,  
Receptionist Coordinator

**Nadira Mahabir**, Child Care Worker

**Nancy Steckley**,  
Community Development Work

**Nat Bannon**,  
Peer Outreach Worker

**Natalie Kallio**,  
HIV/AIDS Coordinator

**Nayana Somaiah**,  
Locum Physician

**Neil Mentuch**, Data Management Coordinator/Planner

**Nicholas Durand**, Chiropracist

**Norma Hannant**,  
**Social Worker/Therapist**

**Olivia Llamas**, Bookkeeper

**Pat Quenelles\***, Peer Worker

**Rachael Lake\***,  
Medical Secretary, Relief

**Rakini Sivaharan**,  
Child Care Worker

**Raymond Macaraeg**,  
Nurse Practitioner

**Riley Fulkerson**,  
Diabetes Dietitian

**Rosa Ribeiro**,  
Health Promoter

**Sandra G**, Health Promoter

**Satha Vivekananthan**,  
Tamil Counselor

**Shawn Mattas**, Physician

**Shirley Hepditch**,  
Client Support Worker

**Shirley Roberts**,  
Director of Primary Health Care

**Shona MacKenzie**,  
Nurse Practitioner

**Sriram Arnanth**,  
Mental Health Coordinator

**Stacia Stewart**,  
Project Coordinator

**Stephanie Moulton\***, Peer Outreach Worker

**Steven Idzi**, Peer Worker

**Steven Hirshfeld \***,  
Locum Physician

**Steven Lipari**, Physician

**Susan Clancy\***,  
Director of Population Health & Community Engagement

**Tchela Kalonga\***,  
Medical Secretary, Relief

**Thanusha Gopalpillai\***,  
HR Assistant, Temp

**Tricia Williams**,  
Medical Secretary

**Tysa Harris**, Medical Secretary

**Victoria Okazawa**, Social Worker

**Yohama Gonzalez**,  
Family Support Outreach Worker

**Zara Fischer-Harrison**,  
Medical Secretary, Relief

## Board of directors

**Kelly Ann Downs**  
President

**Anu Radha Verma**  
Vice President

**Umwali Sollange**  
Secretary

**Wilfred Cheung**  
Treasurer

**Dan Land\***  
Director

**Elisabeth Brückmann\***  
Director

**Jen Quinlan**  
Director

**Karen Urbanoski**  
Director

**Sepali Guruge**  
Director

**IE Wégessy**  
Director

**Terence Williams**  
Director

**Uppala Chandrasekera\***  
Director

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\* No longer with PCHC  
\*\* On Leave

## Students and volunteers

We would like to extend our **Special Thanks** to **ALL** students and volunteers who completed terms at PCHC this past year. Your contribution and commitment to the work of PCHC was greatly appreciated!



Parkdale  
Community  
Health Centre

### **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](http://www.pchc.on.ca)

