

The background of the cover is a vibrant, abstract collage. It features a mix of green, blue, and yellow tones, with stylized, blocky shapes that resemble graffiti or modern art. Overlaid on this are four large, L-shaped corner brackets in green, yellow, pink, and blue. In the center, a black rectangular box contains the main title in white, bold, sans-serif capital letters.

CARE. ACCESS. DIGNITY.

ANNUAL REPORT 2022 - 2023



**PARKDALE
QUEEN WEST**
Community
Health Centre

VISION

Inclusive Communities.
Responsive Healthcare.
Healthier Lives.

VALUES

Client-centred.
Community responsiveness.
Social justice, equity, and access.
Capacity building.
Humility and reconciliation.
Accountability.

MISSION

Providing and leading
equitable, accessible,
comprehensive
healthcare for people
where, when, and how
they need it.

Angela Robertson
Registrar & Executive Director



place of dignity and care for those challenged by alcohol intoxication and opioid overdose. We are proud to have our leadership contribute to guiding the development of a Provincial Black Health Plan, aimed at improving health access, experience and outcomes for Ontario's Black populations.

The ongoing work of our primary health care team has been the backbone of our service to the community, accepting over 1,300 new clients into primary care services. This flies in face of the critique that primary care was closed during the pandemic and the cause of the crisis we now have in our healthcare system. Our Centre and our community health care centre model of care is and remains a solution for what ails the healthcare system.

In a climate where people who use drugs continue to be stigmatized and the organizations that support them critiqued for their harm reduction practices, we are proud of the lifesaving work that our Supervised Consumption Services staff perform. They responded to 275 overdose events that—without their intervention—could have been fatal. In addition to saving lives, these vital services saved the health care system over \$330,000, when you consider that the average cost of ambulance services is around \$1,200. The work we do in this service literally saves lives and ensures that our health care dollars are spent wisely.

The Board of Directors also launched a refresh of its vision, mission and values and developed a new Strategic Plan to guide our work over years to come. Thank you to all the staff, clients and partners who contributed. One important change we made is the addition of Humility and Reconciliation and Accountability to our values, ensuring that we remain rooted in the advancing of the project of decolonization and reconciliation, and that we remain open responsive to all in our communities.

Let's celebrate our accomplishments while we work for systemic changes and deliver the needed dignified care that our clients are entitled to and to fight for better—for our clients, for our communities. Appreciation and thanks to each of you for all that you do to build inclusive communities.



Nicole Mihajlovic
President

A MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

The Centre is proud to share with you this 2022-2023 Annual Report, demonstrating the significant impact of our work amidst the challenges of COVID's devastating impacts and the long-standing pre-existing inequalities on our clients and communities. Throughout all of this, the dexterity of the Parkdale Queen West team remains admirable as we advance work to bring about improved *Care, Access, and Dignity* for our clients in our communities.

Our Centre continues to provide a range of supports that respond to the clinical, harm reduction and social care needs of clients. We are proud of the innovative services we continue to implement and the partnerships cultivated to advance a service and system response. This year, we saw the launch of a limb preservation project led by the University Health Network-The Michener Institute aimed at reducing preventable amputations with early detection and intervention. The Stabilization and Connection Centre is another innovative and new service in Toronto providing an alternative

2023-2026 Strategic plan launched

PQWCHC has launched a new strategic plan for the 2023-2026 period. A thank you to all of our partner agencies, staff, and clients for their feedback on the process and creation of the new plan.

Along with a refreshed mission, PQWCHC has adopted the additional two core values:

- Accountability
- Humility and Reconciliation

The four pillars of the 2023-2026 strategic plan are:

1

Leading excellence
in care with
innovation and
engagement

2

Championing
systemic health
equity through
advocacy

3

Reconciliation
through
“Indigenous Health
in Indigenous
Hands”

4

Sustaining growth
and success
in a nurturing
environment



Staff gathering, 2022

PRIMARY CARE AND MENTAL HEALTH



I greatly appreciate how Parkdale Queen West CHC keeps an eye on my health needs and plans my next steps keeping in mind my health history and possible interactions between various issues."

– PQW client

Pictured left to right: Tyler Watts (Harm Reduction Coordinator), Dan Okeke (SCS RN), and Raymond Macareg (NP)

Our primary care team serves clients in our two office locations and through many partnerships in the community, including our mobile health bus that attends a number of shelters and supportive housing locations, through the Blue Door Clinic, a partnership with Regent Park CHC, Sherbourne Health and a variety of AIDS service organizations to provide HIV/AIDS care to individuals who are uninsured, and by attending outreach locations such as Yonge Street Mission and Y House.

SERVICE NUMBERS

1,305 New clients this year

39,063 Service interactions with Doctor, Nurse Practitioner, Registered Nurse

6,866 Service interactions with allied health: (Diabetes Nurse, Diabetes Dietitian, Chiropodist, Physiotherapist, Clinical Dietitian)

6,940 Individuals seen this year

11,546 Overall number of clients attached to primary care

Blue Door clinic

602 Number of service interactions with PQW Doctor or Registered Nurse

175 Number of unique individuals served by PQW Doctor/Registered Nurse

Mobile clinic

1,862 Number of service interactions with a mobile health staff (Doctor, Nurse Practitioner, Registered Nurse, Harm Reduction Worker)

9 Number of agency or individual partners

DENTAL SERVICES

Our dental program at the Queen West site underwent significant improvements to better serve clients:

- Space renovations including the addition of a third operatory and new equipment
- Implemented a new electronic medical record and billing system
- New staff brought on board; and successfully transferred to digital services
- Dental fees further reduced: **services now are charged at 50% of the ODA fee guide**

Starting in 2023, we will offer free dental care to low-income seniors through the Ontario Seniors Dental Clinic program

Pictured left to right:
Joseph Chau, Hygienist,
Tiffany Yu, Dentist

SERVICE NUMBERS

96%

DENTAL CLIENTS LIKELY TO RECOMMEND PQW dental to their friends and family

331

DENTAL CLIENTS SEEN

644

DENTAL ENCOUNTERS =9% increase over last year



MENTAL HEALTH SERVICES

Our mental health team has seen a dramatic increase in mental health care needs since the onset of the pandemic. We are currently only seeing registered clients.

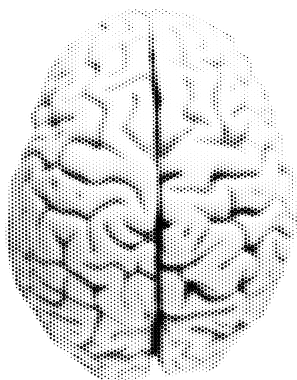
SERVICE NUMBERS

11,147

service interactions
with a counsellor or
case manager

1,400

individuals seen
this year



IN LOVING MEMORY OF ENA

By Sandra Godoy, Health Promoter, with input from Ena's son.



It was in 2009 that Ena became acquainted with Parkdale Queen West CHC shortly after she retired. At the time, I remember Ena coming to the Senior's Drop-In, full of energy and immediately blending in with the rest of the participants. In my role as Health Promoter, I had the privilege of knowing Ena and appreciated her wisdom, kindness, and unselfish way of connecting with others. I can testify that Ena found a second family in the Centre and quickly became a regular member, immersing herself in the various programs and activities designed for seniors.

"From exercise classes to art workshops, Ena embraced every opportunity to learn and connect with like-minded individuals. She found solace in the camaraderie shared among Seniors, who all had unique stories and experiences to share. Ena

also discovered her passion for advocacy within the Senior community. She joined the Centre's advocacy group, which focuses on raising awareness about issues affecting Seniors and promoting their rights. Together, they organized workshops, wrote letters to policymakers, and even held public discussions." (Ena's son)

Over the years, Ena became a regular client, patient, advisor, volunteer, and most of all a friend to peers and staff. We all knew who Ena was. Sadly, Ena passed away last year.

As a Health Promoter working with seniors, I can see firsthand that Ena is and was a testimony that health promotion interventions, such as breaking isolation, increasing social interaction, and creating opportunities to become active in the community are just as important as receiving clinical services. With all these supports: **healthy aging is possible.**

HEALTH PROMOTION AND COMMUNITY ENGAGEMENT



It's an important way to get involved with the community and provide ideas on how to not feel lonely—this is the most important thing and helped improve my quality of life. I feel very positive when I attend these programs.

— PQW client

SUPPORTING PREGNANT UKRAINIAN REFUGEES

Our health promotion team provides group and individual programs in partnership with many agencies in the community.

Shortly after Ukrainian refugees began arriving in Canada, the team at Great Start Together (GST) prenatal program began seeing pregnant Ukrainian women in the program.

From September 2022 to July 2023, **the GST program has supported 35 Ukrainian refugees** in their pregnancy and parenting journey.

393

Health promotion group sessions

343

Health promotion groups (unique clients)

3,956

Health promotion groups total participants

100%

of the participants are living on low incomes (<\$14,000/year) and many are staying in shelters in the Toronto area.

57%

of participants arrived in Canada during their 3rd trimester of pregnancy:

60% of these participants were first-time mothers

26% of the participants came alone

To better support this population, GST has hired a Ukrainian program support worker and expanded our catchment area.

PARKDALE PARENTS PRIMARY PREVENTION PROJECT (5PS)

PRENATAL PROGRAM		POST-PARTUM PROGRAM
93 Individual intakes	92 babies born	152 families received service with a total of 231 children
47 weekly sessions of CPNP were delivered in 2022, with 65% of those sessions delivered in person		45 weekly sessions of the Community Action Program for Children (CAPC) delivered
182 hours of volunteer time provided to the program		
\$249,780 worth of donated resources, food, staff time, and equipment to the Canada Prenatal Nutrition Program (CPNP)		\$120,355 worth of donated resources, staff time, and equipment to CAPC

Perinatal Food Bank Program accessed
1,302 times

"The 5Ps program helped me be able to breastfeed my baby and gave me support for almost everything. I literally couldn't have done it without them."

- PQW client



FEEDING TINY SOULS PROGRAM

This year marked the first full year of program expansion to The Stop Community Food Centre and GST. In partnership with the University of Toronto, we published a five-year summary of our Parkdale Infant Nutrition Security Targeted Evaluation Program (PINSTEP) and shared the findings at the Maternal and Infant Nutrition and Nurture Conference in England.

SERVICE NUMBERS

112 Families received service

143 Welcome baby packages provided

78 Breast pumps provided

257 Hours with lactation consultants

This report is available **online**.

Pictured above: 5Ps client

CANCER SCREENING

- Monthly Cancer Screening Clinics held at the Queen West site for under-screened populations
- Connections built between Safe Consumption Site (SCS) staff and cancer screening to remove barriers and increase access to cancer screening for SCS clients
- Indigenous-specific Cancer Screening Circle held in collaboration with Niiwin Wendaanimak and the Indigenous Cancer Program from Toronto Central Region Cancer Screening Program.

18 members attended.

"Secure and safe feeling that I don't get anywhere else in my experience of over 20 years. The staff has always gone above and beyond."

– PQW client



NAIL SALON WORKERS PROJECT

- The outreach team visited more than 150 different salons in the GTA; contacted 80 new salons with occupational health and safety information and resources; and introduced the Nail Technicians Network
- Created an animated video with the nail technicians' community in collaboration with the Ontario College of Art & Design University and part of York University's Creating Space Project, which is funded by WAGE Canada
- Published a Case Study with the National Coordinating Centre on the Determinants of Health
- Initiated the Workplace Health Without Borders – Nail Salon Working Group

Nail Salon worker resources available [**online.**](#)

NIIWIN WENDAANIMAK (FOUR WINDS) INDIGENOUS PROGRAM

- The Niiwin Wendaanimak team worked to revitalize The Big Drum from The Meeting Place drop-in. Weekly drum groups give community members the opportunity to sing, dance, learn new songs and connect to the heartbeat of Mother Earth.

The program hosted ribbon shirt-making and skirt-making for **35 men and 30 women**, with most receiving the “Noozwin’s” (spirit names) from Traditional Healer Harry Snowboy.

- Land-based outings and teachings with the members and the healer provided the opportunity for community members to learn how to harvest a bear’s fur, make bear grease and declaw the bear as a staff and peer team-building exercise.



Pictured above: Niiwin Wendaanimak’s sculpting workshop at the Gardiner Museum

URBAN HEALTH AND HARM REDUCTION



I haven't had an overdose since I've been on the program. I had a couple shortly before where I had to be defibrillated."

– SOS Participant

This year’s exponential growth of our Harm Reduction Services afforded new partnerships and additions to the urban health services team. We also continued to offer our core Harm Reduction services in the midst of expansion.

SAFER OPIOID SUPPLY (SOS) PROGRAM

The goal of the program is to help prevent overdoses and help people improve their quality of life.

Between the mobile and fixed site programs, we served **166 clients in the SOS program** this year, with **7,963 encounters overall**.

This year the team of the SOS program released its two-year program report. This report is available **online**.

SERVICE NUMBERS

52%

stopped using street fentanyl on safer supply, and **26% decreased the overall amount they are using**

73%

were able to address a health issue for the first time after starting SOS

35% less client overdoses*

***50%** of clients had an overdose in the three months before starting SOS, while only **15%** of clients had an overdose in the last three months on SOS

27%

of clients have gotten new or better housing because of the SOS program

SUPERVISED CONSUMPTION SERVICES (SCS)

Our SCS program continued operating 7 day/week service, even when the Parkdale site was temporarily shut down due to fire.

SERVICE NUMBERS		
	PARKDALE	QUEEN WEST
SCS visits	3,772	4,092
Unique clients	1,003	1,342
Overdoses treated in the SCS	133	142
911 calls related to overdose in the SCS	1	23

SATELLITE PEER WORKER PROGRAM

The satellite peer program trains community members to provide harm reduction supplies, overdose response training, and peer witnessing support to the community in satellite peers homes, encampments, and other areas outside of the general clinics.

Total number client interactions	6,349
Number of harm reduction kits distributed	3,633
Total number of individual harm reduction supplies distributed	53,443
Number of witnessed and assisted injection supports provided	1,262
Number of referrals provided	893
Total number of safer sex supplies distributed	1,076
Overdose response training and information provided	948
Naloxone distributed	877

I am treated not like an addict but like a human being."

- PQW client

PARTNERSHIP & ADVOCACY

We collaborate with partner organizations to develop community-based solutions for advancing health equity, increasing access to health services for individuals and communities and advocating for healthy public policies to reduce inequities.

MAKING A CASE FOR MENTAL HEALTH A PART OF THE BROADER HEALTHCARE SYSTEM

On February 23, 2023, Federal Mental Health and Addictions Minister Carolyn Bennett and Member of Parliament Arif Virani visited our Parkdale site to feature our work as a case for integrating mental health into the broader healthcare system. We shared experiences of our work and insights on how an integrated model helps eliminate barriers to mental health care for clients with complex needs.

Pictured left to right: Arif Virani, Carolyn Bennett, Melissa Abrams, Raymond Macaraeg (back), Erika Fenner, and Mish Waraksa



STABILIZATION AND CONNECTION CENTRE

Launched in December 2022 by the University Health Network, The Neighbourhood Group Community Services, Inner City Health Associates and Parkdale Queen West CHC, in collaboration with Toronto Paramedic Services, the Stabilization and Connection Centre is a 24/7 service that operates within a harm reduction framework, providing a safe and welcoming space where people experiencing substance intoxication can recover and connect to services. This service enables the EMS to drop off and transition care to an appropriate team within their standard time of 8 – 10 minutes, thus enabling their services to be available for other emergency calls in the community. Individuals can access food and shower, get referrals to services and follow-up care, and clinical consultation where needed.



December 2022 to June 2023:

SERVICE NUMBERS

892 patients

178 referrals

30.1% of admissions have no fixed address.

11.8% live in a shelter.

1.1% live in supportive housing or long-term care.

Average length of stay:

8.28 hours

Saved 478 hours of EMS transfer of care time

EMS time with patients now **averages 7.75 minutes, an improvement from 3 to 5 hours.**

Pictured left to right: Samuel Mukasa, The Neighbourhood Group (TNG); Faith Ndegwa, Parkdale Queen West CHC; Samwel Rao, TNG; Justin Turner and Tim Driver, Toronto Paramedic Services

RALLYING FOR UNINSURED RESIDENTS

In March, we joined healthcare partners at Queen's Park to call on the Ontario Government to pause its decision to end the no-fee-based healthcare program for uninsured residents and to work with healthcare organizations to develop a provincial strategy to ensure that uninsured people have access to the full spectrum of healthcare.

HIGHLIGHTING THE VARIOUS ROLES OF NURSES IN THE HEALTHCARE SECTOR

The Registered Nurses' Association of Ontario's President Claudette Holloway and Director of Nursing and Health Policy Mathew Kellway, with Members of Provincial Parliament (MPP) Chris Glover (Spadina-Fort York) and France Gelin (Nickel Belt), visited our Parkdale site in May as part of Nursing Week celebration: "Take your MPP to work" day. PQW registered nurses and nurse practitioners had the opportunity to showcase the various roles they play in the organization, including care for clients in the SOS, supervised consumption in the SCS, outreach through the mobile health bus, and the ongoing family practice care provided by the nurses on the clinical team.

"I totally don't know how I got here but waking up from my assigned bed alive and strong I am grateful. Thank you so much for the good job."

– Stabilization and Connection Centre client

Pictured right: PQW staff with Claudette Holloway and Matthew Kellway and MPPs France Gelin and Chris Glover



URGENT PUBLIC HEALTH NEEDS SITE (UPHNS)

PQWCHC launched an “urgent public health needs site (UPHNS)” in March 2022 in partnership with St. Felix at 69 Fraser. Before UPHNS, 69 Fraser had the highest rate of overdose fatalities in the City of Toronto sheltering system (251 overdoses and 5 fatalities in 2020-2021). The partnership applied for an exemption to be able to operate an overdose prevention site (OPS)/urgent public health need site (UPHNS). **This is the only embedded OPS in a sheltering site in the City to be operated exclusively by shelter staff.**



March 2022 to June 2023:

SERVICE NUMBERS

892 patients

684 appointments in the UPHNS

16 overdoses:

15 reversed with oxygen

1 reversed with naloxone

0 calls to EMS for overdoses

Overdoses overall have decreased since the implementation of the UPHNS: **Down from 9.7 per month to 3.4 per month**

Calls to 911 for any reason have decreased since the implementation of the UPHNS: **Down from 21.6/month to 13.7/month**

CLIENT SURVEY 2023

Our annual Client Satisfaction Survey is important to our continuous care service improvement efforts. Thank you to all the clients who took the time to give us their feedback this year.

WELLBEING AND COMMUNITY

85%

say the Centre has a positive impact on the community

ACCESS TO SERVICES

76%

say they can get services in the language of their choice

90%

say they are satisfied with the virtual services (phone, video call)

SERVICE SATISFACTION

97%

rate the care and services as Good/Very Good/Excellent

91%

agree they can ask questions about recommended treatment

89%

agree they are involved in decisions about their care and treatment

91%

say they are treated with dignity and respect

93%

agree things are explained in a way that is easy to understand

WHAT WE DO WELL:

- Welcoming and respectful environment
- Accessible, inclusive, non-judgemental, non-stigmatizing care
- Excellent primary and allied healthcare service
- Interdisciplinary communication and internal/external referrals
- Services address the needs of the community

AREAS FOR IMPROVEMENT:

- Improve phone and email communication with PQWCHC
- Increase appointment availability
- Decrease wait time in clinic
- More in-person groups/programs
- Longer-term mental health services

2018-2022 STRATEGIC PLAN IMPLEMENTATION REPORT

PQWCHC wrapped up the first strategic planning cycle as an integrated organization. Due to the COVID-19 pandemic, the strategic plan was extended by one year.

[Read the full report online.](#)

OBJECTIVE 1:

PROVIDE SERVICE TO PEOPLE WHO FACE BARRIERS TO HEALTHCARE, AND REDUCE THOSE BARRIERS

EXPANSION OF PRIMARY CARE SERVICES

- Launch of TELUS Mobile Health Clinic
- COVID vaccination and testing activities: 2,300 doses provided at sheltering sites
- 1,200 New Primary Care clients per year (2018-2022)
- Piloted a Free Dental Program for low-income residents of Toronto

EXPANSION HARM REDUCTION SERVICES:

- 2 Supervised Consumption Sites (SCS) Opened
 - 34,339 visits from 2018-2022
 - 93% of overdoses that occurred within the SCS reversed without the need for EMS support
- Safer Opioid Supply Program launched in 2019
- Managed Alcohol Pilot Program launched in 2021 at Queen West and at COVID-19 recovery hotel

STRENGTHENED HEALTH PROMOTION PROGRAMMING

- Niiwin Wendaanimak (Four Winds) Indigenous Wellness Program expanded to include the Parkdale site and incorporate a Traditional Healer and Traditional Knowledge Keeper. Over 100 members engage with the program each year
- 3,161 Wellness Calls made to isolated seniors during the COVID-19 pandemic
- Managed transition of health promotion programs to virtual platforms to ensure service continuation



OBJECTIVE 2:

USE RESEARCH AND PARTNERSHIP TO PROMOTE CHANGES THAT WILL IMPROVE THE LIVES OF OUR CLIENTS AND COMMUNITIES

- Partnered to operate COVID isolation and recovery shelter hotels
- MOVID/LAUNCH/iPHARE - Partnership to provide harm reduction services and approaches within COVID isolation and recovery sites, shelters, and sheltering hotels.
- Infant Feeding Program and research partnership launched and expanded to increase access to breastfeeding and infant food security supports

OBJECTIVE 3:

FOCUS ON COLLECTIVE WORK AND TRAINING FOR STAFF THAT WILL IMPROVE CLIENT CARE

- Mandatory Indigenous Cultural Safety Training and Anti-Oppression/ Anti-Racism training for all staff and integration into the onboarding of all new staff
- Trans-competency training for staff
- Crisis prevention train-the-trainer model implemented

OBJECTIVE 4:

SUCCESSFUL INTEGRATION TO CREATE A SUSTAINABLE PLATFORM WHICH IS WELL-POSITIONED FOR THE FUTURE

- Unified collective agreements for both unions
- Increased opportunities for internal growth and leadership
- Joint program planning and delivery across teams (e.g., SCS, SOS, Mobile Health Unit)
- Launched a new website, intranet, and phone system for improved internal and external communications

THIS IS HOW WE SUPPORT STAFF IN THEIR WORK

PQWCHC values our staff teams and recognizes the challenges of working in a climate of increased demand and complexity.

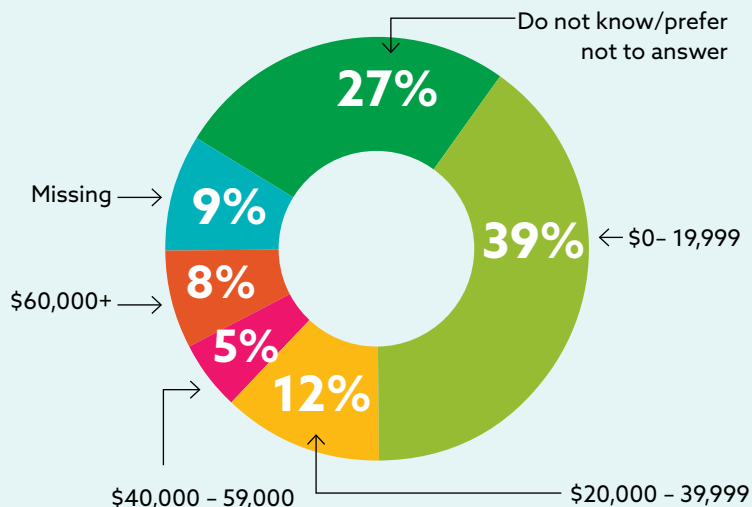
Social and environmental issues, including the COVID-19 pandemic, toxic drug supply and overdose crisis, and increased marginalization of our clients, have all led to increased demand on our PQWCHC's staff teams for complex support. To better support staff, we have implemented the following ongoing trainings and practices at PQWCHC.

- Crisis prevention and intervention training (train-the-trainer model)
- Critical incident and stress management team
- Standard incident debriefs protocols
- Overdose response refreshers
- Emergency response practice drills
- External grief support facilitators
- Client memorial committee
- Niiwin Wendaanimak sacred fires for the spiritual journey
- Worker wellness committee formed

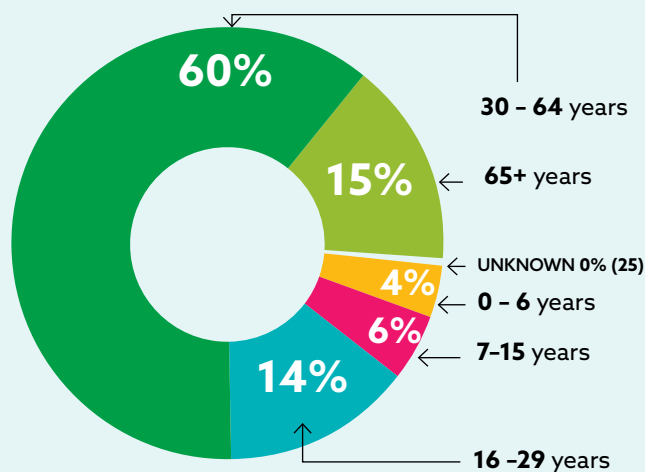
We will continue looking for ways to provide support.

CLIENT PROFILE

CLIENT HOUSEHOLD INCOME LEVEL

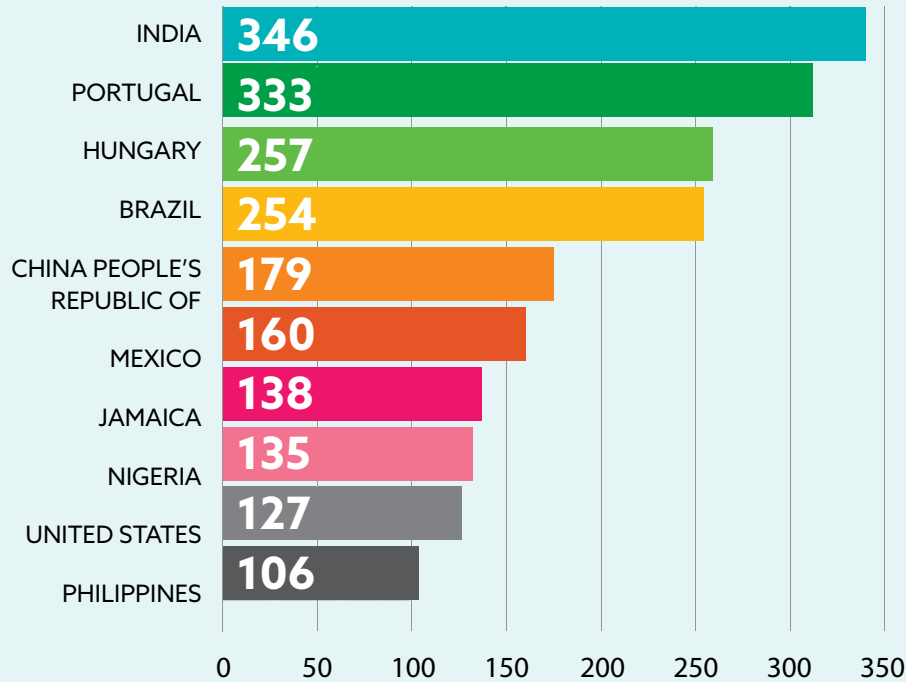


CLIENT AGE BREAKDOWN



TOP 10 COUNTRIES OF ORIGIN

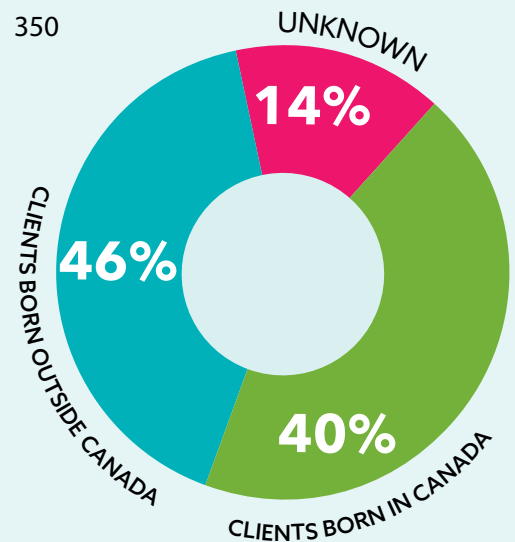
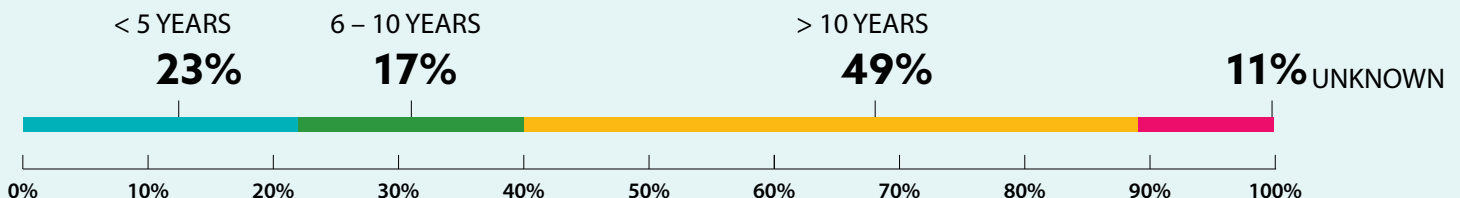
COUNTRY OF ORIGIN # OF CLIENTS



DISTRIBUTION OF CLIENTS BY PREFERRED SPOKEN LANGUAGE (TOP 10)

ENGLISH	6,549
PORTUGUESE	491
SPANISH	292
HUNGARIAN	253
MANDARIN	86
FRENCH	49
ARABIC	37
HINDI	35
AMHARIC	33
CANTONESE	25

LENGTH OF TIME IN CANADA FOR CLIENTS BORN OUTSIDE OF CANADA



SERVICE IMPACT

OVERALL SERVICE UTILIZATION

FOR CLIENTS REGISTERED AND SEEN ONSITE

13,255	Active clients (3 years)
8,691	Clients served fiscal year
1,305	New primary care clients
932	New primary care clients – priority population
23,342	Individual face-to-face primary care encounters

OFF-SITE & HOME VISITS

774	Primary care
36	Counselling services
121	Diabetes care

HEALTH EQUITY DEMOGRAPHICS OF CLIENTS SERVED

FOR CLIENTS REGISTERED AND SEEN ONSITE

3,763	Low income clients served (<\$25,000)
1,173	Black clients served Total
565	Black – African
433	Black – Caribbean
175	Black – North American
240	Indigenous clients served
129	Trans clients served
936	Newcomers <=5 years
973	LGBTQ2 clients served
429	Non-insured clients served
1,447	Homeless clients served
1,318	Youth clients served (15 – 29)
1,320	Senior clients served (>=65)

HARM REDUCTION, OUTREACH, AND MOBILE CLIENT DATA

5,011	Total number of clients (from SCS, LAUNCH, Stabilization and Connection Centre *individual clients not counted in harm reduction outreach for purposes of anonymity)
70,055	Encounters
417	Overdoses responded to (SCS and LAUNCH programs)
101,767	Harm reduction kits distributed

RETIREMENTS

This year we saw the retirement of two long-tenured staff. Their long history and commitment to providing dignified and accessible care to the individuals and communities of Parkdale Queen West CHC have been invaluable. We thank them for their dedication to the organization and wish them the best in their new chapter.



Deb Phelps, Health Promoter – 22 years

In her 22 years of service, Deb worked across many teams and built a strong rapport with staff and clients alike. Her passion for health promotion was evident in her ongoing effort to plan wellness groups and build cultural experiences for clients that went beyond our doors, including outings to the museums and the ballet. Deb also spearheaded the founding of a CHC Health Promoters Network, bringing people together from across Toronto to share ideas and build relationships across CHCs.



Filomena Gonzalez, Clinical & Administrative Supervisor – 44+ years

Filomena's 44+ years of service includes an extensive list of organizations that changed and merged throughout the years, beginning with Alexandra Park Health Centre, the Niagara Neighbourhood Health Centre, West Central Community Health Centre, Central Toronto CHC and most recently, the merger with Parkdale CHC which is now Parkdale Queen West CHC.

During her tenure, Filomena held various roles in the primary care unit at the Queen West site: Receptionist, Medical Secretary, backup Dental Secretary, Medical Secretary Team Lead and the latest: Supervisor, Clinical and Administrative Services; in all, Filomena formed supportive relationships with both clients and staff. Her compassion and commitment to client-centred care were steadfast, always providing a warm and welcoming space for clients, thus touching the lives of many individuals and families.

CORPORATE & FINANCIALS

SUMMARY BALANCE SHEET AS AT MARCH 31, 2023

ASSETS

Current assets

Cash and short-term deposit

Accounts receivable and prepaid expenses

Long-term investments

Property and equipment

LIABILITIES

Current liabilities

Accounts payable – accrued liabilities and deferred revenue

Accounts payable – OH and MOHLTC

Deferred capital contribution

NET ASSETS

Unfunded payroll obligations

Other activities – unrestricted

2023

2022

\$ 9,118,986

1,751,259

10,870,245

1,351,331

6,452,368

18,673,944

\$ 5,688,042

1,754,965

7,443,007

1,528,421

6,514,638

15,486,066

8,033,085

3,042,174

11,075,259

6,398,496

17,473,755

-

-

1,200,189

1,200,189

18,673,944

258,061

1,403,453

1,145,392

15,486,066

SUMMARY STATEMENT OF OPERATIONS FOR YEAR ENDED MARCH 31, 2023

REVENUES

Ontario Health

Ministry of Health – AIDS Bureau

Ministry of Health – SCS

City of Toronto

Public Health Agency of Canada (PHAC)

Ministry of Children, Community and Social Services (MCCSS)

Other grants, fees and other income

Total revenues

EXPENSES

Salaries and benefits

Occupancy costs

General and operating

Depreciation expense

Total expenditures

Excess of revenues over expenses for the year

\$ 19,854,260

301,731

2,036,330

1,315,709

266,240

179,955

3,961,058

27,915,283

20,545,953

1,057,098

6,228,672

28,762

27,860,485

\$ 54,798

\$ 17,418,428

\$301,731

\$1,717,094

\$1,315,709

\$283,326

177,239

5,452,942

26,666,469

17,856,300

863,861

7,310,318

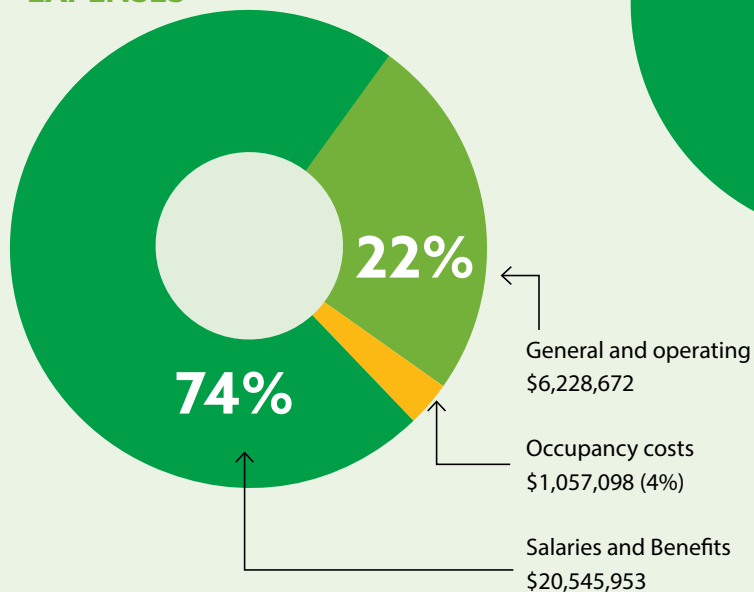
38,212

26,068,691

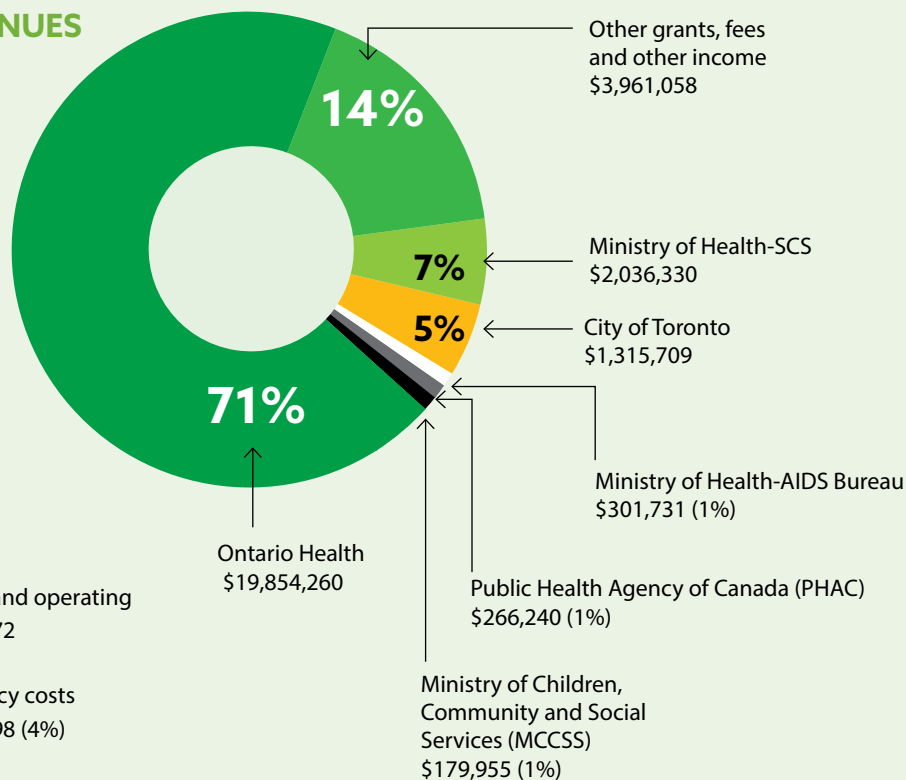
\$ 597,778

Complete audited financial statements are available upon request from the office of the Executive Director

EXPENSES



REVENUES



BOARD OF DIRECTORS 2022 - 2023

Nicole Mihajlovic, President

Shahilaa Devaraja, Vice-President

Lois Fine, Treasurer

Leigh Walters, Secretary

Stanley Ing, Director

Rozita Razavi, Director

John LeFave, Director

Lana Majid, Director

Lindsay Jones, Director

Bernard King, Director

Morris Komaketch, Director

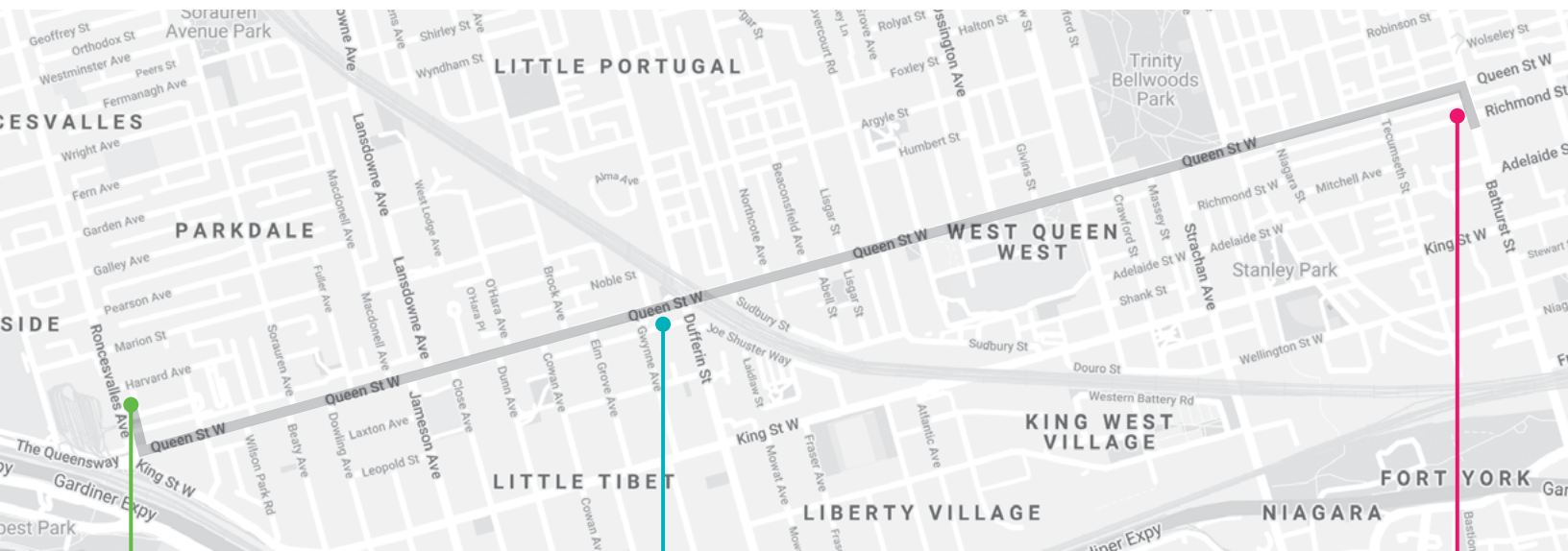
Resigned mid-term

Afroza Begum, Director

FUNDERS

Parkdale Queen West CHC wishes to thank all donors for so generously supporting our work over the past year.





SATELLITE SITE

27 Roncesvalles Avenue
Suites 301 & 503
Toronto, ON M6R 3B2
Tel: 416.537.8222
Fax: 416.537.7714

PARKDALE SITE

1229 Queen Street West
Toronto, ON M6K 1L2
Tel: 416.537.2455
Fax: (Admin) 416.537.5133
Fax: (Clinical) 416.537.3526

QUEEN WEST SITE

168 Bathurst Street
Toronto, ON M5V 2R4
Tel: 416.703.8482
Fax: (Admin) 416.703.7832
Fax: (Clinical) 416.703.8479



**PARKDALE
QUEEN WEST**
Community
Health Centre



**Alliance for
Healthier Communities**
Alliance pour des
communautés en santé