

building
a stronger
future
together



ANNUAL REPORT 2015 –2016



Parkdale
Community
Health Centre

Joint Message from Executive Director and President



Shirley Roberts
Executive Director,
Interim



Anu Radha Verma
President, Board of
Directors

Parkdale CHC has been a presence in the community for thirty-two years. It started because a group of Parkdale residents shared a vision for a healthier community supported by a centre that would serve people who faced many challenges to achieving good health. These challenges were often marked by poverty, low income, discrimination, mental health issues and struggles with substance use. A small office on Queen Street offered services provided by a tiny team of nurses, physicians and administrative staff. Over the years, as the demand for services grew, so did our need for more staff and a larger location. Two moves later, Parkdale CHC settled into its current location after purchasing land to build a centre that would remain a pivotal force in the life of the Parkdale community.

The need to adapt to the needs of our community and the need for our community to adapt to change has always been a constant. The proliferation of condominium development, entertainment establishments and restaurants that draw people from across the city continues to signal a neighbourhood in transition. While incomes rise for some, many of our residents continue to grapple with mental health and substance use issues that too often lead to poverty, food insecurity and homelessness. The importance of a community health resource that bridges the health care needs of vulnerable residents with the stabilizing supports of counsellors, health educators, peers and community support workers is stronger than ever.

Significant transitions are happening in our health care system as well. The shift from costly hospital based care to care in the community has led to major initiatives in primary care reform. This reform places the client at the centre of change with an emphasis on better access to care in an integrated system that doesn't leave anyone out. In a climate of shrinking resources and fiscal restraint we know that our reach to our communities can be so much deeper when we work in partnership with our clients, neighbours, hospitals and local service providers.

Although optimistic about our ability to respond and, in fact, to lead system change we continue to face mounting challenges to our ability to grow to meet the rising needs of our communities. Over the past year our Board of Directors embarked on an exploration of opportunities for PCHC to increase its sustainability and systems leadership role. We are very excited about working with Queen West – Central Toronto CHC to explore an integration of our organizations. We believe that bringing our two organizations together across three sites will create a larger platform from which to build programs and services, increase access to those services and improve health outcomes for our similar client populations. We look forward to demonstrating our expertise in serving these populations and providing leadership in systems change.

While we are focused on this integration opportunity, the day-to-day work of Parkdale CHC continues. We are inspired by our many new initiatives and collaborations that will be highlighted over the next few pages. We are also inspired by our staff, volunteers, students and many individuals that make our thirty-two-year-old vision for a healthier community a reality.



Farewell Colleagues!

As I embrace retirement, I cannot imagine a better way to end my career than ending it at Parkdale CHC. For the last one and one and one half years I have been humbled and grateful for the opportunity to serve this remarkable and resilient organization as its Interim Executive Director. I wish to thank the Board of Directors for their kind support. I also wish to thank the staff, volunteers and students for living the values of our organization through their compassionate care and service. In particular, I would like to thank our clients who remind me every day why we do this work.

I wish to take this opportunity to extend a warm welcome to Angela Robertson, who has assumed the role of transitional Executive Director. I leave Parkdale CHC confident that through Angela's leadership the excellent work of this organization will be sustained through our current transition and into the future.

Warm regards,
Shirley Roberts
Interim Executive Director, 2015-2016



Angela Robertson
Transitional Executive
Director

MISSION STATEMENT

Strong community.
Better lives.

VISION STATEMENT

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

VALUES STATEMENT

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

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

ACCESS

Health services and supports when and where they are needed.

EQUITY

Ensuring everyone is treated according to their needs.

CLIENT-CENTERED

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

DIGNITY & 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.

PROMOTE HEALTH AND WELLBEING

- 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

Program and services



offered from July 2015 to July 2016

Primary Care:

Family medicine
 Same day medical drop-in
 Infant Hearing Screening
 Flu shot clinic
 Physiotherapy
 Chiropraxy
 Healthy Smiles Dental Clinic
 West End Oral Health Clinic
 Naturopathy
 Healthy child screenings
 Ophthalmology screening
 Hepatitis C nursing support

Chronic Disease Management:

Living Life Well with Diabetes
 Insulin Management Support Group
 New Beginnings Diabetes Wellness Sessions
 Living Well Lunch Club (for individuals with diabetes)
 Food Skills for Families (for individuals with diabetes, partnership with Canadian Diabetes Association)
 Steps Across Parkdale (walking group for individuals with diabetes)
 Gentle Exercise Class
 Asthma education

Smoking cessation (CAMH STOP program)
 Back to Movement Chronic Back Pain Program

Harm Reduction:

Anonymous HIV testing
 KAPOW
 Kit Making Group
 Needle Exchange
 ID Clinic
 Naloxone Training
 Harm Reduction Community Advisory Group

Mental Health:

Psychiatry
 Individual and group counselling support
 Anger management counselling
 Mindfulness Based Cognitive Therapy Program

Health Promotion:

Child Minding Training
 Peer Nutrition Program
 Incredible Years
 Newcomer Health and Wellbeing: Sharing, Caring, and Supporting
 Bridging the Gap Inter-generational Knitting Group
 Chronic Pain and Self-Management Group
 Seniors Wellness Drop-In

Healing through Music: Seniors Drumming Circle

Seniors English Conversation Class

Salud y Bienstar (Seniors Wellness Program)

Seniors in Action

Me & We Seniors Art Program

Wheel-ing Seniors

Living Life to the Full

Women's Connection:

Individual and Group Counselling for Women
 Prenatal Nutrition and Support
 Baby and Me
 Mom and Baby Circle
 The Language of Parenting
 Fatherhood 101: Dads Drop-In
 Feeding Tiny Souls
 Postpartum Mood Disorders Support Group
 Acupuncture Drop-In
 Mindful Moms Drop-In
 Building Skills: Peer Learning and Empowerment Program for Women
 Yoga and Mindfulness for Moms
 Trauma 101: Healing from the Effects of Abuse and Trauma
 Yoga by the Lake and Acupuncture
 Civic Engagement Workshop

Money and You: How to Make Smart Decisions About Your Money

Wellness Group

Food Security and Nutrition:

Guys Can Cook
 Gardening Drop-In

Special Events and Community Development:

31st Annual AGM
 Elder Abuse Community Walk
 Community Worker Training on Diabetes Management
 World Diabetes Day
 Income Tax Clinic
 PAVE's International Women's Day Celebration
 Cancer Prevention Awareness Workshop
 Holiday Food and Craft Sale
 Housing Worker from West End Housing Help
 Seniors Month
 Foot Health Month
 Parkdale Community Crisis Response Network (PCCRN)
 Refugee Rights Day (presented in partnership with Culture Link and West Neighbourhood House)



HIGHLIGHTS FROM 2015 –2016



Immigrants who are given a path to permanence through citizenship have higher educational and economic outcomes.

Arif Virani, M.P., Parkdale-High Park

Welcome



PARKDALE CHC WELCOMES THE ARRIVAL OF SYRIAN REFUGEES

Newcomers have always been a large part of our community and Parkdale has become home to many waves of migration, including the Roma and Tibetan communities in recent years.

Parkdale CHC responded to the Syrian refugee migration by participating in a coordinated Toronto-wide plan to provide health care and a warm welcome to these newcomers. Our primary health care team, in partnership with Access Alliance, St. Joseph's Health Centre, The Red Cross, a local mosque and Toronto Public Health, offered monthly clinics that provided assessments,

vaccinations, and referrals for emergencies and regular ongoing health care services. We served forty individuals through three clinics and continue to provide service to most.

Additionally, Parkdale CHC put a call out to various organizations, networks, faith groups, and individual residents. Over 150 people attended a meeting we held at the Parkdale branch of the Toronto Public Library to volunteer their time to entertain, cook, donate clothing and household items, organize a clothing bank, and welcome the new arrivals.



EXPANSION OF PHYSIOTHERAPY SERVICES

In spring 2015, Parkdale CHC received funding from the Toronto Central Local Health Integration Network to increase access to physiotherapy services in community-based health centres across Toronto. A partnership amongst Parkdale CHC, Stonegate CHC, Queen West—Central Toronto CHC and Village Family Health Team was developed to increase capacity for service in the west end. This partnership almost doubled the number

of residents who were able to receive physiotherapy services. In addition we were able to launch new physiotherapy group programs to help clients better manage chronic health problems, including chronic pain, adopt a healthier lifestyle, and maintain their autonomy in the community.



keep it up!
I like the
diversity of
services
offered!

– PCHC client



MORE HIGHLIGHTS FROM 2015 –2016

INFANT FEEDING SUPPORT

Establishing and continuing breastfeeding has long been determined as a potential source of stress for families. The ‘transition to parenthood’ is a major developmental shift in our lifecycle, often including lifestyle changes and significant changes to daily routines. It can be stressful and the infant-parent relationship impacts the development of the baby in profound ways. Whether or not breastfeeding or bottle feeding is a new skill for both baby and parent, there is a learning curve to feeding a new baby and this program goes a long way to providing the support that is needed.

With the generous support of The Sprott Foundation, our Parkdale Parents’ Primary Prevention

Project (5Ps) has launched a new program! Feeding Tiny Souls: Infant Feeding Program will support new parents with:

- In-home lactation consultant visits
- Breastfeeding and infant feeding supplies and pumps
- Information and referrals regarding infant and child food security issues
- Health and social supports to women to enhance successful breastfeeding
- The development of sustainable partnerships and peer supports for parents and families
- Welcome and exit kits to all participants
- Resources to implement program work plan and evaluation.



HARM REDUCTION EXPANSION

Parkdale CHC (PCHC) was successful in securing a one year Toronto Urban Health Fund grant of more than \$33,000.00 from the City of Toronto to pilot a Parkdale-specific satellite peer project. In response to the recommendations of Harm Reduction peer workers and community advisory group, supported by our community needs assessment and the work of our colleagues at South River-

dale and Queen-West – Central Toronto CHCs, we responded to the need to reach specific cultural groups such as Hungarian/Roma, Tibetan and Aboriginal communities who are using in closed environments in Parkdale.

Our community is experiencing a significant increase in opioid overdose and overdose deaths, and an increase in syringe distribution and



While we are meeting our targets, we know we can do better.

– PCHC

MORE HIGHLIGHTS FROM 2015 –2016

returns, suggesting the need for improved access to harm reduction resources. Key outcomes of this project will be:

- Access to harm-reduction supplies, PCHC's harm-reduction services and primary-care.
- Outreach/focus with members of priority populations to harm-reduction practices.
- Outreach to sex workers accessing safer sex supplies and learning/sharing safer-sex strategies.
- Improved community awareness of bad/potent drugs and/or bad dates.

- Understanding of drug-using social networks in Parkdale within the priority populations using in closed environments who may not be accessing services.
- Increase HIV, HCV, and STI testing as well as access to treatment.
- Decrease sharing of drug supplies, wound and vein damage, and overdose deaths.

Evaluation feedback will allow us to determine the feasibility of expansion and creating a long term sustainable program in the future.



FOCUS ON QUALITY IMPROVEMENT

In Toronto's west end, seven Community Health Centres (CHCs) partnered to create the West End (WE) Quality Improvement (QI) Collaboration Initiative. The purpose of this initiative is to share knowledge and experience; learn from each other's strengths; compare results across the seven CHCs; create a common Quality Improvement Plan (QIP); and increase quality improvement (QI) capacity.

The WE collaborative strives to draw attention to the excellent inter-professional and population health-oriented CHC model and to enable CHCs to have a stronger voice in the provision of primary care reform. Four topics were identified as areas for improvement: *cancer screening (CS)*, *access to care*, *flu vaccination*, and *emergency department visits best managed elsewhere*.

Beginning with cancer screening, PCHC's cancer screening team has implemented several PDSA (Plan-Do-Study-Act) cycles to improve our cancer screening rates for breast, colon and cervical cancers. While we are meeting our targets, we know that we can do better. The PDSA is an activity for testing a change idea through plan development for a test (Plan), carrying out the test (Do), observing and learning from the study (Study), and finally determining what should be done with the outcome of the test (Act). The PDSA cycles implemented thus far have shown promising results which indicates that we are on the right path to achieving our goal.

What our clients told us

What our clients told us

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.



Access

84%

say they can quickly book an appointment after a visit

91%

say they can access the centre with ease

74%

say they were able to book an appointment on the date they wanted



Client-centred

78%

agree they are able to ask questions about recommended treatments

78%

agree they are involved in decisions about their care and treatment

79%

agree that health professionals spend enough time with them during appointments



What we are doing well

- › Nonjudgmental, anti-oppressive approach
- › Being sensitive to LGBT sexuality
- › Easy access to services
- › Reminder phone calls and emails/sms.
- › Appointments are not rushed
- › Providing workshops geared around mental health and addictions
- › Outreach to trauma survivors with stress relief via yoga
- › Seniors program overall
- › Providing many services in the same health centre
- › The doctors and nurse practitioners are excellent
- › Friendly service in the harm reduction room
- › Lots of opportunity to be involved in care decisions
- › Space – comfortable waiting area and good practitioner space



What we can do better

- › Longer extended hours for harm reduction and primary care
- › Getting through by phone can be an issue
- › Waiting times for an appointment
- › More groups for men
- › More parent programs

Client story

In 2014, Makenna came to Parkdale CHC with her 11-month-old child experiencing severe post-partum depression (PPD) and post-traumatic stress syndrome. Makenna grew up in refugee camps and later worked in UN refugee camps as a translator. She speaks six languages.

Growing up in a warzone for an extended period of time took its toll. Makenna also suffered from anxiety and social isolation. Upon assessment, her counsellor provided a wide range of community supports, including PPD weekly support and Trauma 101.

While receiving counselling she also enrolled in PCHC's skills building program. Building Skills fosters communication and general life skills through workshops, facilitated discussions and group presentations. The program is designed to reinforce self-directed and experiential learning; an expected outcome is increased self-esteem and confidence.

Through the Building Skills program, Makenna was connected with the Women Transitioning to Trades and Employment Program at George Brown College, where she upgraded her academic credits and gained introductory woodworking skills. Her training was a success. Makenna was awarded a scholarship to continue her training to become a plumber. She is now enrolled in a class of 50 people, in which she is the only woman.

Building Skills
Participants
Winter 2016



Shout-out to volunteers

Volunteers are an essential resource for most non-profit organizations. At PCHC, volunteers contribute with their time and skills in various ways. From advocacy to client support, volunteers make appeals for the continuation of the Harm Reduction program, organize community walks to raise awareness about elder abuse, and provide assistance to clients by helping them fill out forms and client satisfaction surveys. Volunteers also welcome clients to ongoing programs, and prepare harm reduction information and supplies kits on a weekly basis.

In 2015 we conducted a volunteer engagement workshop. The workshop provided an opportunity for volunteers to hear from other volunteers, to recognize the impact they make in the community, to hear about their experiences and ideas, and to say a big **THANK YOU** for their amazing contributions. We look forward to continue connecting with our volunteers on a regular basis.

Our numbers

OVERALL SERVICE UTILIZATION

- 5720** Active clients
- 600** New primary care clients
- 24,413** Individual face-to-face encounters
- 17,353** Personal development/support group encounters

ILLNESS PREVENTION/CHRONIC DISEASE MANAGEMENT

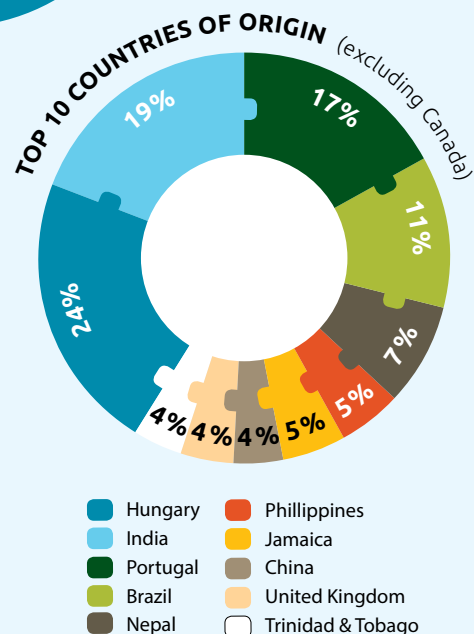
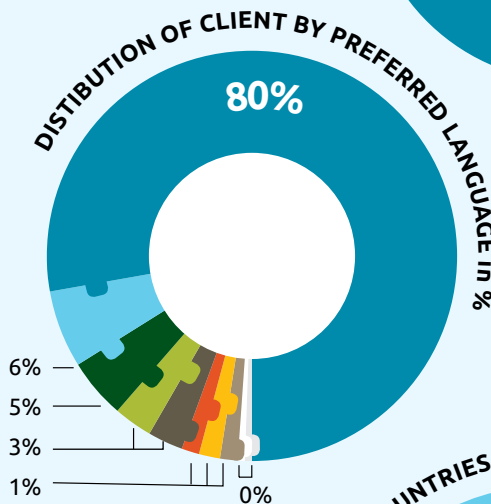
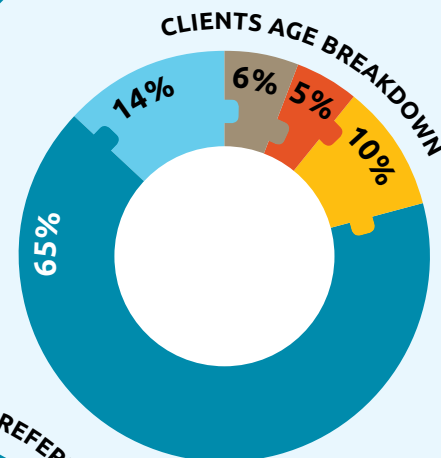
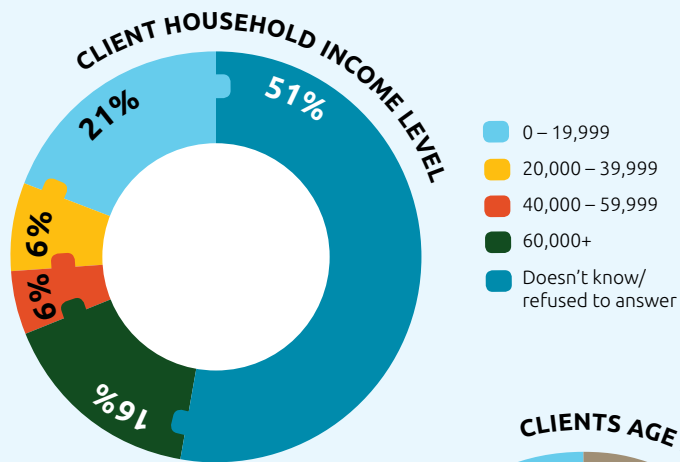
- 63%** Cervical cancer screening rate
- 56%** Colorectal cancer screening rate
- 58%** Breast cancer screening rate
- 17%** Influenza vaccination rate
- 82%** Rate of interprofessional care for diabetes
- 40%** Periodic health exam rate

HEALTH EQUITY

- 394** non-insured clients
- 864** newcomers <= 5 years
- 220** homeless clients

COUNSELLING AND CASE MANAGEMENT

- 800** unique clients served



Financials

2016 2015

Statement of Financial Position

Year ended March 31, 2016

ASSETS		
Current assets	\$	1,022,084
Property and equipment		2,937,999
	\$	3,960,083
LIABILITIES		
Current Liabilities		549,561
		349,195
NET ASSETS		
Capital Assets Fund		2,937,999
Special Projects Funds		472,523
		3,410,522
	\$	3,960,083

Statement of Operations

Year ended March 31, 2016

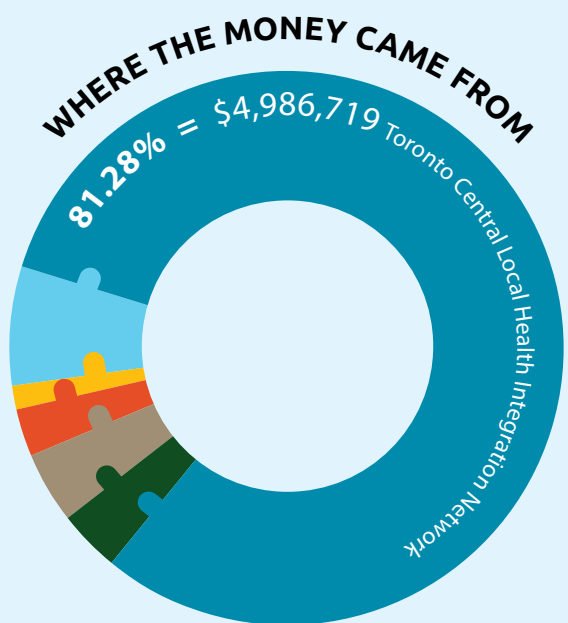
REVENUES		
Toronto Central Local Health Integration Network (TCLHIN)		4,986,719
Diabetes Education Program (TCLHIN)		213,192
Ministry of Community and Social Services (MCSS)		165,306
City of Toronto		87,451
Public Health Agency of Canada		263,650
Small grants and other revenue		418,868
Total revenues		6,135,186
		5,937,371
EXPENSES		
Staffing Expenses		4,676,897
Operating		
Building occupancy		371,157
Programs & Service Expenses		675,198
Non-insured		142,893
		1,189,247
		1,248,579
Non-Recurring		9,569
Total expenditures		5,875,714
		64,844
Excess (deficiency) of revenues over expenses before the Undernoted		259,472
Amount refundable to Funders		(69,593)
Excess (deficiency) of revenues over expenses before amortization	\$	189,879
		19,043

* 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.

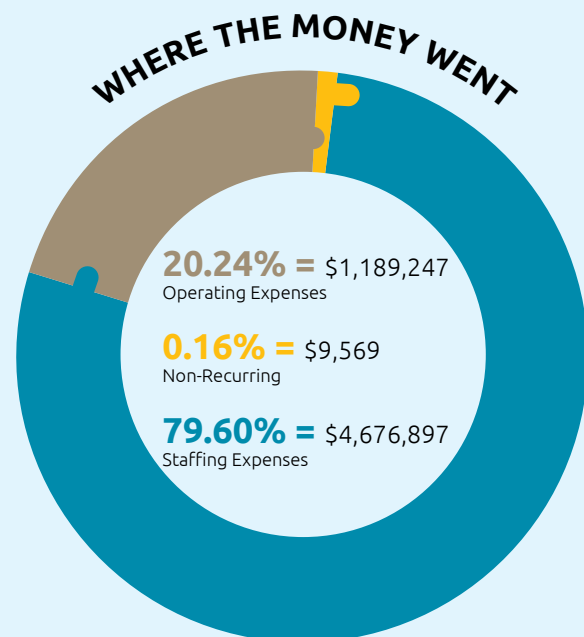
Corporate Information

PARTNERS AND FUNDERS

- ABRIGO Centre
- Access Alliance Multicultural Health and Community Services
- Arrabon House
- Association of Ontario Health Centres
- Bailey House/COTA Health
- Breakaway Addiction Services
- Canadian College of Naturopathic Medicine
- Canadian Hearing Society
- Cancer Care Ontario
- Central Toronto Community Health Centre
- Centre for Addiction & Mental Health
- Child Development Institute
- City of Toronto – Public Health
- Creating Together
- CultureLink
- Davenport-Perth Neighbourhood and Community Health Centre
- Department of Public Memory
- Ecuhome Corporation
- Etobicoke Children's Centre
- Eva's Satellite
- FoodShare
- Healthy Living, with Chronic Conditions Toronto Central Self-Management Program
- 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
- LOFT Community Services
- 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
- Ontario Breast Screening Project
- Opportunity for Advancement
- Parent & Child Mother Goose Program
- Parkdale Activity Recreation Centre
- Parkdale BIA
- Parkdale Collegiate Institute
- Parkdale Community Crisis Response Network
- Parkdale Community Information Centre
- Parkdale Community Legal Services
- Parkdale Intercultural Association
- Parkdale/High Park Ontario Early Years Centre
- 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 Learning 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. Michael's Hospital – CIBC Breast Centre
- St. Stephen's Community House
- Stonegate Community Health Centre
- StreetHealth
- Streets 2 Homes
- The Bargain Group
- The Daily Bread Food Bank
- The Redwood Shelter
- Toronto Central Community Care Access Centre (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 Public Health – Maternal and Infant Health; The Works
- Toronto Central Regional Cancer Program (TCRCP)
- 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
- York University



- 3.47% = \$213,192
TCLHIN – Diabetes Education Program
- 4.30% = \$263,650
Public Health Agency of Canada
- 2.69% = \$165,306
Ministry of Community & Social Services
- 1.43% = \$87,451
City of Toronto
- 6.83% = \$418,868
Small grants and other revenue



STAFF

Aisha Sasha John,
Medical Secretary, Relief

Alison Gillies, Physician

Angela Robertson,
Executive Director,
Transitional

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Medical Secretary, Relief

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Corporate Executive
Assistant

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Director of Population
Health and Community
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Khalid Asad,
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Mental Health Counsellor

Linda Yaa Adutumwaah,
Medical Secretary

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Reception Coordinator

Loubna Bahnan,
Medical Secretary, Relief

Lyudmila Kukhta,
Medical Secretary, Relief

Malu Santiago*,
Psychologist

Maria Kukhta,
Bookkeeper

Maryrose MacDonald,
Physician

Melissa Abrams**,
Nurse Practitioner

Melissa Hergott,
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Communications
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Million Woldemichael,
Reception Coordinator

Minxue Michelle Liu,
Clinical Dietitian

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Child Care Worker

Nancy Steckley,
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Worker

Natalie Kallio,
Harm Reduction
Coordinator

Neil Mentuch,
Data Management
Coordinator/Planner

Nicholas Durand,
Chiroprapist

Norma Hannant,
Social Worker/Therapist

Oxana Latycheva,
Director of Primary Health
Care

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Child Care Worker

Raymond Macaraeg,
Nurse Practitioner

Rebecca Lee,
Office Manager

Rosa Ribeiro,
Health Promoter

Sabeena Chopra,
Psychiatrist

Samantha Cooper*,
Clinical Dietitian

Sandra G,
Health Promoter

Sara Garnett, Peer Worker

Satha Vivekananthan*,
Tamil Counselor

Shirley Hepditch,
Client Support Worker

Shirley Roberts*,
Executive Director, Interim

Shona MacKenzie,
Nurse Practitioner

Sriram Ananth**,
Mental Health Counsellor

Stacia Stewart,
Project Coordinator

Steven Lipari, Physician

Tricia Williams,
Medical Secretary

Tysa Harris,
Medical Secretary

Victoria Okazawa,
Social Worker

Yohama Gonzalez,
Family Support Outreach
Worker

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Sharon Vanin*, Director

Sheryl Jarvis*, Director

Sofia Pelaez*, Director

Tekla Hendrickson*,
Director

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 was greatly appreciated!

* No longer with PCHC ** On Leave

With Gratitude... Parkdale CHC wishes to thank all donors with special mention to:

The Sprott Foundation for their generous multi-year grant in support of the Parkdale Parents Primary Prevention Project (5P's program). The grant will be used to fund our new Infant Feeding Program. This program supports new parents with food insecurity and newborn feeding challenges by providing in-home lactation supports, breast pumps,

feeding supplies and peer-to-peer learning opportunities. The program complements 5P's other programs which include prenatal nutrition, education and support, mom and baby postnatal support programs, fatherhood drop-in, a food and infant clothing bank, and early learning opportunities for children aged 0-6 years.

The Zukerman Family Foundation for their generous donation to the West End Oral Health Clinic. This gift will make possible an expansion of dental services to low income adults of Parkdale. In partnership with Toronto Public Health, George Brown College and dedicated volunteer dentists, PCHC will be able to provide more dental treatment services to adults who are unable to access preventive and basic dental care through services that are only currently funded for children and seniors.



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
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