

# RECLAIMING OUR QUEEN WEST IDENTITY



## QUEEN WEST – CTCHC • ANNUAL REPORT • 2014



## Message from the Board President & Executive Director



We are pleased to present Central Toronto Community Health Centres' 2014 Annual Report. The report highlights the important work done by staff and the Board to advance the vision of the organization by delivering responsive health and wellness for individuals and communities who are at-risk or face barriers in accessing services where and when they need it.



In the past year, we have made significant efforts to strengthen our connections and collaborations with community partners to increase access to services and to advance awareness. Additionally, to take action on health care and healthy public policy to address health inequality in our community. This work included the



re-establishment of an on-site physician led outreach clinic at West Neighbourhood House (WHN) – The Meeting Place Drop-in; the expansion of the harm reduction on-site clinic at Homes First's – Strachan House to include Hep C education and clinical support; successful participation in the Mid-West Toronto Health Link where our Executive Director delivered a keynote address at the Link's "Service Provider/Self Care forum"; and, the Centre acceptance of the greatest number of referrals from solo-practice physicians for vulnerable patients with complex health condition through the Solo-Physicians in Need (SPIN) project.



Our work in healthy public policy has focussed on addressing social and health inequalities. This work included leadership in the development of a Premature and Preventable Deaths collaborative with WHN, St. Stephen's Community House and Na-Me-Res (Native Men's Residence) in collecting and providing a preliminary demographic analysis of the alarming numbers of deaths of homeless and at-risk individuals in Toronto's Mid-West area. This led to the convening of a community roundtable with over 30 agency representatives in attendance from the supportive housing, shelter, drop-in, health care, City, TCLHIN and support services. The meeting was the start of our work to make visible these deaths and their links to conditions of chronic poverty, homelessness and substance use issues, to mark that a significant number of those who have died are Aboriginal Peoples; and to begin health advocacy strategies to halt the increase in further deaths and change the trajectories that contributes to these premature and preventable deaths. Additionally, the Centre submitted a report on the impact of poverty and poverty reduction strategies, developed through consultation and input from our community of clients, to inform the City of Toronto's development of a Poverty Reduction Plan. The report titled, in the words of one on our clients "Help! Poverty Hurts" highlighted the need for development of affordable housing, enhancements to the social assistance entitlements, increase in the minimum-wage, enforcement of employment standards and enhancements to childcare strategies.



The Centre also focussed on improving the effectiveness of the organization and began by developing refining communication pathways to enable access to our services. This began with work on the brand identity of the organization post integration of the SHOUT Clinic for at-risk youths in 2012. This process led to the re-branding of the agency as Queen West – Central Toronto Community Health Centre, to align the name of the centre with how we are known and referenced to in the community and by our clients. This includes a refresh of the Queen West logo (below). Additionally we developed a new website which will enable ease of access to information about our programs and services for our partners and clients. The new website will be launched in late 2015. We encourage you to visit and provide feedback.



PRESIDENT,  
Kelley Myers

We would like to thank the staff and Board of Directors for their commitment and hard work in service of clients and communities. Particular thanks to Danielle Layman-Pleet our past Director of our homeless and harm reduction programs for her work in developing the team and the programs. A warm welcome to new Director Anne Marie DiCenso who is no stranger to Queen West staff and clients and who brings a wealth of knowledge to our organization having spent over 12 years as Executive Director of Prisoners with HIV/AIDS Support Action Network (PASAN) which has provided a grassroots response to HIV and Hep C in the Canadian prison system.



EXECUTIVE  
DIRECTOR,  
Angela Robertson

Thank you to our funders, partners and donors for your support in 2014. Your belief in our work enables us to improve and make a difference in the lives of the clients we serve and strengthen our roots in community.



**Queen West**  
**Central Toronto**  
**Community Health Centre**

## Mission, Vision, Values



### Mission Statement

The Central Toronto Community Health Centres delivers holistic, integrated, needs based primary health services and supports to improve the well being and quality of life of individuals and communities who are at risk and/or face barriers in accessing high quality health care services and supports by engaging our partners and the community.

### Vision

A model of urban health care for people where and when they need it.

### Values

- Client centeredness
- Accessibility
- Social inclusion and Justice
- Quality/Excellence/Innovation
- Capacity building

### CTCHC Board of Directors

- Kelley Myers, *President*
- Tess Sheldon, *Vice President*
- Lisa Druchok, *Secretary*
- Lois Fine, *Treasurer*
- Karen Lior
- Marc-Andre Hermanstynne
- Nancy Ng
- Peter Leslie
- Shannon Saunders



## STRATEGIC DIRECTIONS

### 1. Client Centred Collaborative Care and Services:

- Improve priority client access to all of Queen West health care
- Improve health outcomes and service experience for Queen West clients

### 2. Healthy Organization:

- Promote a safe, healthy, viable, competent and effective organization

### 3. Partnerships:

- Maintain and develop strategic reciprocal community partnerships

## Primary Care and Dental Services



It has been a very productive year for the staff in Primary Care and Dental services. Many thanks to our nurses, physicians, dental professionals and administrative staff who work tirelessly to provide quality health care services to our community. Some highlights from this past year include:

### **Physiotherapy Services**

We have recently partnered with Parkdale CHC to provide our clients with access to physiotherapy services at their location. Access to physiotherapy services has been a priority for us for many years, and we are thrilled that this important service is now available to those clients who do not have private insurance.

### **Increased hours**

Primary care services are now available on the first Tuesday morning of every month! In the past, the clinic had been closed every Tuesday morning in order for staff meetings and other program related planning activities. We were able to consolidate these meetings in order to provide more direct clinical time to our clients.

### **Trans Specific Care**

In response to the need for increased Trans specific clinical services in our community, we have started offering primary health care services as well as hormone therapy for trans individuals. We currently have three trained clinician who provides this specific care and we are planning to have more clinicians trained in providing Trans care in order to expand our reach into the community. This has also been coupled with Trans access training for all our staff to ensure barriers are removed from the front door to the exam table.

### **Hepatitis C/HCV Treatment**

In partnership with South Riverdale CHC, we have begun providing treatment to qualified individuals living with HCV. A Hep C nurse specialist from South Riverdale CHC along with our clinical team works with clients one-on-one, providing clinical support to those living with HCV. They also initiate treatment to those who qualify and can benefit from new treatment options.



### Addictions Medicine

Our clinical team was fortunate to have had the opportunity to strengthen their skills and knowledge in addictions medicine by participating in a pilot study with Women's College Hospital's Substance Use Network that explored the benefits of a shared care model in the field of addictions medicine. In the pilot, an Addictions Medicine Specialist conducted learning sessions and workshops for our clinicians and also provided individual consultations to some clients struggling with certain addictions.

### Expansion of Primary Care Outreach Services

We are continuing to respond to the changing needs of our communities. We have added an additional primary care outreach site and now we are providing on-site clinical services to Central Toronto Youth Services, a community based mental health centre for marginalized youth. Our clinicians also provide services at West Neighbourhood House's The Meeting Place drop-in, Strachan House and the YMCA House at Queen West. The vision is to build the services around the needs of the clients by making our services portable to reach the populations who need access to responsive health services in an environment that they find accessible.

### Dental Care

With over 1300 client visits this last year, the dedicated dental professionals at our dental clinic continue to offer dental services at reduced fees. Services include dental exams, x-rays, cleaning and fillings. Social assistance and government sponsored plans such as OW and ODSP are accepted.

*In addition to the above highlights, the primary care clinic continues to provide quality, comprehensive care including diabetes education, anonymous HIV rapid testing and smoking cessation programs.*

### HIV Anonymous Testing completed:

183

### The number of homeless clients seen in 2014/15:

650

**Mid-Toronto West Health Link:  
Leveraging our expertise to serve community & support Solo Practitioners**

# HealthLink

## Mid West Toronto Health Link

### Let's Make Healthy Change Happen



Health Links were created to enable the coordination and collaboration between providers by facilitating primary care providers' access to multidisciplinary providers, specialist care, chronic disease management programs and other community supports offered in their local community. Our Mid-Toronto West Health Link is focused on supporting vulnerable and complex clients to receive quality and coordinated care and supports.

Queen West has been active in the Health Link partnership, particularly in the SPiN initiative (Solo Practitioners in Need). This initiative connects clients of over 30 solo-practice physicians in our catchment via single referral to psychosocial services for complex and vulnerable clients. In 2014 we accepted 160 referrals from the SPiN initiative. The majority accessed counselling, chiropody, dental and diabetes education services.

SPiN has been an innovative model showing:

- How Community Health Centres can successfully collaborate with solo primary care providers
- Increased and seamless access for clients with complex medical and psychosocial issues
- Successful attachment of clients to most appropriate and supportive community based services and resources
- Team based approach to assist physicians to collaboratively manage their complex patients
- Increased access and utilization of Community Health Centre services, and the
- Building of the Centre's community profile and new relationships with solo-primary care

We are proud to continue our participation in and support of this innovative initiative and to hear the impact it has on the clients.

**A. is a street involved client with psycho social concerns and housing issues referred through SPiN for counselling and seen at Queen West:**

*"Barbara has been a great help to me, I finally have someone who understands my problems and wants to help. She is even helping me find a better place to live!" – Patient A.*



### Focus on Homeless & Harm Reduction Services

A team providing support to some of the most vulnerable and marginalized clients in our community; clients who are homeless and street-involved, living with substance use issues, youths at-risk, clients living with chronic illnesses of HCV and HIV and Aboriginal peoples, most of whom live with the trauma of residential school.

The Community Health & Development Portfolio includes:

- A harm reduction drop-in each weekday afternoon from 1-4
- A youth harm reduction drop-in Wednesday afternoon from 4-6
- The Trip! Program which provides harm reduction information & materials to youth in the dance music and party scene
- The Empower Program is a youth led arts based HIV prevention program
- A HCV treatment & support program
- Street Outreach programming to homeless & street involved people which offers harm reduction supplies & information

### HARM REDUCTION SERVICES:

**684** New clients  
**2,669** Client encounters  
**60,698** Needles distributed  
**113%** return rate of used needles

- The 4 Winds program; providing social & peer support programming to homeless and under-housed Aboriginal community members
- Harm reduction outreach to Strachan House
- A Chiropody clinic 3 days a week
- Case management support & counselling to youth & adults with complex needs
- Ongoing client support including client accompaniment, an ID clinic & housing clinic through joint partnership programming
- A voice mail service for people who are homeless or can't afford a phone



Highlights from the last year:

- Our harm reduction outreach to Strachan House has been enhanced through the inclusion of the Queen West clinic team's weekly provision of medical services. Strachan residences now have access to weekly on-site primary care. This combined with the work of the harm reduction outreach team enables the program to reach more residence with a myriad of complex needs.
- Multi agency peer training: The HIV Outreach Coordinators at Queen West organized a set of 20 trainings, facilitated in-house and by a number of skilled external facilitators, for Queen West's Harm Reduction Outreach workers, Peer Support workers and Satellite workers, as well as harm reduction workers from various agencies across the GTA, including Black CAP, John Howard Society, Parkdale CHC, Sistering, and Syme-Woolner Neighbourhood & Family Centre. Topics included Harm Reduction 101, Hepatitis C 101, Drugs 101 & Overdose Prevention, Active Listening, Boundaries and Communication, and Crisis Prevention/ De-Escalation. The trainings were very well received and created opportunities for relationship building and collaboration to increase community service capacity.
- Queen West in partnership with Sherbourne Health Centre, Regent Park Community Health Centre and South Riverdale Community Health Centre hosted Toronto's Hepatitis C Day events. Other partners for this event included Hemophilia Ontario, CATIE and Black CAP. The event welcomed over 200 people who engaged in info sharing and community capacity building. A BBQ tied the event together with food for everyone. A great opportunity to challenge Hep C related stigma and to provide opportunity for education and information sharing.



**Feature:**

**Four Winds Aboriginal Program**

- Aboriginal peoples in Canada experience significant and persistent inequities that effect their health, social and community well-being. Queen West believes there is a necessary role for non-Aboriginal organizations to be allies with Aboriginal peoples to create and adopt new approaches outside of the models provided by broader mainstream Canadian society to address the root causes of this inequity. Our Four Winds Aboriginal Program is unique; it is an Aboriginal Only space in a non-Aboriginal organization; specifically designed for the homeless and under-housed Aboriginal communities in the neighbourhood; the program integrates a harm reduction approach and opened the door for community members who live with substance use issues with the opportunity to participate and reconnect with their Traditional Teaching and participate in Elder lead Circles. To ensure that the program remains effective and responsive we undertook a review of the program in conversation with Aboriginal Elders, clients, staff and partner agencies. This review will help us understand what the gaps are in services and supports. All towards changing and/or developing new partnerships and initiatives that make sense to the Aboriginal community members and to support improvements in their access to care and in their health and well-being. Look out next year for actions from this review.

## Responding to the Health & Wellbeing of Nail Salon Technicians in Toronto



Written by Moncia Fu, translated by Julia Ma. Artists: Eda Yang, Jackie Liang, Jenny Zheng, Julia Ma, Michelle Lin, Millie Lin, Monica Fu, Rachel Ge, Sophia Tian

This silk painting represents an exploration of nail technicians' experiences working in nail salons: their hopes, challenges, and journeys. Art educator, Linda Naccarato, facilitated the creation of this painting.

Excellent health, fulfilling jobs and hopes for the future are the important aspects of our envisioned life towards wellbeing. Each individual has a unique life path. As a group of nail salon workers, we are longing for healthy workplace and family living environments. This unique career that we are fond of, not only allows us to beautify other people's hands and nails using colourful paints, but also provides us opportunities in realizing hopes and dreams for our future through the hard work of our own hands. Undoubtedly, there are challenges, however, we will stay optimistic and continue working towards the wellbeing of ourselves, families and everyone we come across every day.

健康的体魄，称心的工作和对未来的憧憬是我们美好生活的重要元素。每个人都有不同的人生轨迹。作为美甲师，我们崇尚健康的工作和生活，也更热爱这份职业，每天面对着五彩斑斓的颜色，就像是生命里不期而遇每一天，也许是灿烂，或许有艰险；或许是平淡，或许又充满了挑战，我们勇敢的积极的面对命运给予的一切安排；希望能继续缔造美丽于他人的同时，获得属于我们自己的一份绚丽人生。



CTCHC in collaboration with the National Network for Environments and Women's Health (NNEWH) and the Centre for Research Expertise in Occupational Disease (CREOD) worked with nail technicians, nail salon owners, researchers, and partner agencies to learn about and reduce the negative health impacts of working in nail salons, and advocate for healthy and just work environments for nail technicians.

Nail salon workers in Toronto are typically female immigrants from either China or Vietnam. Research notes that they work in a profession where they are regularly exposed to chemicals known to cause cancer, respiratory illnesses and reproductive problems. As immigrants, issues such as gender, language, income, past trauma, and immigration status create increased vulnerabilities. With NNEWH we are also supporting and participating in the creation of a Healthy Nail Salon Network, a collection of nail technicians, salon owners, non-profit and government agencies, and researchers looking to improve the health and safety of nail salons. We have taken our lead from the California Healthy Nail Salon Collaborative, and continue to learn from their work and successes. For more information on the project and to view two YouTube awareness videos created by the project please visit our website.

## Anti-Stigma Art Project with CAMH



CTCHC's Anti-Stigma Art Project was the final and fifth component of CAMH's five year Anti-Stigma Project in which CTCHC and two other CHC's were community partners, with a goal of reducing provider stigma in primary care settings towards increased access and service responsiveness to clients living with mental health and substance use issues. This art-based project involved our clients and staff participating in ten art-based workshops facilitated by Lorraine Barnaby (project coordinator) and Anna Camillerie (community artists). During these workshops participants took part in group discussions regarding experiences of stigma and acceptance within a health care setting and art making activities. In addition, participants created a collaborative piece as well as individual art pieces that

reflected the themes that came out of these discussions. A video was also created which animated the artwork through the voices of the participants. The culmination of the project was an art exhibition at our centre attended by our staff and the project participants. As well, the art work and highlights from the workshop discussions were presented at CAMH's Anti-Stigma Final Symposium.



Using an art based approach was fun, accessible, and increased positive feelings, sense of empowerment, belonging, respect and accomplishment among participants. Sharing our experiences and art work at the exhibit had a positive impact on CTCHC staff and their understanding of how stigma and acceptance effect our clients' health, well-being and relationships with health care providers and provided a platform for participants to witness the direct impact of their work.

## Counselling and Case Management Services



Our case managers and counsellors offer a range of expertise including: working with street-involved youth and adults; young parents working with CAS and legal interventions; LGBTQI community members; counseling approaches which may include Cognitive Behaviour Therapy (CBT), Dialectical Behavior Therapy (DBT); and expertise in trauma, grief counseling, couples counseling, and suicide prevention.



The Counselling Team provides a range of emotional and mental health supports to our priority populations: low income individuals and families living in poverty (on social assistance, low waged employment); homeless, near homeless youth; newcomers and refugees; marginalized seniors; individuals/couples living with mental health and substance use. We offer supports to individuals, couples and families.

Services may include:

- Case management and counselling
- Therapeutic groups
- Individual advocacy
- Accompaniments to significant appointments related to health specialists, legal services, housing
- Informed referrals to community agencies and government services

In the past year Centre has been working on developing strategies that will extend the range of services and rapid access to counselling services. This included:

- Pilot of counselling assessments that precede an assignment to a counsellor
- Development of single session and walk-in counselling service models to increase access for clients for whom maintaining scheduled appointments are a barrier to access due to instability in their lives
- Activating partnerships with local agencies such as Eva's Phoenix and Harbourfront Community Centre – with plan to offer counselling services off-site
- Integrating of counsellors into harm reduction youth services during weekly Youth Drop In.

As we move forward, we intend to offer a range of counselling options that fit the various support needs of different populations, particularly for those who are working poor, Aboriginal peoples, youths at risk: single session, 6 – 8 sessions, and ongoing support for those in a homeless and/or precarious situation.

## Perinatal Program and Community Development



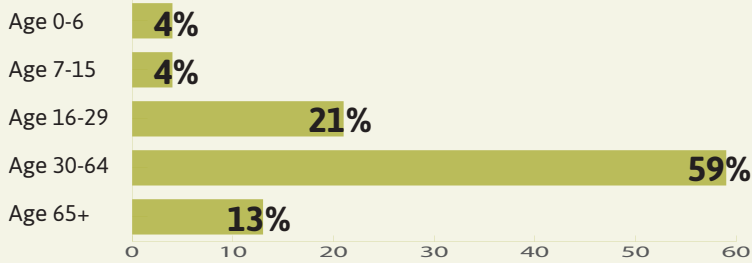
Our Great Start Together (GST) Perinatal program continues to thrive with the ongoing partnership we have with St. Stephen's Community House, Toronto Western Hospital (UHN), Scadding Court Community Centre, Toronto Public Health and Mt. Sinai Hospital. The program continues to serve a majority of 80% Chinese newcomers in our community. This program is funded by PHAC (Public Health Agency of Canada) and is essential to the South West community. We work with Food Share in providing Early Years workshops to our clients on a range of topics which include: Baby Food Making; Oral and Dental Health; Child Growth and Development; Children's Nutrition and local tours of community services.

This year we were successful in developing a Best Start Breastfeeding Community Project, which involves a breastfeeding support group for mothers. Both the GST program and The Stop Community Food Centre (members of the Southwest Toronto Coalition of Perinatal Nutrition and Support Programs) coordinate the training of peers to provide training to newcomer moms in our existing perinatal programs. Best practice notes that given the trainers are also mothers, there will be measureable impact when it is a peer-peer learning exchange.

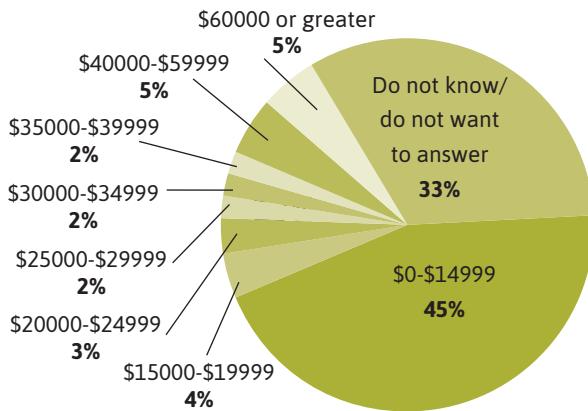
Community development is core to Queen West, and our Health Promoter who works with the Chinese community has been active on the Toronto Chinese Health and Education Issues Committee. Also we are represented on the Chinese Interagency Network, specifically the Labour Committee where workshops are organized for newcomers to understand their rights in the workplace, and are oriented to changes in employment legislation. Our Health Promoter and Counsellor also offer workshops in the community to support newcomer parents in sending their children to the Canadian school system.

## A YEAR IN REVIEW

### The age of our client community



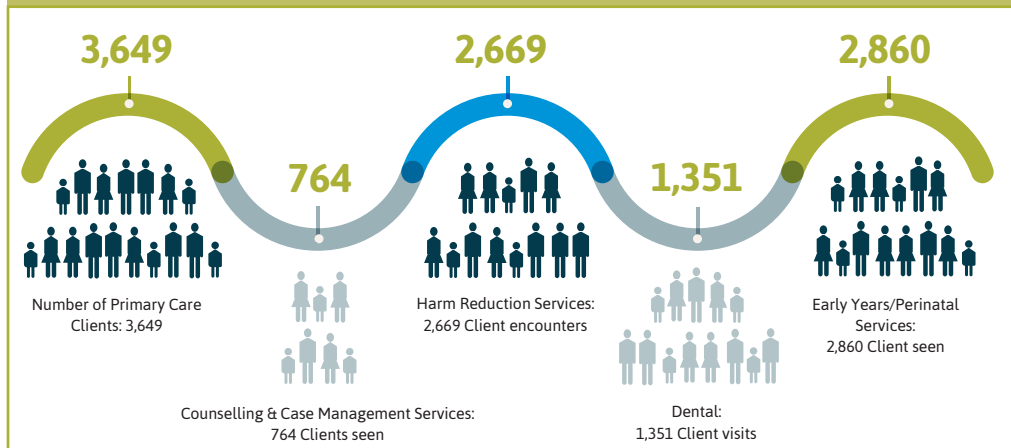
### The average Annual Household Income of our clients seen in 2014/15:



### Top 5 language interpretation service provided to our clients

- Portuguese
- Spanish
- Mandarin
- Cantonese
- Amharic

### SERVICE IMPACT – Number of new clients in 2014: 608



## FINANCIAL SUMMARY

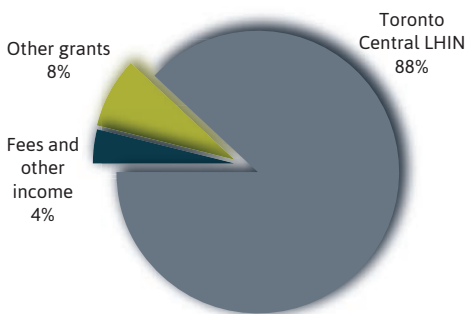
### SUMMARY BALANCE SHEET AS AT MARCH 31, 2015

	2015	2014
<b>ASSETS</b>		
Current assets		
Cash and short-term deposit	\$ 485,534	\$ 927,890
Accounts receivable and prepaid expenses	211,091	138,049
Property and equipment	4,267,666	4,117,047
	<b>4,964,291</b>	<b>5,182,986</b>
<b>LIABILITIES</b>		
Current Liabilities		
Accounts payable - accrued liabilities and deferred revenue	375,275	296,283
Accounts payable - Toronto Central LHIN	173,109	136,836
Deferred capital contribution	4,226,195	4,512,594
	4,774,579	4,945,713
<b>NET ASSETS</b>		
Unfunded payroll obligations	(176,943)	(147,126)
Other activities - unrestricted	366,655	384,399
	189,712	237,273
	<b>4,964,291</b>	<b>5,182,986</b>

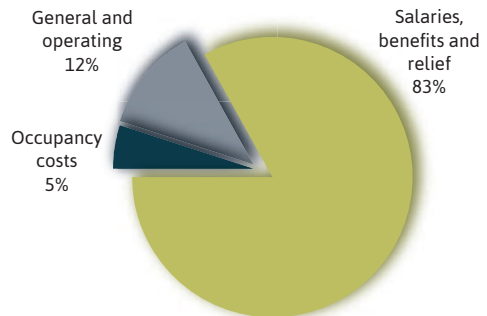
### SUMMARY STATEMENT OF OPERATIONS FOR YEAR ENDED MARCH 31, 2015

<b>Revenues</b>		
Toronto Central LHIN	\$ 6,772,216	\$ 6,209,403
Fees and other income	335,361	359,107
Other grants/projects	577,164	659,497
	<b>7,684,741</b>	<b>7,228,007</b>
<b>Expenses</b>		
Salaries, benefits and relief	6,382,033	6,034,048
Occupancy costs	373,516	347,107
General and operating	953,708	808,282
Depreciation expense	23,045	23,045
	<b>7,732,302</b>	<b>7,212,482</b>
Excess of revenues over expenses for the year	\$ (47,561)	\$ 15,525

#### REVENUES



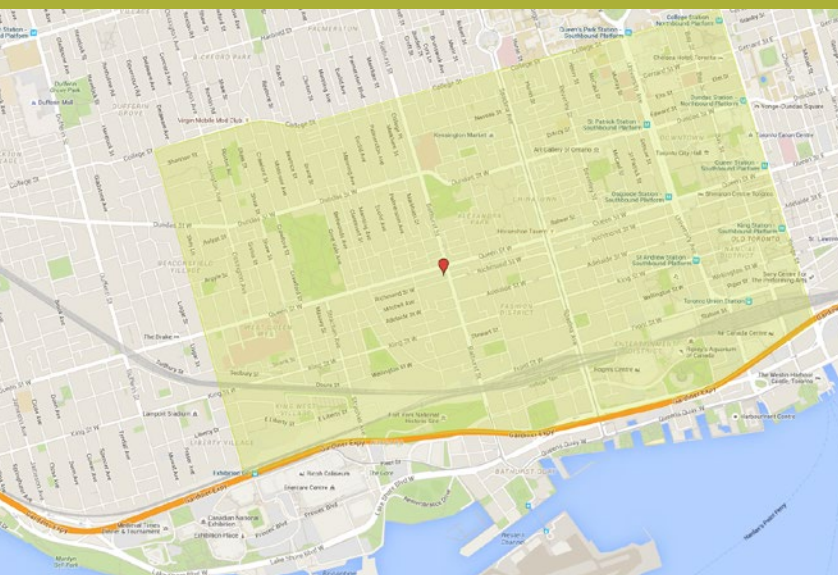
#### EXPENSES



Audit prepared by Clarke Henning, LLP, Chartered Accountants

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

## QUEEN WEST – CENTRAL TORONTO COMMUNITY HEALTH CENTRE



## CATCHMENT AREA

Our services are available for people living in our catchment area which is: **Dovercourt to Yonge, College to Lakeshore.**

### FIND US

168 Bathurst Street  
Toronto ON M5V 2R4

### Counselling Services

Phone: (416) 703-8482

### Health Services

Phone: (416) 703-8480

### Dental Services

Phone: (416) 703-8481

### Community Programs

Phone: (416) 703-8482

### Administration

Phone: (416) 703-8482

### Regular Hours are:

Mon. Fri.: 9:00 a.m. to 4:00 p.m.  
Tues.: 1:30 to 4:00 p.m.

### Second Floor Health Centre

#### Extended Hours are:

Mon./Wed./Thurs.: 8:00 a.m. to 8:00 p.m.  
Tues.: 1:30 to 5:00 p.m.  
Fri.: 8:00 a.m. to 5:00 p.m.

\*Appointments are required before 9:00 a.m. and after 4:00 p.m. to enter the centre.

### Dental Clinic Hours are:

Mon./Wed./Fri.: 9:00 a.m. to 12:00 p.m. and 1:30 to 5:00 p.m.  
Tues.: CLOSED  
Thurs.: 10:00 a.m. to 2:00 p.m. and 3:00 to 8:00 p.m.

VISIT US @ [www.ctchc.org](http://www.ctchc.org)



Queen West  
Central Toronto  
Community Health Centre

### FUNDERS



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

