

Annual Report 2022–2023

Health and well-being for
everyone in our community

Message from the Board Chair & Executive Director

This past year was a transitional one where we moved from being focused on pandemic-related activities to finally seeing the light at the end of the COVID-19 tunnel. We were able to adapt to the “new normal” and shift our attention to pandemic recovery. We refocused on our strategic priorities: supporting and creating a culture of continuous quality improvement, enhancing health equity and reducing barriers to accessing primary care.

This year the board reviewed all of its board policies and analyzed its board nominations process with an aim to diversify the board to reflect the Centre’s priority populations. The Board’s Community Health Concerns Committee advocated for a few key priorities - to permanently drop the 3-month waiting period for OHIP, improve access to affordable food and housing, and increase funding for Community Health Centres.

The clinical team worked hard over the past year to eliminate the backlog of preventative screening that developed during the pandemic. We are pleased to report that cancer screening rates have now reached pre-pandemic levels. In addition, we reduced the clinical waitlist from 455 to 190 individuals this year. This was achieved through ongoing client intake efforts, a review of our waitlist and a collaboration with South East Toronto Family Health Team.

We received one-time funding to enhance our clients’ mental health and wellness. We hired a neuro-psychologist to complete neuro-psychological assessments, identifying clients with developmental disabilities, ADHD, brain injuries and other cognitive issues, which will help the affected clients receive needed supports. We partnered with a trauma-informed de-cluttering agency to support clients with hoarding issues. And we partnered with an agency that provided psychotherapy to clients on our waitlist, allowing us to cut our waitlist by half. The funding was time-limited but we spent every penny on

services and programs that were very needed by our clients and staff. One client called the service she received “life changing.”

Also this year, East End CHC partnered with Health Access Taylor Massey to provide on-site chiropody for local residents. We worked in partnership with Michael Garron Hospital to provide COVID-19 vaccination clinics in our centre to clients and community members.

Despite the challenges of the past couple of years, our staff have continued to work diligently and compassionately to provide our clients and community with the best health care possible. Our board provided excellent leadership during the pandemic and allowed the Centre to remain nimble and to adapt as needed. We want to extend a heartfelt thanks to the board and staff who have helped East End CHC continue to be a safe and welcoming place to receive care.

East End CHC Board of Directors 2022-2023

Amy Deckert
Chair

Dawn Langtry
Vice Chair

Louise Smith
Tariq Saleem
Treasurer

Alexandra Macqueen
Secretary

Colin Braithwaite
Kalvin Drake

Jacqueline Gibbons
Olivia Hare

Andrew Williamson
Andreina Alvarez

Sabrina Dias
Angela Gibson

Your Voice Matters

At East End Community Health Centre we try to learn from what our clients tell us regarding their individual health care as well as their experience participating in our groups. We carefully review our client satisfaction surveys to see how many of our clients are satisfied with our services and what suggestions they have for improvements. We read every comment made and want you to know we are listening to your great ideas and suggestions! We value your feedback!

EECHC creates an atmosphere that allowed me to feel comfortable, respected and understood.

You said.... you wanted to have Tai Chi

So we... found a great instructor at one of our partner organizations and brought Tai Chi to East End CHC. Tai Chi improves balance and flexibility, reduces pain and decreases anxiety and depression.

You said.... you wanted a high energy fitness class

So we... hired a Zumba instructor who made moving to music fun while providing great exercise. Clients enjoyed the camaraderie in the group.

You said.... you wanted more support with parenting issues

So we... ran two parenting groups. “Ready, Set, Parent!” was a virtual parenting support group. “Chat and Chai” was held in the community and was offered in English, Urdu and Bengali.



Thank you for 25 years, Joanne!

We recognized this year the 25th anniversary of Joanne Opsteen, Nurse Practitioner. Joanne is often seen moving quickly through the halls to meet her next client, full of seemingly boundless energy. She is a past winner of the Jerry Gerow Nurse Practitioner Leadership Award, and her focus on evidence-based care, deep knowledge of best practices, and tireless dedication to her clients inspires us all. She is also a leader in educating new Nurse Practitioners and mentoring students at the Centre. Thank you Jo, for your wise, supportive and incredibly driven presence for the past 25 years!

Services & Programs

Our interdisciplinary team of health care professionals continued to deliver services that promote health and well-being in our community. With the unique needs of our diverse clients in mind, East End CHC offered a variety of programs this year, which were held virtually or in-person. The collective efforts of our community health team and allied healthcare providers, in partnership with various non-profits and local agencies, allowed us to run a total of 61 programs and community initiatives this year.

To meet the needs of our culturally and linguistically diverse population, we offer programs in English, Urdu, Bengali, and Mandarin. All our programs are free and open to people living in our community. Get the latest program calendar at the Centre, or visit us online at: www.eastendchc.on.ca

Chronic Disease Prevention and Management

- Back to Movement
- Diabetes Education
- Diabetes Exercise
- Good Living with Arthritis Denmark program (GLA:D)
- Healthy Heart
- Shoulder Care
- South Asian Diabetes Education and Awareness

Mental Health

- Healthy Body, Healthy Mind
- Hope and You
- Mindful Resilience Series
- Mindfully Managing Stress
- Neuro-psych assessments
- Psychotherapy
- Supportive Strategies for Caregivers
- Thriving with Mindfulness
- Trauma-Informed support for hoarders

Personal Health and Wellness

- Art Cafe
- Brain Booster
- Chat and Chai parenting group
- Eating on a Budget
- Gentle Yoga
- Gentle Fit
- Intuitive Eating
- Ready, Set, Parent
- Road Map to Brain Health
- Tai Chi
- Tips to a Better Memory
- Wellbeing Workshop
- Zumba

Community Initiatives

- Footcare at Taylor Massey
- COVID-19 Vaccination clinics
- Flu shot clinics
- Lunge and Learn
- Seniors Tablet Lending

Primary Health Services

- Client support services
- Clinical - Nurse Practitioners and Physicians
- Counselling
- Foot care
- Healthy lifestyle coaching
- Lab services - blood procurement
- Medication counseling
- Nutrition counseling
- Pelvic floor physiotherapy
- Physiotherapy
- Respiratory therapy
- Sexual Health Drop-in Clinic

“So happy to receive health care from a Community Health Centre. This is the way all health care should be!”

Client Story - Patricia Wright

Patricia first came to East End CHC close to 25 years ago. Patricia said: “I went there originally to see a doctor for a backache, and to get my toes looked after. I’ve lived in this neighbourhood all my life. I have diabetes, I’ve had two heart attacks, I have kidney disease, and I am legally blind. I go to a lot of specialists as well.”

Patricia is 69 years old and she has been married for 29 years. Patricia said, “My husband is my life saver - he saved me with both heart attacks. One time we were in Ottawa getting ready for my mother-in-law’s funeral and I had a heart attack.”

Patricia has benefitted greatly from East End Community Health Centre. As Patricia says it, “The health problems I have are multiple, and you can get all the services you want here - you can always get an appointment with a doctor or nurse practitioner. The receptionists are so friendly, and Leah, the “blood lady” is great. It is a full circle here, you get taken care of from head to toe, from your mind to your body. Talking to people like Jackie, my Community Health Worker, I get to know resources that I never knew existed. Jackie can answer all kinds of questions. I am very happy with the people here.”

Patricia continues: “I took a cooking class at the Centre once, and I have taken a diabetes seminar. Over the years I’ve seen several of the nurse practitioners, I’ve seen physiotherapists, the staff are all great, and I’ve talked to Azra, the psychotherapist. Tasleem, the chiropodist, the sun sets with her! She is not only the chiropodist but is like a psychologist as well, and she listens as you talk.”

“I just love the building - the stairs, the light, the plants, the front desk, I love the atmosphere and it is so friendly. I love the courtyard. I feel very welcome.”

Patricia recommends that people try out all the groups at East End. She has always wanted to join the walking group and says “those walking poles look amazing! If you are in the neighbourhood there are lots of ways to join in on the groups here!”

Patricia is such a happy and positive person and has overcome so many difficulties in her life. She says “you can mope around and be miserable but I always look on the bright side. I started dialysis 3 years ago now, and now my social life has never been better!” Patricia makes friends wherever she goes, even waiting for dialysis or walking through East End CHC. As Patricia says, “you gotta look at the bright side! I try to add a sparkle to other people’s lives and just be happy!”



Financial Statements

Report Of The Independent Auditor On Summary Financial Statements

To the Members of East End Community Health Centre

Opinion

The summary financial statements of East End Community Health Centre (the "Centre"), which comprise the summary balance sheet as at March 31, 2023, and the summary statement of revenues, expenses and net assets for the year then ended and note to the summary financial statement, are derived from the audited financial statements of the Centre for the year ended March 31, 2023.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements of the Centre for the year ended March 31, 2023, on the basis described in the note to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements of the Centre and the auditor's report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated May 25, 2023.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in the note to the summary financial statements.

Auditor's Responsibility for the Summary Financial Statements

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".



Toronto, Ontario
May 25, 2023

Chartered Professional Accountants
Licensed Public Accountants

Note to Summary Financial Statements - Year Ended March 31, 2023

Basis of presentation

These summary financial statements have been prepared from the audited financial statements of East End Community Health Centre (the "Centre") for the year ended March 31, 2023, on a basis that is consistent, in all material respects, with the audited financial statements of the Centre except that the information presented in respect of cash flows has not been included and information disclosed in the notes to the financial statements has been reduced.

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

Summary Balance Sheet

As of March 31, 2023

	2023	2022
ASSETS		
Current Assets		
Cash	\$ 611,068	\$ 581,334
Accounts receivable	115,144	47,342
Prepaid expenses	63,159	55,214
	789,371	683,890
Property and equipment	4,019,088	4,057,733
	\$ 4,808,459	\$ 4,741,623
LIABILITIES		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 334,380	\$ 165,628
Due to Ontario Health	250,412	343,738
Unearned revenue	69,478	17,696
	654,270	527,062
Deferred capital contributions	3,080,645	3,119,290
	3,734,915	3,646,352
Investment in land	938,443	938,443
Special purposes fund	94,135	116,164
Initiatives fund	40,966	40,666
	1,073,544	1,095,273
	\$ 4,808,459	\$ 4,741,623

Summary Statement of Revenues, Expenses and Net Assets

As of March 31, 2023

	2023	2022
REVENUES		
Ontario Health funding	\$ 4,899,730	\$ 4,813,325
Other grants/projects	230,663	186,182
Interest and other income	18,548	43,176
Amortization of deferred capital contributions	239,585	220,079
	\$ 5,388,526	\$ 5,262,762
EXPENSES		
Centre operations	\$ 5,410,255	\$ 5,240,505
Excess of revenues over expenses for the year	(21,729)	22,257
Net assets - at the beginning of year	1,095,273	1,073,016
Net assets - at the end of year	\$ 1,073,544	\$ 1,095,273

Year By Numbers

Quality Improvement

88% of clinical clients with diabetes had their blood sugar levels checked at least once this year

80% of clients over the age of 65 were offered flu shots

79% of clients over the age of 65 have been immunized against pneumococcal disease

76% of clients over the age of 25 have received their tetanus vaccine within the past 10 years

88% of clients ages 50-74 were offered colon cancer screening

85% of female clients ages 21-69 were offered cervical cancer screening

90% of female clients ages 50-74 were offered breast cancer screening

928 client experience surveys were obtained to help us improve our services

94% of clients attending a group said they would recommend a family member or friend to East End CHC

Commitment to Achieving Health Equity

Collaborated with **38** partner agencies to reach vulnerable populations

Held **8** flu shot clinics at off-site locations, including food banks and seniors' buildings

Offered groups in Urdu, Bengali and Cantonese

Provided free interpretation services **186** times to our clients

Facilitated access for **56** clients to free dental services

Removed financial barriers for **2,873** clients to access physiotherapy, chiropody, psychotherapy, nutrition counseling and/or client support services

91.2% of clients stated they always feel comfortable and welcome at East End CHC

Enhancing Access to Care

37,412 client appointments were provided

4,360 clients received services and programs from our clinicians and allied staff

52 COVID-19 vaccination clinics were provided to clients and community members

1,543 COVID-19 vaccines were administered to clients and community members

3606 people attended 456 sessions of health promotion programs

76.9% of clients received an appointment on the day they wanted

97.9% of clients reported having enough time with their health provider

Friendliness! Everyone that works there is so incredibly amazing and kind!



East End Community Health Centre

1916 Queen Street East,
Toronto, Ontario M4L 1G4

Phone: 416-778-5858

Hours of Operation:

- | | |
|------------------|----------------------------------|
| Monday | 9am to 8pm |
| Tuesday | 8pm to 8pm (closed from 12 to 2) |
| Wednesday | 8am to 8pm |
| Thursday | 8am to 8pm |
| Friday | 9am to 5pm |
| Saturday | 9am to 5pm (closed from 12-1) |

Connect With Us

Subscribe to our monthly program
calendar and newsletter at:
www.eastendchc.on.ca/calendar

Visit us online at www.eastendchc.on.ca
or follow us on social media:

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 @EastEndCHC