

ANNUAL REPORT

2021-2022



Message from the President and Executive Director

This past year has been another challenging one, with COVID continuing to impact all our work. Our team has worked compassionately and determinedly throughout the various waves of COVID, providing care to our clients through a mix of in-person and virtual services. We have worked hard to educate and vaccinate our clients and the community. Since April 2021, East End CHC has held over 77 on-site COVID-19 vaccination clinics and has administered 2,678 vaccines to clients and community members.

Our COVID Resource Team provided clinical and social support to individuals recently diagnosed with COVID-19, with the goals of assisting them with self-isolation, improving their health and well-being, and providing them with access to community supports. The program received 1,134 referrals and supported 4,197 individuals between November 2020 and October 2021.

Over the past six months we have focused on COVID recovery and have successfully increased the rate of cancer screenings offered to our clients; this rate is now back up to pre-pandemic levels. We are so very proud of our staff, who have worked together to support each other and ensure that our clients continued to receive excellent care during a very difficult year.

A major accomplishment this year has been to improve data quality collection and reporting to support decision making and quality improvement initiatives. One quality initiative that East End CHC has recently embarked on is to measure, track and

improve completed cancer screening rates, with an equity focus on client populations that have the lowest screening rates. This initiative is in alignment with the goals of East Toronto Health Partners Collaborative Quality Improvement Plan and the Centre's strategic priorities. Using our new reports we were also able to identify vaccine-hesitant clients and improve COVID vaccine rates among the most vulnerable.

Our board's Community Health Concerns Committee advocated for an increase in paid sick days and a more equitable vaccine rollout. Committee members also met with Councillor Brad Bradford to discuss climate change and its impact on food security, which has deeply affected so many of our clients who live on the margins.

We continued to chair the Primary & Community Care Response Team, which is an integrated care planning program endorsed by the East Toronto Health Partners. Over 22 East Toronto organizations work together to offer neighbourhood and team-based health and social services care planning that helps vulnerable adults navigate the healthcare system. We served over 120 clients this past year.

We are grateful for the dedication and commitment of our staff and board members during these unprecedented times.

Amy Deckert
President

Joyce Kalsen
Executive Director

East End CHC Board of Directors 2021-2022

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Celebrating Our Amazing Staff

The Board of Directors would like to express our profound gratitude and admiration to every member of staff for the remarkable work you all contributed throughout two long years of COVID-19.

East End Community Health Centre is exemplary in providing the sort of care that any community would feel privileged to receive. We aim for nothing less, but it is all of you who actually make that happen.

Throughout the pandemic, the most challenging health crisis in fifty years, you have all shown extraordinary professionalism and resilience. Across all the unremittingly difficult and challenging areas of work you found yourselves having to respond to hour-upon-hour, week-in-week-out, your compassion, dedication, sacrifice and generosity of spirit shone more brightly than anyone would have imagined.

At times, entirely overwhelmed with physical fatigue and emotional exhaustion, you somehow found the reserves to continue the efforts to address and relieve

others' physical traumas and at times, life-threatening conditions. It is difficult for anyone not directly involved in those efforts to fully understand how you managed. For that we offer our heartfelt 'thank you' not only from us, but from everyone you have helped and continue to do so. The qualities of kindness and integrity you all exemplified are the very qualities which we collectively cherish and what hold society together. Sometimes it takes disasters to remind us of the love we hold for each other, simply helping people in need - no one forgets such kindness.

Finally, it would be an oceanic error of judgement not to mention Joyce, our fearless Captain whose navigational skills brought us through hurricane waves, eventually to sunlight and quieter shores. Joyce, your knowledge, wisdom and example gave us all the perfect direction! Our deepest thanks to you too.

Thank you all!
Board of Directors

STAFF HIGHLIGHTS



Dr. Miriam Wiebe and **Dr. Jennifer Potter** celebrated their 25th and 20th anniversaries at the Centre this year. Miriam and Jennifer are skilled and dedicated clinicians who go above and beyond for their clients. These two kind and generous spirits share their time and energy unselfishly with clients and colleagues alike. Jennifer is forever the life of the party, and her passion for environmental and social concerns is unmatched. On the rare occasions when Miriam isn't at work she can often be found in her favourite place, basking in the sun, enjoying precious time with her family. Both clinicians practice with deep empathy and compassion for all they come in contact with. Thank you Miriam and Jennifer for your supportive presence and for inspiring us to be our best for so many years.

We are so fortunate that **Baila Singh** has graced our front desk for 30 years now! A calm, steady member of the reception team, Baila is unflappable when things get chaotic. Multiple phone lines ringing, line ups forming, staff asking for help – she can handle it all and keep a smile on her face. The kindness and caring she shows to clients is genuine, as is the wisdom she shares with her team and the thoughtfulness she shows to all of her co-workers. Thank you for blessing us with your lovely presence all these years, Baila!



Our Year by the Numbers

Financial Statements

Quality Improvement

95% of clients over the age of 80 have received 3 doses of COVID-19 vaccine

87% of female clients ages 50-74 were offered breast cancer screening

83% of clients over the age of 65 were offered flu shots

89% of clinical clients with diabetes had their blood sugar levels checked at least once this year

89% of clients ages 50-74 were offered colon cancer screening

382 on-line client experience surveys were used to help us improve our programs and services

87% of female clients ages 21-69 were offered cervical cancer screening

96% of clients said they would recommend a family member or friend to East End CHC

Commitment to Achieving Health Equity

Collaborated with **96** partner agencies to reach vulnerable populations

Facilitated access for **61** clients to free dental services

Held **11** flu shot clinics at off-site locations, including shelters, food banks and seniors buildings

Provided free interpretation services **269** times to our clients

Removed financial barriers for **2,495** clients to access Physiotherapy, Chiropody, Psychotherapy, Nutrition counseling and/or Client Support services

Offered groups in Urdu, Hindi, Bengali

99% of clients state they are treated with dignity and respect

Commitment to Achieving Access

40,600 client appointments were provided

4,651 people attended **526** sessions of **61** health promotion programs

5,074 clients received services and programs from our clinicians and allied staff

77% of clients received an appointment on the day they wanted

77 COVID-19 vaccine clinics were provided to clients and community members

93% of clients reported having enough time with their health provider

2,678 COVID-19 vaccines were administered to clients and community members

"This group changed my life. I have been able to take less pain medication and have been able to exercise every day because of the information and support I received. Thank You!!!!!"

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, 2022 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, 2022.

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, 2022, 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 reported dated May 26, 2022.

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

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 26, 2022

Holburn LLP
Chartered Professional Accountants
Licensed Public Accountants

Note to Summary Financial Statements

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, 2022, 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 at March 31, 2022

	2022	2021
ASSETS		
Current assets		
Cash	\$ 581,334	\$ 360,393
Accounts receivable	47,342	61,393
Prepaid expenses	55,214	48,183
	683,890	469,969
Property and equipment	4,057,733	4,238,443
	\$ 4,741,623	\$ 4,708,412
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	\$ 165,628	\$ 91,300
Due to Ontario Health	343,738	217,087
Unearned revenue	17,696	27,009
	527,062	335,396
Deferred capital contributions	3,119,290	3,300,000
	3,646,352	3,635,396
Investment in land	938,443	938,443
Special purposes fund	116,164	115,947
Initiatives fund	40,666	18,626
	1,095,273	1,073,016
	\$ 4,741,623	\$ 4,708,412

Summary Statement of Revenues, Expenses and Net Assets

Year ended March 31, 2022

	2022	2021
REVENUES		
Ontario Health funding	\$ 4,813,325	\$ 4,781,454
Other grants/projects	186,182	64,250
Interest and other income	43,176	10,170
Amortization of deferred capital contributions	220,079	216,046
Government subsidy	0	25,000
	5,262,762	5,096,920
EXPENSES		
Centre operations	\$ 5,240,505	\$ 5,095,923
Excess of revenues over expenses for the year	22,257	997
Net assets - at beginning of year	1,073,016	1,072,019
Net assets - at end of year	\$ 1,095,273	\$ 1,073,016



As we persevered through another year of the COVID-19 pandemic, our interdisciplinary team of health care professionals continued to deliver services and work on projects that foster 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, most of which were held virtually for the safety of clients and staff, and some in other languages, including Bengali, Hindi, and Urdu. 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 58 programs and community initiatives this year.

Personal Health and Wellness

- Art Cafe
- Brain Booster
- Cooking Activities
- Falls Prevention and Exercise
- Gentle and Advanced Yoga
- Get Moving: Stress Management and Exercise
- Gentle Fit 1 & 2
- Healthy Body & Healthy Mind
- Healthy Heart, Healthy Life
- Healthy Lifestyles
- Intuitive Eating
- Photography and Photo Walk
- Road Map To Brain Health
- Self-Care Activities
- Seniors Cooking
- Solutions for Better Sleep
- Spring Into Activity
- Step-tember and Walk-tober Active Walking
- Strong And Steady
- Wellbeing Workshop

Agencies We Partnered with to Do These Programs

- Access Employment Services
- Applegrove Community Centre
- Bengali Canadian Community Services
- Black Creek CHC
- South Riverdale CHC
- The Neighbourhood Group
- The Neighbourhood Office
- Warden Woods Community Centre
- West Scarborough Neighbourhood Community Centre
- Woodgreen Community Services

Community Initiatives

- Community Foot Clinic
- COVID-19 Food Security
- COVID-19 Vaccination Clinics
- Flu Shot Clinics
- Seniors Activity Initiative
- 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
- Physiotherapy
- Respiratory Therapy
- Sexual Health Drop-in Clinic

Chronic Disease Prevention and Management

- Building Better Bones
- Diabetes Exercise
- Feel Better with Less Pressure
- GLA:D Education
- Long COVID Support Group
- Osteoarthritis Exercise Booster
- Overcoming Persistent Pain
- Pulmonary Rehabilitation
- South Asian Diabetes Education and Awareness

Mental Health

- Anxiety & Depression
- Caring for Our Mental Health
- Mindful Resilience Series
- Mindfully Managing Stress



Admired client of East End CHC since 2019, Maria is a loving mother who, regardless of adversities thrown her way, has continued to be a remarkable role model for her daughter and son. Maria made her way to Canada from the Dominican Republic in 2017 as a single mother hoping to escape the austerity, tribulations and difficulties of several years. Unfortunately, Maria encountered a whole new set of challenges after arriving here. She gave birth to a son and married the son's father (now ex-husband) in 2018, but faced increasing aggression from him. One day he unexpectedly sold their house, leaving Maria and her children homeless and living in shelters from 2018 to 2020. Despite their hardships, Maria tried to keep up with their usual routines of sports classes and church on Sundays. "I tried to have them in the most sense of normal possible" she says.

While living in the shelter, her son was diagnosed with autism. Being a 'supermom' – as her children call her – became her full time job. "My son requires very specific, special care so I am mostly with him all the time and taking care of him." Her daughter was also struggling with diagnoses of her own, including ADHD, anxiety and depression. Parenting two children with distinct needs requires that she raise them with "empathy and kindness" above everything else. Maria has also had multiple legal challenges. She was pursuing her immigration status as a refugee and working to gain custody of her daughter, all while going through a divorce. These difficulties, along with the serious threats her ex-husband was making to Maria and her daughter, "took a toll on me," she says. Panic attacks, insomnia, and many other bodily changes were consequences from the constant stress. Fortunately, in 2019 Maria came to our clinic where she met her primary care provider, nurse practitioner Andrea, and the rest of the East End CHC team who have helped her recover.

Andrea helped Maria improve her physical condition, recommending the proper supplements and regimens in order for her body to feel healthy again. She also referred her to therapy with Azra, who taught her various coping strategies such as breathing techniques, journaling, and other methods to improve her mental health. Maria expresses how thankful she is for their guidance; by virtue of their support she was brought out of a dark space and now recognizes that she deserves to ask for help. "Azra and Andrea ... made me see that I had all the strength and wellbeing inside of me and that I could continue." She is also grateful to the community health workers who helped her daughter and assisted in finding financial support to meet her son's special dietary needs. East End CHC also connects her to external services such as dental care, ophthalmology, and more. "It's that sense of having a whole support network ... even outside of what is medical." She continues "If I need help it doesn't matter if I have immigration status, it doesn't matter if I have economical means, I know that this is a safe space I can go to and ask for help and receive it. It's like having a neighbour that always helps you."

Today, Maria has permanent residency and is living in a two bedroom loft with hopes of reintegrating into her field of work, engineering, once her children are more independent. She continues to be the best 'supermom' her kids could ask for, and as a client at East End CHC she feels secure knowing that "anything and everything I need ... they're always there for us."

"The care and respect are of great comfort even more during Covid-19."

"I wish everyone could get the quality and timely care that I get as a patient at EECHC. I'm extremely thankful."

"Excellent communication and response to my queries. It was overall a very positive and helpful experience."

Contact Us

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Toronto, Ontario M4L 1G4
Phone: 416-778-5858

Hours of Operation

Monday 9 a.m. to 8 p.m.
Tuesday 9 a.m. to 8 p.m. (closed from 12 to 2)
Wednesday 9 a.m. to 8 p.m.
Thursday 9 a.m. to 8 p.m.
Friday 9 a.m. to 5 p.m.
Saturday 9 a.m. to 5 p.m.
After hours, clients of the Centre can reach a doctor by phone for urgent medical problems.

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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