

**East End**  
Community Health Centre



# ANNUAL REPORT 2023-2024

**EAST END COMMUNITY  
HEALTH CENTRE**

1619 QUEEN STREET EAST  
TORONTO, ONTARIO M4L 1G4

 416-778-5858

 [www.eastendchc.on.ca](http://www.eastendchc.on.ca)



# Message from Board Chair and Chief Executive Officer

It was a year of transition with the retirement of our Chief Executive Officer (CEO), Joyce Kalsen, after 29 years at East End Community Health Centre (CHC). Joyce's commitment to excellence and quality has made the Centre thrive. We are so grateful to Joyce for her dedication and leadership and feel proud of the work she has accomplished over almost three decades. The Board of Directors conducted a search and selected Adrienne MacDonald as the new CEO effective January 2024. Adrienne has been the Director of Clinical Services and Quality Improvement at East End since 2021. She knows our Centre and is deeply committed to our vision: health and wellbeing for everyone in our community.

This year we continued to focus on our strategic priorities of creating a culture of continuous quality improvement, enhancing health equity and reducing barriers to accessing primary care. The Board's Community Health Concerns Committee advocated for improved access to affordable food and housing and for sustainable funding for CHCs, while creating an ongoing dialogue with local leaders and representatives to highlight these issues. The Board will begin its next strategic planning cycle in the fall of 2024. In preparation for a new strategic plan, we have started to take time to meet with clients and community members to gain valuable feedback about the needs of our community. We'd love to see you take part in the strategic planning process and help us shape the next five years at East End!

We expanded our health promotion activities with a number of collaborative, community based programs aimed at improving health and wellbeing of participants. In addition, our clinical team expanded our annual community flu initiative to provide vaccinations in community centres, schools and childcare centres across East Toronto. These initiatives strengthened our existing partnerships with many local agencies including AccessPoint on Danforth, Apple Grove Community Complex, Centre 55 Community Centre, Chinese Mennonite Church, Michael Garron Hospital, South Riverdale Community Health Centre and Woodgreen Community Services.

In an effort to better meet the needs of our clients, we continue to collect demographic information from them. This year we worked with the Alliance for Healthier Communities to pilot and implement updated demographic questions that were developed collaboratively with Ontario Health. Demographic data collection is an important part of our work towards achieving health equity for all members of our community. The data helps us to understand the unique needs and experiences of our clients, to identify gaps in health outcomes, and to develop strategies to improve health equity for the clients we serve.

We wish to thank all employees, board members, students and volunteers. It is all of you who make East End CHC the great place it is, and we extend our deep gratitude for helping us create a healthier community. We look forward to another active and healthy year!

Amy Deckert  
Board Chair

Adrienne MacDonald  
Chief Executive Officer

## East End CHC Board of Directors 2023-2024

**Amy Deckert**  
Chair

**Colin Braithwaite**  
Vice Chair (interim)

**Cathy Blacklock**  
Vice Chair

**Lindsay Ford**  
Treasurer

**Jacqueline Gibbons**  
Secretary

**Andreina Alvarez**

**Angela Gibson**

**Anne-Marie Tynan**

**Jay Thatcher**

**Lucas Liberty**

**Olivia Hare**

**Sabrina Dias**



# 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 experience 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!

**“Everyone at the Centre is incredible and goes the extra mile”**

**You said ...**

**You wanted to have more groups.**

**Having the back door locked is inconvenient.**

**You wanted TTC and snacks given at groups.**

**So we ...**

Provided a wider variety of groups including seniors health education groups, dance for health and expanded nutrition programming.

Re-opened the back door to the parking lot to improve accessibility. The back door had previously been closed to manage client flow during the pandemic.

Applied for two grants to provide more groups for seniors that will include TTC tickets and snacks in 2024.

**We recognized the 20th anniversary of three of our staff this year:**



**Fran Blackmore**



**Sudha Ellie**



**Jackie Carruthers**

Fran is our Executive and Clinical Administrator. She is the go-to person for all things at East End CHC and we would be lost without her. Sudha and Jackie were both hired to support our Early Years program 20 years ago and are now Community Health Workers who excel in their community support work, outreach and group

facilitation. Congratulations to Fran, Sudha and Jackie on 20 years with the Centre!

This year we bid fond farewell to our CEO, Joyce Kalsen and to our Director of Finance, Trevelee Goodwin. Together Joyce and Trevelee have led the Centre for almost three decades.

Through their efforts we were able to fund and build our new Centre location at 1619 Queen Street East. We are so grateful for their leadership and dedication

and for the significant roles they have played in the growth and success of the organization. We are sad to lose them from East End but wish them well in this new chapter of their lives.



**Joyce Kalsen**



**Trevelee Goodwin**

# 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. 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 wide range of programs and community initiatives this year.

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/calendar](http://www.eastendchc.on.ca/calendar)



**“Very friendly and kind staff, I always feel taken care of”**

## Chronic Disease Prevention and Management

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

## Personal Health and Wellness

- Brain Booster/Games
- Eating on a Budget
- Gentle Fit
- Intuitive Eating
- Intuitive Eating Support Group
- Raising Competent Eaters
- Tai Chi
- Zumba
- Dance for Health

## Primary Health Services

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

## Mental Health

- Healthy Body, Healthy Mind
- Mindful Resilience Series
- Mindfully Managing Stress
- Caregivers Support
- Psychotherapy
- Supportive Strategies for Caregivers
- Thriving with Mindfulness

## Community Initiatives

- Footcare at Taylor Massey
- COVID-19 Vaccination clinics
- Flu shot clinics
- Seniors Health Education Groups
- Computer Literacy weekly drop-in
- Seniors Active Living Fairs



**“I always feel welcome at the health Centre. It has made a tremendous impact on my wellbeing the last 15 years. Thank you!”**

## Client Story - John



John has been a client of the Centre since 2019. He is 64 years old and has worked with many of East End CHC's staff including Jackie Carruthers, Community Health Worker, Dr. Ravi Mishra, Erin Fraser, Physiotherapist, and Keiko Kobata, Kinesiologist. John was happy to be interviewed for our Annual Report and the following is in his own words.

I was working with a caseworker, Theresa, who called East End and had me see Jackie. I've seen Jackie from the beginning, all that time—she's a breath of fresh air. She's not out of a book.

Jackie helped me with letters and any forms I needed. She set me up with Dr. Mishra, he started working on my high blood pressure. I had always been a heavy drinker. Over a year ago, I collapsed. I had quit drinking cold turkey and shouldn't have done that. I went then to detox for 12 days at St. Mike's.

One time, a friend of mine and I were together in Port Perry. She went into a store and when she came out, I had gotten out of the car, and was on my back bleeding and almost unconscious. I had hit my head. I was binge drinking back then. You can't binge drink.

Back to Jackie—talking with her always made me feel good. I walk out feeling good. She helped me get caught up on my taxes, and always puts me on a good path forward. When I went to see Dr. Mishra I had had a stroke 8 or 9 years ago, and then Dr. Mishra helped me with getting on track with my health. I had had a problem with my ankle and he found out that I had a broken bone that had never healed properly! I had been having dizzy spells and then he got me to do x-rays, CT scan, and found out I had arthritis. He sent me to see Erin, and they had me do exercises for my back, and then I started working on my dizziness. Erin described it as an inner ear thing and gave me more exercises and that got better too. I also saw Keiko and did a couple of classes of the Back to Movement group. I don't think I'm ready for that group but Keiko said I can come back any time.

I am still seeing Jackie and Dr. Mishra. I've become more positive about me and walk all the time. I still drink a bit but I no longer drink Vodka and I go to AA meetings sometimes. I've had a lot of help here. I start a smoking program on July 7th and will be taking CT scans looking for signs of lung cancer. After the first scan I'll start a smoking cessation program with 6 weeks of the highest patch.

I don't know what would have happened to me if I hadn't come here after seeing my caseworker. I've worked with everyone here and never shied away from anything. Before coming to East End for a couple of years, my life was a bit of a blur. I don't even remember going into the hospital four times. Now, I'm more stable. I've got more of a structure. I'm out walking and take a book to a park.

My advice to everyone is: Don't be afraid to reach out. There are people that will help you. You've got to work at it. It's not easy but it's worth it. I've still got a distance to go, but as long as I can take care of myself, I'll keep coming to the Centre. Everybody's been so nice and has helped me so much!

# 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, 2024 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, 2024.

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, 2024, 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 30, 2024.

### 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".

*Hilborn LLP*

Toronto, Ontario  
May 30, 2024

Chartered Professional Accountants  
Licensed Public Accountants

## NOTE TO SUMMARY FINANCIAL STATEMENTS YEAR ENDED MARCH 31, 2024

### 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, 2024, 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 Chief Executive Officer.

## SUMMARY BALANCE SHEET

as at March 31, 2024

	2024	2023
<b>ASSETS</b>		
Current assets		
Cash	\$ 464,444	\$ 611,068
Accounts receivable	172,584	115,144
Prepaid expenses	68,155	63,159
	<u>\$ 705,183</u>	<u>\$ 789,371</u>
Property and equipment	\$ 3,921,376	\$ 4,019,088
	<u>\$ 4,626,559</u>	<u>\$ 4,808,459</u>
<b>LIABILITIES</b>		
Current liabilities		
Accounts payable and accrued liabilities	\$ 225,968	\$ 334,380
Due to Ontario Health	302,741	250,412
Unearned revenue	37,835	69,478
	<u>\$ 566,544</u>	<u>\$ 654,270</u>
Deferred capital contributions	\$ 2,982,934	\$ 3,080,645
	<u>\$ 3,549,478</u>	<u>\$ 3,734,915</u>
Investment in land	\$ 938,443	\$ 938,443
Special purposes fund	96,311	94,135
Initiatives fund	42,327	40,966
	<u>\$ 1,077,081</u>	<u>\$ 1,073,544</u>
	<u>\$ 4,626,559</u>	<u>\$ 4,808,459</u>

## SUMMARY STATEMENT OF REVENUES, EXPENSES AND NET ASSETS

YEAR ENDED MARCH 31, 2024

	2024	2023
<b>REVENUES</b>		
Ontario Health funding	\$ 4,917,720	\$ 4,899,730
Other grants/projects	175,763	230,663
Interest and other income	27,952	18,548
Amortization of deferred capital contributions	250,562	239,585
	<u>\$ 5,371,997</u>	<u>\$ 5,388,526</u>
<b>EXPENSES</b>		
Centre operations	\$ 5,368,460	\$ 5,410,255
Excess of revenues over expenses for the year	\$ 3,537	\$ (21,729)
Net assets – at beginning of year	1,073,544	1,095,273
Net assets – at end of year	<u>\$ 1,077,081</u>	<u>\$ 1,073,544</u>



# Year By Numbers

## Commitment to Delivering Quality Care

**87%** of clients with diabetes had their blood sugar levels checked at least once this year

**77%** 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

**90%** of clients ages 50-74 were offered colon cancer screening

**89%** of female clients ages 25-69 were offered cervical cancer screening

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

**98%** of clients said they would recommend a family member or friend to East End CHC

**561** clinical client experience surveys were obtained to help us improve our services

## Commitment to Health Equity

Collaborated with over **100** partner agencies to reach vulnerable populations

Held **12** flu shot clinics at off-site locations, including daycare centres, schools and seniors' buildings

Offered groups in Urdu, Bengali and Cantonese

Provided free interpretation services **154** times to our clients

Facilitated access for **52** clients to free dental services

Removed financial barriers for **1,418** clients to access physiotherapy (375), chiropody (360), psychotherapy (340), nutrition counseling (269) and/or client support services (674)

**93.9%** of clients state they always feel comfortable and welcome at East End CHC



## Enhancing Access to Care

**35,359** client appointments were provided

**4,480** clients received services and programs from our clinicians and allied staff

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

**907** COVID-19 vaccines were administered to clients and community members

**5,519** people attended **564** sessions of **41** health promotion programs

**80.3%** of clients received an appointment on the day they wanted

**94.7%** of clients reported having enough time with their health provider



**“EECHC has exceptionally high level of standards for service and care”**

# East End

## Community Health Centre

1619 QUEEN STREET EAST  
TORONTO, ONTARIO M4L 1G4

 416-778-5858

 [www.eastendchc.on.ca](http://www.eastendchc.on.ca)



Our Centre serves priority clients living in the boundaries marked on the map.



## Hours of Operation

Monday	9 AM - 8 PM
Tuesday	8 AM - 8 PM <i>(closed from 12 to 2)</i>
Wednesday	8 AM - 8 PM
Thursday	8 AM - 8 PM
Friday	9 AM - 5 PM
Saturday	9 AM - 5PM <i>(closed from 12 to 1)</i>
Sunday	closed

## Connect with us

Subscribe to our monthly program calendar and newsletter at [www.eastendchc.on.ca/calendar](http://www.eastendchc.on.ca/calendar)

## Follow us on Social Media:

 @EastEndCommunityHealthCentre

 @EastEndCHC

