



COMMUNITY ENGAGEMENT

JANUARY - MAY 2024

**EAST END COMMUNITY
HEALTH CENTRE**

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Summary

In total we held 13 client engagement groups at the Centre and in the community. Three groups were held specifically for Indigenous clients of our Centre. We thank everyone who participated in our engagement groups. Your feedback helps East End CHC to continually improve.

Questions Asked



We asked the following questions:

1. What do you know about the East End Community Health Centre?
2. What services or groups have you connected with at the Centre?
3. What have you liked about our Centre?
4. What should we keep doing?
5. What should we be doing more of?
6. What have you not liked about our Centre?
7. What would you like to change about our Centre?
8. Please share any other thoughts, comments, or concerns that you may have.



Themes That Emerged

Overwhelmingly, participants responded with how happy they are with the Centre – the staff and providers, the care and support they have received and the groups they have attended. Participants reported high levels of satisfaction with the Centre’s holistic approach and wide range of services and programs that lead to wrap around care for clients.

There were a few specific concerns that some participants wanted us to know about.

Some brought up the long wait list for new clients to the Centre, but understood we are trying to prioritize the most marginalized people in our community. Some wanted more after hours and emergency coverage, but recognized the budget impact that would bring. Some participants would like to see our cooking programs and community kitchen programs return. A couple participants asked when our water fountain would be fixed. From our Indigenous engagement groups, we heard several times that participants would like to see our Reception area feel less “clinical” with art representing Indigenous culture.

Suggestions



Lots of great ideas and suggestions were shared, including:

- continued emphasis on community engagement and outreach in order to reach more people, increase our community profile and raise awareness of the Centre.
- offer TTC tickets to help people come to their appointments
- offer wifi in our reception area
- create a “quiet” or “prayer” room
- implement a dental clinic at the Centre
- implement a mobile health van that could reach isolated community members

Many ideas surfaced regarding what groups participants would like added including food programs, a greater variety of art based groups, more and varied mental health groups, neuro-diverse focused groups, outreach to youth in the community with targeted groups, continued and increased exercise programming, and adding in socializing groups like knitting, bingo, outings and movie nights.

From the Indigenous client engagement groups we held there were a lot of ideas regarding art and information we could have in our lobby—medicine wheel, land acknowledgement, old archive photos of what this land looked like many years ago. Some participants suggested implementing more Indigenous themed activities at the Centre such as, an Indigenous Circle, connections with elders and ceremonies, drumming and Indigenous craft groups. Some participants suggested implementing services to help people regain their Indigenous Status, help with finances, and support with resources and connections to existing Indigenous organizations.

Action Items

You asked ...

Fix the water fountains

Good news, they are all now fully functional. One of them has been changed to a water filling station.

Could we get wifi in the reception area?

Great news! We have worked with our internet provider to increase our internet bandwidth without increasing our costs. We have now implemented a guest wifi that is available to clients and visitors of the Centre.

Could we have more inclusive art in our reception area?

We are looking at a variety of affordable art and photograph options to make our reception area more inclusive and welcoming.

Could we create a packet of Indigenous resources in the community and also have more Indigenous oriented programming here at East End?

We have identified one staff person who will work on creating an Indigenous resource packet, and are actively exploring ideas and partnerships to implement new Indigenous group programming.

Could we offer TTC tickets and food at more of your group programming?

Unfortunately, we are not funded to purchase food or TTC tickets for our group programs. We will continue to look for funding opportunities to add TTC and food into our programming. We have been successful in obtaining funding to include TTC tickets and snacks in some of our seniors programs in 2024 and will continue to explore other funding options where possible.

So we ...





Quotes

“I wish that I knew about programs like this sooner as I would have started earlier.”

“Exercise groups that teach us that we can do more than what we thought we could do.”

“Great place! Great services! Qualified nice people!”

“My family doc helped me with anger, stress, and has helped me through the loss of my dad and brother.”

“It is a health center devoted to helping and providing health related information to members of the community.”

“Interactions we get when sharing from different cultures and ethnicities, you learn so much more than what you started with.”

“I have been a client for more than 10 years. It is an exceptional healthcare facility. Particularly the model: prompt service, allied health professionals, extended hours. I feel so fortunate to have such exceptional care.”

“Very friendly and kind they know what they’re doing and they’re very helpful and I think they are doing a marvelous job with their patients.”