

ANNUAL REPORT 2024-2025

East End
Community Health Centre



1619 QUEEN STREET EAST
TORONTO, ONTARIO M4L 1G4

 416-778-5858

 www.eastendchc.on.ca

**Healthy
and inclusive
communities**

Message from Board Chair and Chief Executive Officer

This year the board undertook a comprehensive strategic planning process, refreshing the vision and mission, and developing updated values and strategic priorities to guide our work. Through a series of consultations with board members, staff, clients and community partners, we created the 2025-2030 strategic plan—presented on the opposite page. We are committed to bringing this plan to life in our daily work and decision-making.

We're proud to share the progress we've made in advancing each of our three priorities:

Priority 1 - Enhance access to comprehensive health services.

This year, we reviewed and strengthened our intake process to increase access, with a focus on prioritizing individuals facing the greatest barriers to achieving good health. We continue to leverage data and collaborate with clients and system partners to identify and reduce disparities in access, client experiences and health outcomes. Examples include using client feedback to assess experiences of inclusion at the Centre and applying data-driven strategies to improve cancer screening rates.

Priority 2 - Sustain organizational health and operational excellence.

We are committed to fostering a culture of safety, wellbeing and inclusion for both staff and clients. Our 2024 staff and client engagement surveys affirmed the strong quality of our services and work environment. Recognizing that there is always room for growth, we continue to advance initiatives that strengthen cultural sensitivity, anti-racism, and anti-oppression practices throughout our organization. Additionally, we are working to address funding pressures to sustain crucial health services and address the wage gap in the community health sector.

Priority 3 - Promote equity in our community and health system

We continue to work closely with our Ontario Health Team and system partners to advance equity in care, expand access for our communities, and make the most of available resources. Together, we're committed to providing integrated, equity-informed care that ensures everyone receives the support they need.

As we reflect on the past year, we extend our heartfelt thanks to all employees, board members, students, and volunteers. Your dedication and passion make our Centre the vibrant, inclusive, and impactful organization it is. Together, we are building a healthier and more equitable community.

Amy Deckert
Board Chair

Adrienne MacDonald
Chief Executive Officer

East End CHC Board of Directors 2024-2025

Amy Deckert
Chair

Lucas Liberty
Vice Chair

Cathy Blacklock
Vice Chair

Lindsay Ford
Treasurer

Jacqueline Gibbons
Secretary

Andreina Alvarez

Angela Gibson

Anne-Marie Tynan

Jay Thatcher

Sabrina Dias

Joel Peters

Maria Jose Gonzales Willson



Strategic Plan 2025-2030

Vision

Healthy and inclusive communities

Mission

Providing comprehensive health services in collaboration with clients and community partners to promote health and well-being in the East End of Toronto. Our approach aims to improve inclusion, equity and access, with a focus on those experiencing barriers to care.

Values

Client-Centred Care

We provide respectful collaborative care by listening to our clients' needs and concerns, sharing appropriate information, providing guidance and supporting and empowering them to make informed decisions throughout their health journeys.

Equity & Access

We offer accessible services and advocate for policies that improve equity and address the social determinants of health. We prioritize access to groups who face barriers to care due to factors such as race, ethnicity, income, gender, sexual identity, sexual orientation, disability, language, or lack of housing or health insurance.

Quality & Accountability

Quality and effective services are achieved through optimal use of financial and human resources, with continuous measurement and improvement. We are accountable to our staff, funders, partners and the people we serve, and we report our actions and results.

Engagement & Collaboration

We work with our clients and partners to identify health needs and provide comprehensive and responsive services. We coordinate and partner with other health service providers and community agencies to have a greater impact on health in our community.

Anti-Racism & Anti-Oppression

We embrace inclusion and diversity, and promote respect, equity and a sense of belonging in our work environment and in the provision of our services. We are committed to identifying, addressing and eliminating racism and oppression, thereby ensuring every person is inherently treated with the same dignity, respect and consideration.

A Healthy Workplace

We work together to sustain an inclusive environment that is positive, safe, healthy, respectful, caring and free from harassment and discrimination. We prioritize staff wellness and make improvements to our workplace based on their feedback.

Strategic Priorities

- Enhance access to comprehensive health services
- Sustain organizational health and operational excellence
- Promote equity in our community and health system

“Every staff member is so accommodating right from the front desk till my healthcare provider”

Your Voice Matters

At East End Community Health Centre we listen to what our clients say about their health care and their time in our group programs. We look closely at the surveys our clients fill out to see what is working well and what we can do better. We read every comment, and we want you to know that we are listening. Your ideas help us improve our services. Thank you for your feedback!

You said ...

So we ...

“East End provides me with excellent care”

You want WIFI in the waiting area ...

worked with our internet provider to increase our bandwidth and implemented guest WIFI throughout the Centre.

You want more groups that offer TTC and snacks ...

applied for a grant that allowed us to provide TTC tickets and snacks at our seniors groups in 2024 and 2025.

It can be hard to book an urgent appointment with your doctor ...

use a team-based approach to increase access to care by booking urgent appointments with any available primary care provider.

Staff Anniversaries and Retirements:

We recognized the 20th anniversary of two of our staff this year: Eileen and Zari.

Eileen is one of our amazing medical secretaries. She is known for her warm, friendly smile and the compassion she brings to every interaction with staff and clients alike. Zari began her journey at East End as a Community Health Worker and later transitioned to our psychotherapy team. She's a skilled therapist who has a real gift for supporting clients through whatever they are facing. Congratulations to Eileen and Zari on 20 years with the Centre!



Eileen



Zari

We are honoured to recognize three incredible staff members as they retire in 2025. Our longtime medical secretary, Baila, is the longest-standing employee and leaves behind a legacy of deep knowledge and dedication. Family Physician Miriam Wiebe has been a strong, compassionate presence for her clients and a tireless advocate for equitable healthcare. Lynne Haslett, a Nurse Practitioner, is a leader in women's health. She has supported clients for over a decade while also playing a key role in strengthening our administrative processes. Each of them has made a lasting impact and we are deeply grateful to have had them at East End CHC.



Baila



Dr. Miriam Wiebe



NP Lynne Haslett

“I am so grateful to be a patient at EECHC”

Services & Programs

Our interdisciplinary team of healthcare professionals are dedicated to promoting health and well-being throughout the community. This year, East End CHC offered a wide range of programs tailored to meet the diverse needs of our clients. Through strong collaboration with non-profit organizations, local agencies, and allied health partners, we were able to deliver impactful programs and community initiatives that supported and strengthened the health of those we serve.



“The different programs of the centre are very interesting”

Clinical and Allied Health Services

- Primary health care
- Client support services
- Counselling/psychotherapy
- Footcare
- Lab services - blood procurement
- Medication counseling
- Nutrition counseling
- Physiotherapy
- Pelvic floor physiotherapy
- Respiratory therapy

Chronic Disease Prevention and Management Groups

- Back to movement
- Balance program
- Diabetes exercise
- Diabetes support (DECNET)
- Good Living with Arthritis: Denmark (GLA:D) program
- Heart health
- Nutrition for bone and joint health
- Nutrition for diabetes prevention
- Shoulder care program



Mental Health Groups

- Ease your anxiety
- Knowing through the arts
- Meditation series
- Mindful resilience series
- Self-care group
- The mindful renewal series
- Thriving with mindfulness

“Very welcoming and knowledgeable from the front desk to the doctor’s office”



Personal Health and Wellness Groups

- Brain booster games
- Fairy gardens
- Finding peace with food
- Gardening/planting
- Gentle fit
- Hydroponic microgreens
- Intuitive eating support
- Rhythmic program
- Seniors together
- Tai chi
- Winter solstice event
- Women’s empowerment self-defence
- Women’s health matters in Urdu/Hindi

Community Initiatives

- COVID-19 Vaccination clinics
- Flu shot clinics
- Seniors’ health education groups
- Let’s have lunch
- Healthy Eating

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, 2025 and the summary statement of operations 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, 2025.

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, 2025, 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 29, 2025.

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 29, 2025

Hilborn LLP

Chartered Professional Accountants
Licensed Public Accountants

NOTE TO SUMMARY FINANCIAL STATEMENTS YEAR ENDED MARCH 31, 2025

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, 2025, 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, 2025

	2025	2024
ASSETS		
Current assets		
Cash	\$ 724,077	\$ 464,444
Accounts receivable	194,407	172,584
Prepaid expenses	80,185	68,155
	\$ 998,669	\$ 705,183
Property and equipment	\$ 3,805,564	\$ 3,921,376
	\$ 4,804,233	\$ 4,626,559
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	\$ 363,592	\$ 225,968
Due to Ontario Health	396,597	302,741
Unearned revenue	27,480	37,835
	\$ 787,669	\$ 566,544
Deferred capital contributions	\$ 2,927,503	\$ 2,982,934
	\$ 3,715,172	\$ 3,549,478
Investment in land	\$ 938,443	\$ 938,443
Special purposes fund	98,665	96,311
Initiatives fund	51,953	42,327
	\$ 1,089,061	\$ 1,077,081
	\$ 4,804,233	\$ 4,626,559

SUMMARY STATEMENT OF REVENUES, EXPENSES AND NET ASSETS YEAR ENDED MARCH 31, 2025

	2025	2024
REVENUES		
Ontario Health funding	\$ 5,078,802	\$ 4,917,720
Other grants/projects	117,423	175,763
Interest and other income	32,820	27,952
Amortization of deferred capital contributions	252,530	250,562
	\$ 5,481,575	\$ 5,371,997
EXPENSES		
Centre operations	\$ 5,469,595	\$ 5,368,460
Excess of revenues over expenses for the year	\$ 11,980	\$ 3,537
Net assets – at beginning of year	1,077,081	1,073,544
Net assets – at end of year	\$ 1,089,061	\$ 1,077,081

Year By Numbers



"I love the Community Care model and that I feel like a person when ever I see (my providers)"



Commitment to Health Equity

Collaborated with over **90** partner agencies to reach vulnerable populations

Held **11** 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 **131** times to our clients

Facilitated access for **58 unique** clients to free dental services; for a total of **93** encounters

Removed financial barriers for **1,422** clients to access physiotherapy (425), chiropody (354), psychotherapy (339), nutrition counseling (270) and/or client support services (618)

96% of clients state they always feel comfortable and welcome at East End CHC

Enhancing Access to Care

34,080 client appointments were provided

4,418 clients received services and programs from our clinicians and allied staff

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

1,411 influenza vaccines were administered to clients and community members

6,333 people attended **524** sessions of **51** health promotion programs

84% of clients received an appointment on the day they wanted

95% of clients reported having enough time with their health provider



"All the staff work as a team to ensure best solutions to your overall health"

Commitment to Delivering Quality Care

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

74% of clients over the age of 65 have been immunized against pneumococcal disease

78% of clients over the age of 25 have received their tetanus vaccine within the past 10 years

86% of clients ages 50-74 were offered colon cancer screening

82% of female clients ages 25-69 were offered cervical cancer screening

86% of female clients ages 50-74 were offered breast cancer screening

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



**"Every person is well looked after.
We are lucky to have such a great place in our area"**



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 **www.eastendchc.on.ca**

Connect with us

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

Follow us on Social Media:

 **@EastEndCommunityHealthCentre**

 **@EastEndCHC**

Hours of Operation

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

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

