



ANNUAL REPORT 2025-2026

Healthy and inclusive communities



Message from Board Chair and Chief Executive Officer

At East End CHC, our clients are supported by an integrated, inter-professional team working together to meet diverse and often complex needs. This year, we continued advancing the strategic priorities under our recently refreshed Strategic Plan (2025-2030): improving access to comprehensive care, strengthening organizational health, and promoting equity across our community and health system.

We made significant progress in improving access for those facing the greatest barriers to care. This year, we welcomed 138 new clinical clients—more than double the previous year—and reduced wait times for priority groups. East End CHC also streamlined its intake process by eliminating duplicate questions and visits, improving both access and efficiency.

We also strengthened our approach to health equity by enhancing socio-demographic data collection in collaboration with Ontario Health. This work helps us better understand and address disparities in access, experience, and outcomes.

Client feedback remains central to our work. Results from the 2025 Client Experience Survey were overwhelmingly positive, with 99% of respondents indicating they would recommend our services. In response to feedback, we expanded access to popular programs by adding more sessions of Tai Chi, Gentle Fitness, and Mindfulness. We are also now providing free Wi-Fi throughout the Centre.

Collaboration continues to be key to ensuring we meet our goals. We worked closely with partners in the East Toronto Health Partners Ontario Health Team to improve care coordination, expand access to primary care, and explore opportunities for more integrated service delivery. This year, we also partnered with Access Alliance to deliver health and wellness programming through funding from Ontario Health to support Black health initiatives.

We are grateful to the Ontario Trillium Foundation for a 2025 capital grant that supported renovations to improve accessibility and inclusion in our space. Updates included new flooring, painting, accessible furniture, automatic door openers, and inclusive design elements—helping create a more welcoming, connected community hub. We are already seeing the impact in reduced social isolation and stronger community connections.

We extend our sincere thanks to our staff, board members, students, partners, funders, clients, and community members. Your support makes this work possible as we continue striving to advance equity, inclusion, and access in East Toronto.

Lucas Liberty
Board Chair

Adrienne MacDonald
Chief Executive Officer

East End CHC Board of Directors 2025-2026

Lucas Liberty
Chair

Amy Deckert
Vice Chair

Lindsay Ford
Treasurer

Maria Jose Gonzales Willson
Secretary

Angela Gibson
Anne-Marie Tynan
Brenda Doig
Cathy Blacklock,
Jay Thatcher
Joel Peters
Miriam Edelson
Naomi Bailey



Services & Programs

Our interdisciplinary healthcare team remains committed to improving the health and well-being of our community. This year, East End CHC delivered a broad range of programs designed to meet the diverse needs of our clients. Through meaningful partnerships with non-profit organizations, local agencies, and allied health partners, we were able to provide impactful programs and community initiatives that enhanced and supported the well-being of those we serve.

Clinical and Allied Health Services

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

Chronic Disease Prevention and Management Groups

- Back in motion
- Balance program
- Diabetes exercise
- Diabetes Education Community Network of East Toronto (DECNET)
- Good Life with osteoArthritis in Denmark (GLA:D™)
- Heart health
- Nutrition for diabetes prevention
- Nutrition for Peri/Menopause
- Overcoming persistent pain
- Standing strong
- Strong bones, strong posture

Mental Health Groups

- Meditation series
- Mindful renewal series
- Mindful resilience series
- Thriving with mindfulness



Personal Health and Wellness Groups

- East End writers
- Finding peace with food
- Gentle fit
- Hydroponic microgreens
- Intuitive eating support
- Let's cook for a cause
- Overcoming overeating
- Photography walk
- Seniors together
- Solutions for better sleep
- Tai chi
- Winter social
- Yoga



Community Initiatives

- Black health client engagement and outreach
- Black health employment and food security workshops
- COVID-19 vaccination clinics
- Flu shot clinics
- Women's wellness program

Access. Equity. Quality. In Action.

Enhancing Access to Care

33,504

Client
appointments
provided

4,406

Clients served by
clinical and allied
health providers

84%

Got an appointment
on the date they
wanted

5,548



Group participant
attendance

433



Group sessions

43



Health and
wellness programs

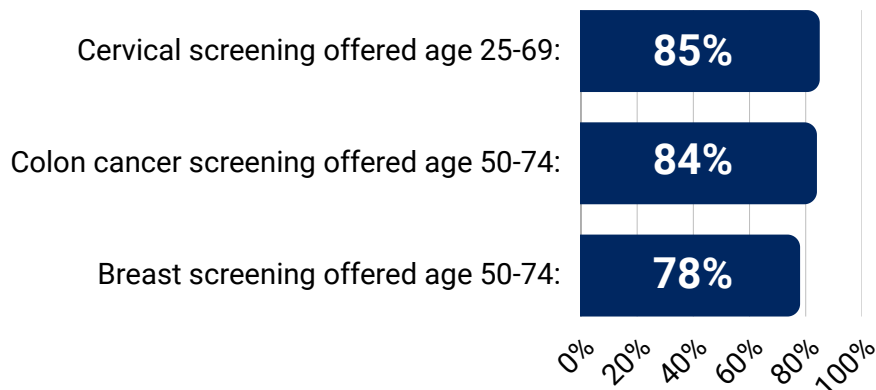
 **138**

New clients
connected to
clinical care



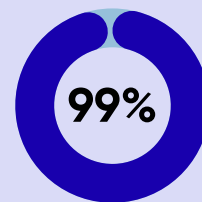
Delivering High Quality Care

Preventive Screening Rates

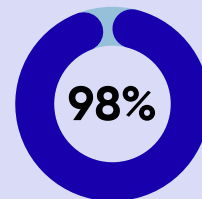


363

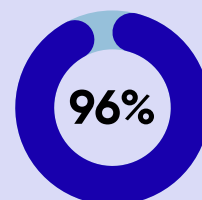
Clinical client
feedback collected



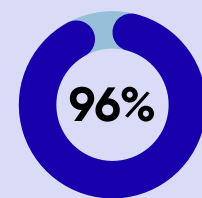
Would recommend
us



Feel comfortable
and welcome at
the Centre



Felt their provider
involved them in
care decisions



Felt they had
enough time with
their provider

Advancing Health Equity

190



Times free
interpretation
provided

75



Clients without
health insurance
received clinical care

9



Community
Flu Clinics

826



Flu vaccines provided to
non-clinical clients to
improve population health



1,349 clients received free allied health services

Removing financial barriers to:

Physiotherapy **401** Chiropody/ Foot care **334**

Nutrition counselling **207** Client support services **608**

Psychotherapy/ Mental health **291**

90+
partners



Collaborating to reach
underserved communities

Your Voice Matters

At East End Community Health Centre we listen closely to what our clients tell us—through surveys, conversations, and program feedback. Your input helps us to make meaningful changes to improve access and care. Here's how your feedback directly improved care this year.

You Said:

We did:

Waiting room chairs weren't comfortable

Replaced chairs throughout the Centre through a capital grant

More group times were needed

Expanded tai chi, gentle fitness and mindfulness sessions

Wait times for new clients are too long

Streamlined intake process to reduce wait times for priority groups

What Our Clients Are Saying



"Friendly reception staff, short wait times in waiting area, many services offered."

"The staff are so lovely and caring, I always feel safe and cared for when I visit."

"I just wish there were more CHCs so more people could have the health care I do. I feel very lucky."

"Seamless care; a caring primary care provider -- so thorough! Love that I can get blood tests done on the spot. Your hours are more flexible than most."



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 statement of financial position as at March 31, 2026 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, 2026.

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, 2026, 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, 2026.

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, 2026

Hilborn LLP

Chartered Professional Accountants
Licensed Public Accountants

NOTE TO SUMMARY FINANCIAL STATEMENTS YEAR ENDED MARCH 31, 2026

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, 2026, 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, 2026

	2026	2025
ASSETS		
Current assets		
Cash	\$ 462,293	\$ 724,077
Accounts receivable	72,399	194,407
Prepaid expenses	102,684	80,185
	\$ 637,376	\$ 998,669
Property and equipment	\$ 3,872,737	\$ 3,805,564
	\$ 4,510,113	\$ 4,804,233
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	\$ 243,394	\$ 363,592
Due to Ontario Health	159,739	396,597
Unearned revenue	27,469	27,480
	\$ 430,602	\$ 787,669
Deferred capital contributions	\$ 2,949,166	\$ 2,927,503
	\$ 3,379,768	\$ 3,715,172
Investment in land	\$ 938,443	\$ 938,443
Special purposes fund	135,811	98,665
Initiatives fund	56,091	51,953
	\$ 1,130,345	\$ 1,089,061
	\$ 4,510,113	\$ 4,804,233

SUMMARY STATEMENT OF REVENUES, EXPENSES AND NET ASSETS

YEAR ENDED MARCH 31, 2026

	2026	2025
REVENUES		
Ontario Health funding	\$ 5,226,172	\$ 5,059,854
Other grants/projects	173,549	136,371
Interest and other income	60,464	32,820
Amortization of deferred capital contributions	277,672	252,530
	\$ 5,737,856	\$ 5,481,575
EXPENSES		
Centre operations	\$ 5,696,572	\$ 5,469,595
Excess of revenues over expenses for the year	\$ 41,284	\$ 11,980
Net assets – at beginning of year	1,089,061	1,077,081
Net assets – at end of year	\$ 1,130,345	\$ 1,089,061



Contact us

East End Community Health Centre

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M4L 1G4**

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F: 416-778-5855

eastendreception@eastendchc.on.ca

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

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www.eastendchc.on.ca

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

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 @EastEndCommunityHealthCentre

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Funders



**Ontario
Health**

Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario



**Government
of Canada**

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario

Partners



**East Toronto
Health Partners**



Alliance for Healthier Communities
Alliance pour des communautés en santé

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