



 SCARBOROUGH CENTRE FOR  
HEALTHY COMMUNITIES

# 2019 ANNUAL REPORT

---

# STRATEGIC PRIORITIES 2019-2022



## PRIORITY 1 Integrated Mental Health and Addictions Services

**Goal Statement** We will improve access to and strengthen the delivery of coordinated, evidence informed and community based mental health and addictions programming

### Strategic Objectives

- Expand the scope of programming at SCHC so that mental health and addictions is fully integrated as a component of comprehensive care
- Enhance our capacity to address the mental health and addictions needs of the diverse populations and communities we serve
- Strengthen SCHC's role in the mental health and addictions service system by addressing key gaps and priorities



## PRIORITY 2 Community and Health System Connections

**Goal Statement** We will improve service systems, care connections and health outcomes for populations with complex needs

### Strategic Objectives

- Enhance our strategies for engaging clients and community members in organizational and community planning processes
- Strengthen our role and recognition as the lead provider of services that address key health system gaps and priorities
- Deepen our connections with funders, policy makers, service providers and research bodies to ensure service coordination, impact and sustainability



## PRIORITY 3 Organizational Health and Well-being

**Goal Statement** We will provide a workplace that fosters exceptional performance

### Strategic Objectives

- Strengthen our engagement in research to ensure evidence based and equity informed planning at SCHC and in the community
- Recruit and retain the highest quality staff, students and volunteers
- Enable staff to develop and use their skills and talents to maximize client outcomes by addressing key gaps and priorities
- Pursue internal and external integration strategies that will optimize SCHC's performance

## FROM THE BOARD PRESIDENT & THE CEO

This past year has been very busy and productive at Scarborough Centre for Healthy Communities. The Board of Directors, with the support of the Senior Leadership Team and SN Management, in collaboration with D&D Inclusion Consulting, embarked on a process to refresh the Strategic Plan and to develop a three-year plan, complete with strategic priorities, goals, objectives, outcomes, as well as an implementation roadmap including actions, timelines and a reporting tool. We are excited that our priorities of Integrated Mental Health and Addictions Services, Community and Health System Connections and Organizational Health and Well-being will be a conduit to achieving our mission and vision! You can read more about our success and focused priorities in this Annual Report.

We shared last year that we were expanding our services in the creation of two new programs. The Lawrence East Partnership Program (LEPP) that enhances community mental health supports in the high needs neighborhood of Kingston-Galloway and the Inter-Professional Primary Care Team (IPCT) a partnership with primary care providers in Scarborough to ensure that patients with complex health needs have access to services such as mental health supports, chronic disease management, nursing supports and much more. We are very pleased with the early success and impact that these new programs are having on Scarborough residents and will continue to work to expand their reach in the coming year.

This coming year, we will continue to seek opportunities to address the complex health needs of Scarborough's high need and vulnerable populations. Consistent with our strategic priority to improve community and health system connections, we are actively engaged in discussions with many health system providers in the development of a Scarborough Health Team. This initiative is aligned with the Ministry of Health's direction related to improving how health services are organized and delivered in local communities and will greatly improve the overall patient experience.

In the 2018-2019 fiscal year, we were successful in receiving several significant grants; including the critical replacement of the food bank truck, the re-development the EarlyON Centre space, and a multi-year grant for the enhancement of our youth leadership training program and the creation of a dedicated youth lounge at the Hub. These important initiatives will also frame much of our work in the coming year.

Of course, we could not achieve any of our goals without the support of our many volunteers, staff, donors, partners and funders, including the Central East Local Health Integration Network, United Way Toronto, York Region and Peel, the City of Toronto and The Ontario Trillium Foundation. We extend our sincere thanks to them as it is their generous contributions and support that allow us to make health care accessible to Scarborough's most vulnerable.

*Jeanie Joaquin*

**Jeanie Joaquin,**  
CEO

*Sandra Zoratti*

**Sandra Zoratti,**  
Board President



# SCHC ADDING UP 2019

# 299,942

service provider interactions supporting our community members



# 4,382

served in our Community Health Centre



# 2,984

served in our Diabetes Program



# 3,399

served in our Hospice Palliative Care program

# 1,176

clients used our transportation service resulting in



# 23,199

individual rides provided

# 40,000

 visits to the foodbank for

# 4,070

 individuals in the community

Of the **650+ PARTICIPANTS** in our Client Experience Survey,

# 98%

indicated Staff is easy to talk to and encourage you to ask questions

# 98%

indicated Staff always spent enough time with you

# 96%

indicated that SCHC has a positive impact on your community

# TABLE OF CONTENTS

Strategic Priorities 2019 - 2022 .....	2
From The Board President & The Ceo .....	3
SCHC Adding Up 2019 .....	4
Partnering To Provide Care .....	6-7
Results from SCHC's 2019 Volunteer Survey .....	8
Partners In Youth & Children's Health .....	9
Partnering With Local Corporations .....	10
Partners In Senior Programming .....	11
Partners In Community Supports .....	12-13
Partners In Funding .....	14-15
Statement Of Operations .....	16
Statement Of Financial Position .....	17
Thank You To Our Supporters .....	18
Our Core Values .....	19
Our Mission, Vision and Services .....	20

## BOARD OF DIRECTORS

**Sandra Zoratti, B.Sc., PMP**  
Board President

**Pema Lhalungpa**  
Board Vice President

**Sudha Datta**  
Board Treasurer

**Caryl Arundel, MSc, MPA**  
Board Secretary

**Janice Dusek, RN, BSN, MS, MBA, CHE**  
Board Member-at-Large

**Amanda Gibson, MHSc-Health Admin,  
MSW, RSW, CHE**

**Patricia Joseph, JD, MA**

**Mehvash Iftikhar**

**Mariam Paul**

**Lauren Pragg, MA, PhD (ABD)**

**Jane Rumleskie**

**Arjun Sehgal**



### Follow Us on



@SCHCOnT



SCHCONT



/ScarboroughCentreforHealthyCommunities



scarborough-centre-for-healthy-communities

## PARTNERING TO PROVIDE CARE



a Chiroprapist, Team Manager and a Foot Care Nurse.

This innovative community health model includes a central intake, assessment and referral of vulnerable complex clients to IPCT. Clients maintain their primary care provider with regular communication back and forth by the IPCT regarding the client's goals and progress.

The goal of the team is to streamline access for vulnerable and complex clients who have very limited access to services, and to strengthen integration of primary care by connecting isolated primary care providers to the SCHC's network of resources and care providers. This leads to a much improved patient experience and simplified system navigation.

The Inter-Professional Primary Care Team (IPCT) is a Ministry of Health and Long Term Care Initiative. Scarborough Centre for Healthy Communities (SCHC), as the anchor agency, was awarded \$2.75 million in funding to work in collaboration with numerous partner agencies and referring family physicians to support timely access for their patients to inter-professional primary care services.

25 full time staff have been hired to create the IPC team consisting of a System Navigator, an Occupational Therapist, two Physiotherapists, four Masters prepared Social Workers, two Mental Health Case Workers, two Harm Reduction Workers, four Registered Nurses, a Registered Dietitian, two Nurse Practitioners, two Medical Secretaries, a Psychotherapist,

The IPC team, in conjunction with five Primary Care Collaborative Specialists, launched a massive outreach initiative and connected with more than 80% of the 636 solo primary care providers in Scarborough. Since the end of September 2018, when they began seeing clients, the team has provided initial care appointments to over 1500 clients, not including follow up appointments. 80% of the referrals are external patients with mental health issues. This aligns with the SCHC Strategic Plan 2019-2022 priority #1 of improving access to and strengthening the delivery of coordinated, evidence informed and community based mental health and addictions programming. The other 20% of referrals come from the SCHC community health clinics for services currently not available.

The IPC team touches down in the three SCHC clinic locations located across Scarborough but has been designed to make services accessible through multiple sites in Scarborough.

In addition to three physicians providing space for IPC team members on their sites, the team also offers services through our community partners including the Canadian Centre for Refugee and Immigration Health Care, Momji Health Care, and Sheppard Village. Team members also provide ongoing outreach to schools, pharmacies, health fairs and religious organizations in our community. Creation and implementation of the IPC team has been a massive undertaking for

SCHC and we couldn't be prouder of the accomplishments of this group of dedicated care providers and the difference they are making for the vulnerable and diverse population we serve in Scarborough.

To make a referral, contact  
 Fax: 416-656-2991  
 Phone: 416-847-4165

*By Meera Sanmuganathan*  
 Manager, Community Health Teams

**“We do a lot. The amount of services SCHC provides to its clients, amazes me.” says Tina Kumar who is the primary system care navigator for the IPC team.**

**Tina's biggest inspiration is to help the entire IPC team fulfill its' great potential as she believes that, “One should do tasks to the best of their ability. I take everything as an experience with a willingness to learn and grow. We cannot learn everything from books, it's the experience that make us wiser.”**

**Tina summarizes SCHC in two words “compassion and care.”**

Tina Kumar is the primary system care navigator for the IPC team at SCHC's Hub. We are very proud to have such driven and compassionate individuals on our team.



# 2019 VOLUNTEER SURVEY RESULTS

# 90%

Feel there is Good Communication  
between Staff & Volunteers

“ I feel valued and think the  
SCHC staff are fantastic!” ”



# 89%

Feel SCHC Staff Guide them  
when Faced with Challenges

“ I’m volunteering because I care and helping to  
support someone is the right thing to do. I’m glad  
for the chance to serve through volunteering. ”



# 91%

Feel Valued and  
Appreciated at SCHC





# PARTNERS IN YOUTH & CHILDREN'S HEALTH



In 2015, SCHC and Birchmount Bluffs Neighbourhood Centre (BBNC) youth program coordinators were delivering a program called Neighbourhood Games where youth were trained in facilitating favourite childhood games for children and youth in the neighbourhood. This program was such a success that it was incorporated into the summer youth leadership camp, Growing Leadership (GROW), in addition to Fall and Spring seasons of Neighbourhood Games.

In Spring of 2017, I discovered Right to Play (RTP), a program that offered a specific leadership training for youth interested in leading recreational games in their community. I met with the program manager and, since the programs aligned with their overall vision, agreed to a partnership starting that summer. Since then, RTP staff have provided the Youth to Youth (Y2Y) training to SCHC staff, youth summer staff and youth program participants on leading and facilitating activities in an inclusive and respectful approach. Four times a year, this training is helping youth from our GROW and Neighbourhood Games programs develop leadership skills. Right to Play also

offers perks to our programs like free trips to Sky Zone for youth leaders. In the summer of 2017 they took our Growing Leadership program to box office seats at a Blue Jays game. RTP has a partnership with Ted Rogers Foundation and offers scholarship opportunities for youth leaders who have taken the Y2Y training. Four of our youth leaders have each received a \$10,000 scholarship over the past 2 years.

This program has proven to be successful in engaging and promoting healthy lifestyles among children and youth as they get to develop social skills, receive facilitation training and get involved in physical activity. Participants get to learn, play, laugh and have fun, all while getting the necessary physical activity that they need. Moreover the youth leaders gain a sense of community belonging by leading activities for their peers and become natural positive role models in their communities. Over 120 youth and 150 children have benefitted from the SCHC and Right to Play partnership.

We look forward to the continued growth in the partnership with the only major challenge being the lack of indoor recreational space and gyms onsite. These programs utilize school spaces but recently the Priority School Initiative (PSI) funding has been cut, no longer allowing non-profits to utilize school space after school for free.

*By Charanjit Singh  
Child Youth Health Program Coordinator*

---

**“Our goal was to help the youth of the community have an active and productive summer, and I am proud to say we were able to instill values of responsibility, respect, and leadership in all attendees.”**

– ARENNE KIRITHARAN, MSYL YOUTH LEADER AND YOUTH SUMMER STAFF



## PARTNERING WITH LOCAL CORPORATIONS

For many years, local businesses and chapters/branches from larger corporations have provided volunteer teams to support programs like the Food and Clothing Bank, Holiday Hampers and seasonal community events.

This past year, SCHC launched its first ever fundraising event, Quest through Scarborough. Royal Bank of Canada was instrumental towards the success of reaching our \$17,000 fundraising goal and it all started with our local RBC Dominion Securities branch.

The idea for Quest through Scarborough originated after our 40th anniversary event. With a goal of raising awareness of SCHC and raising funds for senior, youth and hospice programs, the event was designed to offer fun opportunities for community members and businesses to participate.

Based upon an Amazing Race/Scavenger Hunt hybrid model, the Quest is a peer-to-peer event where Questers traveled by car to different SCHC locations and conducted activities that were fun and sometimes even educational about the programs and services we offer. The RBC branch at Markham & Lawrence (in the same plaza as our 629 Markham location) joined in the Quest as a stop. This branch also has a corporate team volunteering with our Meals on Wheels program.



Everyone had a great time supporting a great cause. It's fabulous to see what can be accomplished when SCHC staff, community volunteers and community partners come together. We're looking forward to our second annual Quest through Scarborough happening this October 5th, 2019 starting at the SCHC Mid-Scarborough HUB at Eglinton and Brimley.

*By Debra McGonegal  
Fund and Volunteer Development Manager*

## PARTNERS IN SENIOR PROGRAMMING



In partnership with Alzheimer Society, and funded by the Central East Local Health Integration Network, the Young Onset Dementia Adult Day Program (also called the Active Minds Social Club) was launched as a pilot program in January and became ongoing as of April 2019. The program caters to individuals under the age of 65 who have been diagnosed with dementia and offers 10 spaces for clients to attend on a weekly basis in an inclusive, age-appropriate space for recreational, cognitive and social stimulation.

Activities include music therapy, yoga, gentle exercise, tech, mindfulness meditation and

outings. A friendly and professional caring staff, nutritious meals and snacks are provided, plus transportation if needed.

*“Stephen enjoys the program so much. He loves the exercise and yoga. The music program that they have... the friendly staff well organized... times for them to chat and express themselves... the service that they provided is excellent and feels like home too” – Eva Chow, caregiver to Stephen Chow (early 60’s)*

*“Thank you so much for offering the Friday program, so much to look forward to each week. I love it as I get a few hours off, don’t worry about lunch for Eric and I know he’s in good hands. It’s like a full package for him and myself. It does help him as a routine and keeps him more energetic and vivid. He needs the social components there, as well as physical fitness and mindfulness program. We live so far away but I am willing to take him as long as he’s happy.” – Sammi Tsui, caregiver to Eric Tsui, who is in his early 40’s and a father to 5 year old twin boys.*

It is estimated 16,000 Canadians under the age of 65 are living with dementia.

*By Josie McEachern  
Client Services Manager*





## PARTNERS IN COMMUNITY SUPPORTS

The Lawrence East Partnership Program (LEPP) celebrated its first anniversary in January 2019. LEPP is a comprehensive community support service for residents of 4175 and 4205 Lawrence Avenue East who are living with complex health needs, specifically related to mental health and addictions challenges. The team, comprised of staff from SCHC, Cota and Fred Victor, provides wrap around supports for their clients. Team members work from a recovery model of care and aim to improve access to physical and mental health supports, harm-reduction intervention supports and other services and resources within SCHC and the wider community. Through drop-in programming and community outreach, LEPP has been able to solidify their position as a vital component of change to reduce social isolation and support successful tenancy. Over the last year, LEPP has touched over 200 people within the two buildings, served 3170 meals and engaged in over 4700 service provider interactions. For a program still in its infancy, we couldn't be more thrilled with the progress that the team has made in such a short time. Although

working on this initiative has had its share of challenges, Vaughn Robertson, Senior Manager, Mental Health and Addictions Case Management at Fred Victor, has noted that *“the multidisciplinary team skillfully addresses comprehensive needs with people who have extremely complex mental health, health, food insecurity and social challenges.”* Knowing that our core belief is making a meaningful difference in the lives of the residents within 4175 and 4205 Lawrence, we are confident that our program will continue to make a long lasting contribution to the overall health and wellbeing of the client population and the community at large.

In the Fall of 2018 we were pleased to hear that our application to pilot a project involving an outreach worker at 4175 Lawrence Avenue East was successfully awarded by the Ontario Trillium Foundation. With funds from the Trillium Seed Grant we were able to expand our interdisciplinary team at LEPP to include a Community Animator position for one year in order to support the engagement of residents

living within the building. Over the past few months, our Community Animator, Ayzha MacLean, has begun to engage residents in the development, implementation and testing of new programs, activities and initiatives to increase social connection and responsibility within the building. She has worked to shed light on what motivates tenants to participate, what prompts steady involvement, which barriers still exist and how to remove them, as well as how best to connect isolated tenants in a way that is meaningful to them. In just a few short months Ayzha has implemented a Resident Engagement Advisory Committee (REAC) consisting of 8 members, begun a newsletter created by the REAC, held the first of four scheduled Town Halls and supported the implementation of a Creative Expressions program led by LEPP's Peer Support worker, Stella Ducklow. Overall we are excited about the possibilities that this position is opening up and anticipate using learnings from Ayzha's work for engagement and programming planning over the coming years. We also hope to extend her role and replicate this model of outreach at our other TCHC sites in the future.

Although there are many things that make LEPP stand apart from other mental health and addictions supports, we believe what makes this program particularly unique, and successful, is the collaborative efforts of the three organizations that support the program. As Robert Abbatangelo, Director



of Community Health Services at Cota acknowledges, *“can't was never a word that was mentioned. Our focus was to share our expertise and knowledge to build an effective program that works with the tenants.”* It is in this spirit that the team and leadership have been able to leverage the skills, services and resources of three different community agencies, to offer a comprehensive support system like no where else. It is this model of cooperative collaboration and authentic partnership that has enriched the experiences of the staff and clients. Further, it offers what Vaughn calls a “blueprint” for future collaborations in the community and mental health fields. And although there is much more to contribute and the team will continue to grow, we truly believe that together we are making a positive difference in the lives of those we support and we look forward with optimism to the future.

*By Michelle West Martin*  
Senior Director, Community Services



**“You guys have a great impact here at 4175. The staff let us see the light and the good things that can be achieved in life. They want to improve and save the lives of people. They also give residents the time to express themselves and help us in any way possible.**

**As for me the LEPP have supported me to face my life challenges. The hot lunch is good and beneficial to people living in the building”**

– WELLESLEY THOMPSON (LEPP CLIENT).

## PARTNERS IN FUNDING



SCHC was successful in 3 different funding applications (Seed, Grow and Capital) to the Ontario Trillium Foundation (OTF) over the past year. The grant support from OTF will be instrumental in enhancing programs and services in Scarborough.

**The Seed Grant** A grant of \$75,000 provided a community animator to work with the team in the Lawrence East Partnership Project (LEPP) to develop, launch and test the effectiveness of various recreational and engagement programs or initiatives in reducing isolation of the 363 tenants living in a Toronto Community Housing hi-rise located at 4175 Lawrence Avenue East in Scarborough.

Mental health and addiction, physical disabilities, criminal activity and safety concerns contributed to an increased vulnerability and overwhelming disconnect between tenants themselves and community support service providers. This project engages residents in developing programs that will break social isolation and empower them to work together to improve their environment, relationships, health and wellbeing. Since the project started in January 2019, there has been great progress on the goals and we're hoping to expand to additional sites with Trillium Grow grants in the future.

**The Grow Grant** In November 2018, a grant of \$656,400 over 36 months was awarded to hire staff to expand the Mid Scarborough Youth Leadership (MSYL) group and programs. Supporting the positive development of children and youth, this initiative is helping 60 new MSYL youth be involved in creating solutions for challenges facing their communities.

MSYL will be engaged in more solutions to self-identified health challenges by expanding the type and number of programs, initiatives and events (PIE) they deliver, thereby engaging an additional 250 racialized children and youth ages 6-18 from the Neighbourhood Improvement Areas (NIA) of Eglinton East/Kennedy Park and Ionview in Scarborough. Using evidence based peer to peer model, MSYL attracts and retains peers at risk of making unhealthy life choices. MSYL Youth develop leadership skills and learn to apply healthy lifestyle tools to their lives including exercise, nutrition and stress reduction plus, self-expression through art, dance and self-care. Through MSYL, barriers that pose a threat to peer and community health and well-being are reduced and/or eliminated.

This grant will give youth a dedicated safe space in the HUB to nurture and explore their inner potential capabilities combined with positive peer and adult engagement. We're looking forward to an grand opening celebration in September 2019.





**The Capital Grant** SCHC needed to replace the aged and deteriorating commercial truck used for transportation of food products to our Food programs and Bank. A successful grant application to the Ontario Trillium Foundation for \$73,800 plus \$15,000 from donors allowed this to become a reality.

The primary use for the SCHC truck is for food security programs. Each month an average of 1500 households (approximately 4070 individuals) access the food bank program for a total of 40,000 visits annually. In addition, 1600 meals are served annually through the hot lunch and café program. Individuals receive food supports, have an opportunity to socialize and connect with staff. Self-referral for the Food Bank opens the door for consultation with intake workers to refer out to other SCHC programs including housing, primary care and financial assistance with Income tax.

SCHC Food Bank, Community gardens and cooking programs provide basic nutrition and educate the economically vulnerable

community on the health benefits of nutritious eating for optimal daily functioning. The truck also picks up and delivers furniture, clothing, basic personal products and other donated items for SCHCs' various Social Support programs to benefit another 150 families. Providing these basic necessities helps families achieve economic stability.

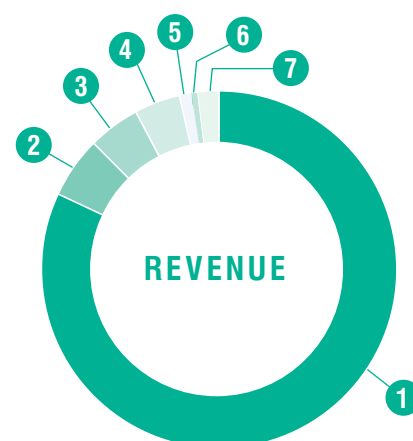
*Stay tuned for next year's annual report to see renovated space and addition of a outdoor play area in our EarlyON centre funded by a \$538,000 capital improvement grant from Community Based Early Years Capital Program with the City of Toronto.*

*By Debra McGonegal*

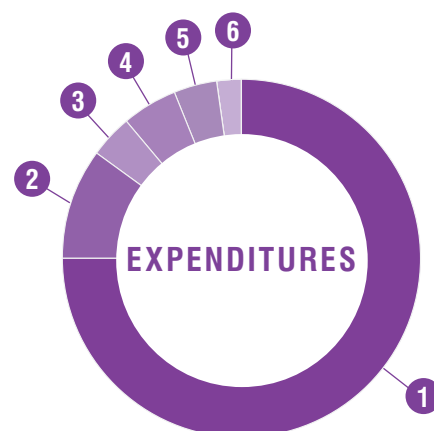
*Fund and Volunteer Development Manager*

# STATEMENT OF OPERATIONS

March 31	2019	2018
<b>Revenue</b>		
Central East Local Health Integration Network	\$ 14,282,044	\$ 11,272,411
United Way of Greater Toronto	773,167	770,806
City of Toronto	668,948	644,795
User fees	636,637	584,013
Grants	253,214	136,858
Donations	87,794	102,152
Other	245,447	236,132
	<b>16,947,251</b>	13,747,167
Less: Deferred capital contributions received	(156,646)	-
	<b>16,790,605</b>	13,747,167
<b>Expenditures</b>		
Salaries and benefits	11,288,346	10,067,115
Building occupancy	1,498,220	1,484,627
General program expenses	607,547	627,811
Non-insured - specialist	34,115	18,304
- diagnostic	41,338	39,843
Office and general	720,021	540,754
Other outside services	566,514	476,314
Outreach and promotion	24,731	25,911
Professional fees	69,840	80,703
Staff training	64,079	39,657
	<b>14,914,751</b>	13,401,039
<b>Excess of revenue over expenditures before undernoted items</b>	<b>1,875,854</b>	346,128
<b>Less: Government grants clawed back</b>	<b>(1,777,278)</b>	(323,012)
<b>Excess (deficiency) of revenue over expenditures before other income (expenses)</b>	<b>98,576</b>	23,116
<b>Other income (expenses)</b>		
Amortization of capital assets	(589,555)	(552,197)
Amortization of deferred capital contributions	122,242	117,590
<b>Deficiency of revenue over expenditures</b>	<b>\$ (368,737)</b>	\$ (411,491)



- 1 Central East Local Health Integration Network
- 2 United Way of Greater Toronto
- 3 City of Toronto
- 4 User Fees
- 5 Foundation Grants
- 6 Donation
- 7 Other



- 1 Salary and Benefits
- 2 Building Occupancy
- 3 General Program Expenses
- 4 Office and General
- 5 Other Outside Services
- 6 Other



# STATEMENT OF FINANCIAL POSITION

March 31	2019	2018
<b>Assets</b>		
<b>Current</b>		
Cash	\$ 3,413,004	\$ 1,603,540
Accounts receivable	493,158	473,854
Prepaid expenses and deposits	196,806	127,267
	<b>4,102,968</b>	2,204,661
<b>Capital assets</b>	<b>1,277,346</b>	1,710,255
	<b>\$ 5,380,314</b>	\$ 3,914,916
<b>Liabilities and Net Assets</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 1,484,980	\$ 1,276,502
Central East Local Health Integration		
Network grant payable	2,100,104	658,607
Deferred revenue	281,137	131,381
	<b>3,866,221</b>	2,066,490
<b>Deferred capital contributions</b>	<b>823,742</b>	789,338
	<b>4,689,963</b>	2,855,828
<b>Net assets</b>		
General Reserve Fund	236,747	138,171
Funds Invested in Capital Assets	453,604	920,917
	<b>690,351</b>	1,059,088
	<b>\$ 5,380,314</b>	\$ 3,914,916

Approved by the  
Board of Directors

It is suggested the financial highlights be reviewed along with the March 31st, 2019 Audited Financial Statements and the Notes to the Statements, which have received an unqualified opinion from SCHC's external auditors.

# THANK YOU TO OUR SUPPORTERS

## CORE FUNDERS

**Supporting Our Mandate:** We work in close coordination with several organizations that recognize and value our efforts. Each of our core funders is a vital partner in our mission to provide for the health needs of Scarborough's at-risk population.



## DONORS

**Community Support Matters:** Not all of our programs and services are fully-funded. Many of our them are supported by the generous contributions from the community, charitable foundation, local businesses and private donors. We would like to thank all of those in the community who have contributed financially, with in-kind services and with their time. In addition we would like to recognize those below that have donated \$500 or more in support of SCHC services.

**Arbor Memorial Foundation**

**Arun Kapoor**

**Canada Life**

**Chum Charitable Foundation**

**Coronation Community Association of West Hill**

**Credit Counselling Society**

**Diane Elkin**

**Dolores Pargana**

**Easttown Centre**

**Eli Lilly Canada Inc**

**EllisDon Corporation**

**Guildwood Community Presbyterian Church**

**Industrial Alliance**

**JD & Associates**

**Jeanie Joaquin**

**Jesus Calls Canada**

**Jill E Fewster-Yan**

**June A Dewar**

**Kamlesh Shah**

**Kleenway Services Inc.**

**Lynn Muir-Wheeler**

**Mcdougall & Brown Funeral Home**

**Melville Presbyterian Church**

**Mondelez International**

**Novo Nordisk Canada Inc.**

**Pema Lhalungpa**

**RBC Foundation**

**Royal Bank of Canada**

**Rupinder Parhar**

**Scarborough Bluffs United Church**

**SE Telecom**

**St. Dunstan of Canterbury Anglican Church**

**Susan G MacDonald**

**TD Bank Group**

**Wal-Mart Canada Corp**

# OUR CORE VALUES

**INCLUSIVENESS** We believe in creating an atmosphere that is reflective of the diversity of our community, eliminating any physical, social, psychological, or systemic barriers. This includes creating a welcoming and non-discriminatory environment that encourages a sense of belonging in our organization.

**COMMUNITY ENGAGEMENT** Our client-centred and community-oriented organization is built on a framework of transparency, open communication, and sharing. We believe in building partnerships with members of our community to maintain a firm understanding of what our clients require, in order to adapt to changing needs.

**ACCOUNTABILITY** We have a responsibility to our community of clients, staff and funders to remain transparent at all levels of the organization; to provide accurate, reliable, and timely services and information; to ensure ethical decision-making policies; and to continuously ensure that our clients are receiving the best and most effective services possible.

**RESPECT** All members of the SCHC community deserve compassion, dignity and empathy. To achieve this and build the trust of our community, we believe we must begin from a foundation of non-judgmental respect and inclusivity.

**EQUITY** We recognize and respect that our community members come from diverse backgrounds, and often access our organization according to their current needs. In order to accommodate the specific requirements of our clients and to provide them with the best services possible, we assess and identify the level of service they require while at SCHC and provide them with the right resources for their continued off-site support



**“I CARE” VALUES**  
**INCLUSIVENESS**  
**COMMUNITY ENGAGEMENT**  
**ACCOUNTABILITY**  
**RESPECT**  
**EQUITY**

## OUR MISSION:

SCHC is dedicated to meeting the holistic health needs of the communities of Scarborough by addressing many aspects of health including physical, mental, social, financial and environmental. Through the promotion of healthy lifestyles and the delivery of a diverse range of health and social services, we cultivate vital and connected communities.

## OUR VISION:

To be recognized as the leading organization addressing the holistic health and wellness needs of the people of Scarborough.

## OUR SERVICES:

### COMMUNITY HEALTH

- After hours phone consultation
- Assessment and treatment of acute and episodic illnesses
- Cervical screening
- Foot Health Services
- Diabetes education
- Family Counseling including sexual assault and domestic violence
- Health Promotion and Outreach
- Immunization for children and adults
- Inter-Professional Primary Care Team
- Pre-natal Care
- Preventative health care and screening
- Routine physical exams

### COMMUNITY DEVELOPMENT

- Action for Neighbourhood Change
- Child, Youth & Family Engagement
- Food, Furniture and Clothing banks
- Homelessness intervention Program
- Housing Stabilization Program
- Hub Mid Scarborough
- Lawrence East Partnership Program
- Early ON Child and Family Centre
- Youth engagement

### COMMUNITY WELLNESS

- Adult Day Centre
- Caregiver Wellness
- Congregate Dining
- Active Living Centre
- Friendly visiting and security checks
- Home at last
- Home first
- Home help
- Home maintenance
- Hospice Bereavement Care
- Hospice Palliative Care
- Day Hospice
- Hospice Psychosocial Spiritual Care
- Meals On Wheels
- Respite Care
- Supportive housing
- Tamil speaking seniors health & wellness
- Transportation