



Annual Report

2022

2023





## LETTER FROM BOARD PRESIDENT AND EXECUTIVE DIRECTOR

### Dear Members:

In this Annual Report, you will find more details and highlights of the programs and services we offered in 2022/23, as well as a snapshot of our 2022/23 financial status and a note of appreciation to our funders and donors.

We are particularly proud of two highlights of the past year: establishing a new seniors' recreational group for Afro-Caribbean community members and developing the Board of Directors' Black Residents Community Advisory Committee (BRCAC). Members of the Afro-Caribbean Seniors' Group enjoy activities with an Afro-Caribbean cultural focus, build connections and reduce their social isolation. The eight members of the BRCAC advise the Board of Directors on the needs of Black community residents and families and how DPNCHC can improve its services specifically for the Black community.

In every DPNCHC area and program, staff led the way to restore services closer to pre-pandemic levels. In 2022/23, group programming was available in person with limitations on the number of participants to maintain COVID-19 protocols. These numbers have slowly expanded over the year to include more people in every program. Staff flexibility and willingness to take on all issues helped DPNCHC meet the needs of marginalized people in our community. We sincerely thank our staff for their insights, expertise, and willingness to work under circumstances that were still uncertain and difficult over the past year.

We want to thank our funders and donors for their ongoing commitment to the vital work at DPNCHC. Finally, we thank our Board members, who have dedicated their time and efforts to helping DPNCHC be the best organization it can be.

The Board of Directors and the entire staff team are united in purpose to forge ahead with our mission to provide integrated, accessible health and community services for individuals and families in our community who experience social and economic barriers to ignite change, improve lives, and strengthen the community.

Sincerely,



A handwritten signature in black ink that reads "Kim Fraser".

**Kim Fraser**, Executive Director



A handwritten signature in black ink that reads "Paulysha DeGannes".

**Paulysha DeGannes**, Board President



# Services, Programs & Initiatives

## Health Services

- Counseling & Therapy Services
- Dietitian Services
- Physiotherapy Services
- Primary Care Health Services
- Surfing Tsunamis (Dialectical Behavioral Therapy Group Program)
- DBT Informed Recovery
- Community Kitchen

## Adult Services

- Community Dining
- Men's Drop-In Program (Pop-In/ Drop-In Program)
- Community Support & Crisis Intervention Services
- Harm Reduction Support Services
- Literacy Services
- Let's Talk English Conversation Circle (Literacy Program)
- Settlement Services
- Social Prescribing

## Child & Youth Services

- After-School Program
- Children March Break Day Camp
- Children Summer Day Camp
- Young Men's Paving the Way Project
- Youth Employment & Training Program (YEP)
- Youth Space

## Early Years Programs

- Ages and Stages Screening Clinics
- Baby and Me
- Baby Lap Time
- Baby Circle Time
- Babies on the Move
- Building Blocks (Extra Support Needs Program)
- Child Development Screenings and Support (Walk-in)
- Childminder Training for Newcomer/ Low-Income Women
- Drop-In Programs (multiple locations)
- Drop-in Programs for families with Extra Support Needs (Main Site)
- Fun at the Park (Perth Park and Campbell Park - Summer)
- Healthy Child Screening
- Healthy Beginnings Pre-Natal Program
- Indoor Active Play (multiple locations)
- Nobody's Perfect Parenting Program
- Portuguese Language Family Fun Time
- School Readiness
- Toddler Play Time
- Virtual Circle Time (English, Spanish, Urdu)
- Virtual School Readiness
- Workshops

## Senior Services

- Abrigo
- Blind Adults Centre
- Copernicus Lodge
- Culture Link
- Dowling Homes
- First Portuguese
- Hearthstone
- Hellenic Lodge
- New Horizons
- Joseph J.Piccininni
- Rankin
- Sistering

## Community Development & Health Promotion

- Community Kitchen Healthy Cooking Workshops & Demonstrations
- Pizza with Politicians: Community Meet the Candidates in Provincial Elections
- Repair Cafe
- Food Sustainability and Social Connection Plant Project
- Start of the Banner Project: What we love about our Community and how we belong
- Support TCH Residents' Meals To Go Program

## Volunteer Services

- Volunteer Program Assistance
- Student Placements



## Health Services

### CLIENT IMPACTS

- ✓ Better Health Outcomes
- ✓ Increased Well-Being

Our Community Health Centre provides our clients with low-barrier access to primary care, health, and mental health services. We have a team of clinical providers and a diverse set of allied health services, including a community dietitian, multiple counsellor-therapists, a physiotherapist, partnerships with a diabetes management program, psychiatric referral services, and an on-site pharmacy.

This past year, we continued to support our communities through COVID-19 and flu vaccination clinics. We saw high uptake among children under five due to our strong relationship with the community. We also continue to support clients facing COVID through monitoring with the COVID@Home program and seeing clients virtually and in person.

We are particularly proud of the efforts of our Nurse Practitioners, who enhanced their capacity for supporting infant mental health through Infant and Early Mental Health Promotion training at the Hospital for Sick Children. This training has highlighted the impact of poor attachment and lack of access to the social determinants of health on a child's brain and social-emotional development. It deepens the connection between Primary Care and the EarlyON teams.

Our Dialectical Behavior Therapy (DBT) Informed Recovery Group also had a significant impact. Nearly 40 people participated in the program, which offered mindfulness meditation practice and DBT skills to navigate substance use. Many participants reported developing stronger compassion, empathy, and resiliency as they learned strategies to manage substance use.

2,289

unique individuals  
unique individuals  
accessed Primary  
Care services

11,266

interactions with a  
service provider

61

virtual group counselling  
sessions provided

### CLIENT IMPACTS

- ✓ Increased Capacity

## Early Years

The Early Years Department offers a wide range of play-based learning drop-ins, parent support, and educational programs to all families in our community with children under six. These programs help increase parent and caregiver knowledge and skills around early childhood development, expand the social network of families and children to reduce social isolation and connect families with resources and support, including those with developmental concerns.

We continued to build in-person capacity this past year with a renewed focus on supporting early childhood development. Re-opening the drop-in at 1900 Davenport, for instance, saw an increase of about 50% capacity. With COVID-19 regulations limiting the number of participants for in-person programs, we also continued to offer virtual programming for our parent education groups, Nobody's Perfect (in English and Spanish) and Mother Goose (our Portuguese-speaking mother's group).

We also served several families with children requiring a range of additional support and programs. For instance, we established dedicated days and times for smaller numbers of our drop-ins to limit stimulation. We also offer additional support in English and Spanish, allowing for more opportunities for parents and caregivers to take a break while staff facilitate activities with the children.

2,584

unique individuals  
served

872

group sessions held  
virtually and in person



## Children & Youth

### CLIENT IMPACTS

- ✓ Increased sense of belonging
- ✓ Increased resiliency

280

unique individuals served

308

group sessions held  
virtually and in person

The best way to support the diverse young people in our community is by developing skills and knowledge and helping them access community resources and supports that foster healthy development and increase life choices. We challenge our Children & Youth Service participants to build independence, form meaningful bonds, and develop relational skills with their peers and staff. Program participants are actively involved with staff in planning activities, organizing materials and facilitating events with their peers like our Annual Black History Celebration. Our programs create a safe and supportive environment for peer exchange, fostering healthy relationships and creating a sense of community and belonging.

We resumed March break and summer camps this year, offering programming outside as often as possible. We provided outings for swimming and to Centre Island, and with access to a school bus, we could offer field trips outside the community safely and securely. We were also happy to resume after-school programs in the fall of 2022.

Our Young Men Paving Ways continued to support primarily Black-identified male youth aged 16-24 through online programming but also with opportunities to meet in person. The program provided healthy activities and life skills development (including job search and interview skills, cooking, and healthy sexuality) facilitated by a program worker and peers from the community, as participants felt it was essential to identify with the people organizing the program.

### CLIENT IMPACTS

- ✓ Increased sense of belonging
- ✓ Increased resiliency

1,807

unique individuals served

431

group sessions held

1,681

individual interactions  
with a staff member

## Adult Services

Our Adult Services represent a wide range of programs and opportunities for clients to get the support they need. These include a twice-weekly dining program, social drop-ins, harm reduction services, crisis support, settlement services, and literacy programs. Through these programs, clients connect with places to socialize, make friends and locate community resources in multiple languages. We aim to provide low-barrier, accessible services, particularly for vulnerable adults.

We have faced many challenges over the past two years, with an estimated 30 percent increase in demand for our programs, as many adults in the community experienced social isolation and a lack of resources due to organizations closing in response to the pandemic.

We are happy that throughout the pandemic, we could continue to provide food for community members, even if we could not provide on-site gatherings. Our 'pop-in' space allowed community members to come by to grab a snack and talk with staff.

We were also happy to resume on-site literacy programming again in 2022, offering adults the opportunity to visit in person once or twice a week.

We know that clients increase their sense of belonging when they are given the support they need in a way that respects their emotions and demonstrates empathy. These approaches are fundamental to community support work and help people feel valued, safe and welcomed as members of the DPNCHC community.



## Community Development & Health Promotion (CDHP)

### CLIENT IMPACTS

- ✓ Increased sense of belonging
- ✓ Increased sense of capacity

160  
individuals served

38  
group sessions held

There is an undeniable relationship between community development and health. We address health and well-being barriers by engaging and mobilizing residents around community issues. Our CDHP initiatives are community supported, research-informed and people-focused. Using advocacy, health education, and personal skills development, we strive to increase the ability of vulnerable populations to affect their own health and community outcomes positively. We offer services in English, Spanish, Portuguese and Italian. Our goal is to ensure people feel they have a community they belong to.

This year, we have seen great success in our partnership with the Open Jam Collective for the Street Dance Initiative, bringing inspiration, inclusion and passion for community through dance every week at 1900 Davenport. We welcome all those who have been introduced to DPNCHC through this program.

We are also encouraged by the positive community response to voter engagement sessions and the development of the Black Community Residents Advisory Committee through the work of our Community Development/Health Promotion Coordinator. This position will also include supporting the development and implementation of anti-Black racism training for staff.

We are looking forward to developing more community engagement in the coming year. We know community members are ready to get more involved in activities that interest them – and when people are consulted and involved in the planning, their interest and commitment to the program shine through.

### CLIENT IMPACTS

- ✓ Increased capacity
- ✓ Increased sense of belonging
- ✓ Increased sense of well-being

410  
individuals participated in arts, educational, social, and support programs

393  
group sessions held virtually and in person

971  
individual interactions with a staff member

## Seniors

The Seniors Services Department offers regular skills-building, arts, social, and fitness programs in four languages: Portuguese, Spanish, Italian, and English. Programs focus on health promotion and address equity issues by helping clients overcome barriers to accessing health information, social support, and services. These programs build participant capacity, competency and resiliency, which enables them to participate more fully in their community and decrease social isolation.

This year, we continued to enjoy our renovated backyard space, allowing larger numbers of participants to join programming while maintaining social distance. As the weather cooled, we brought programs indoors to the Sanctuary, providing a large space. Combined with virtual options, we increased our capacity by 30 percent while offering year-round programming.

We also saw continued weekly engagement through the Afro-Caribbean Social Network, offering information, music, laughs and friendship. We are happy to be able to provide a space for older Black women where they can share space, increase their capacity for self-advocacy, and focus on health and wellness – while having fun.

We were also excited to offer a ten-week program on textiles and storytelling through the Llalín Collective's Stitching Our Stories: Arpillera Workshop and a virtual creative program for seniors in collaboration with Muse Arts to stay connected during the winter months.

# Theory of Change

At the end of 2019, our 2014-2019 Strategic Plan came to an end. To get ready for a new Plan, we embarked on a new strategic planning process in 2018. A key part of the process was to develop a Theory of Change. The Theory of Change is a model in both pictures and words that describes a change that we want to bring about through the actions that we plan to take. To support our work in this area we got a grant from the McConnell Foundation through their Innoweave program and were able to hire an experienced coach to help us do this work.

We developed our Theory of Change by first inventorying all of our programs across the organization and identifying who they serve, the ways we deliver these programs, the areas of need they focus on, and the impacts they have on our community and our clients. As we did this work, a picture emerged of what we want to achieve and the ultimate impact we are striving towards: to ignite change, improve lives, and strengthen community.

## During this process, we also developed an intended impact statement, which describes the medium term goals of our organization:

- 1 **By 2025, our client's lives will be better through increased resiliency, a strong sense of belonging, enhanced wellbeing, and improved mental and physical health outcomes.**
- 2 **Collective leadership and community driven priority setting will result in a stronger community and more effective and accessible services.**
- 3 **Our programs and services will be better designed to meet community needs.**
- 4 **Our stewardship will be enhanced by a commitment to utilize data and evidence to support decision-making and continuously improve our measurement of impact.**

This Theory of Change was used as the foundation of our new Strategic Plan, which was developed by a joint board-staff committee in 2019. We also updated our mission and organizational values during this process. Our new 2020-2025 Strategic Plan was initiated in April 2020. Each direction and objective in the new plan is accountable to our Theory of Change and intends to enhance the impacts we seek to have as an organization.

## Our Values

### WELL-BEING

We believe that everyone has the right to the basic conditions that make good health possible and enable them to live to their full potential. To that end, we create deep integration with our community partners and across our programs and we employ skilled and empathetic staff.

### EMPOWERMENT

We believe that people can improve their own lives and act collectively to improve their neighbourhoods. To support this we prioritize a local community and neighbourhood focus in our planning and use community development approaches in many of our programs and services.

### EQUITY

We recognize that some individuals and some communities experience systemic inequalities in our society and we are committed to challenging those inequalities. We do this by maintaining an equity approach to service delivery and by employing a strong client-centred focus in our work.

### DIVERSITY

We support, celebrate and embrace diversity as an integral part of our work. We promote equal opportunity in all the services we provide.

### QUALITY

We follow continuous quality improvement approaches and use strong planning, assessment and monitoring processes to ensure that our programs are of the highest quality.

### INTEGRITY

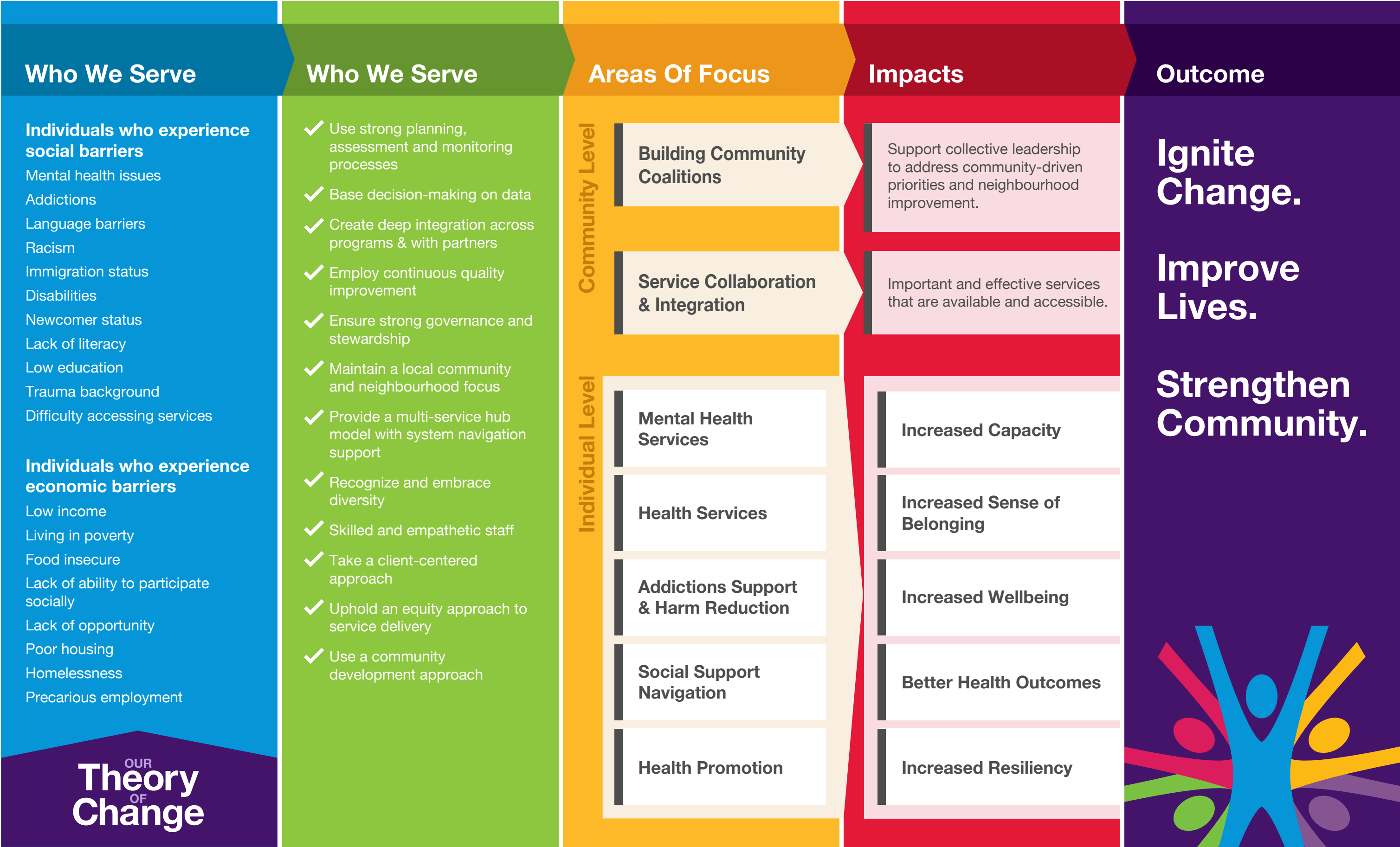
We are committed to honest, ethical and accountable behaviour and we strive to have strong governance and stewardship in place to guide our organization.

### ACCESSIBILITY

We strive to create a welcoming, inclusive, safe, supportive, and accessible space for everyone. To do this we function as a multi-service hub for the community and provide systems navigation support to our clients.

## Our Mission

Davenport-Perth Neighbourhood and Community Health Centre supports people in its neighbourhood, especially those who face economic and/or social barriers, to enrich their lives and the life of our community. We do this by working in partnership with local residents and organizations to deliver a range of community, health, and social support services that are responsive to local needs and opportunities.





# Our Funders

Our work is supported and sustained by an incredible community of active citizens. We'd like to thank every donor, funder, and volunteer who their contributed time and money to the Centre in 2022 and 2023.



## Federal Government

- Public Health Agency of Canada
- Human Resources Skills and Development Canada
  - Canada Summer Jobs
- Community Food Centres Canada



## Provincial Government

- Ministry of Health and Long Term Care
  - Ontario Health General
  - Ontario Health - Exercise initiative
- Ontario Ministry for Seniors and Accessibility
- Ministry of Citizenship and Immigration
  - Newcomer Settlement Program (NSP)
  - Pay Equity (PE)
- Ministry of Advanced Education and Skills Development



## Municipal Government

- City of Toronto - Social Development, Finance and Administration Division
  - Community Service Partnerships (CSP) Program
  - Toronto Urban Health Fund (TUHF)
- City of Toronto - Child and Family Programs
- City of Toronto - Children's Services



## Foundations

- United Way of Greater Toronto
- Ontario Trillium Foundation
- Chum Charitable Foundation

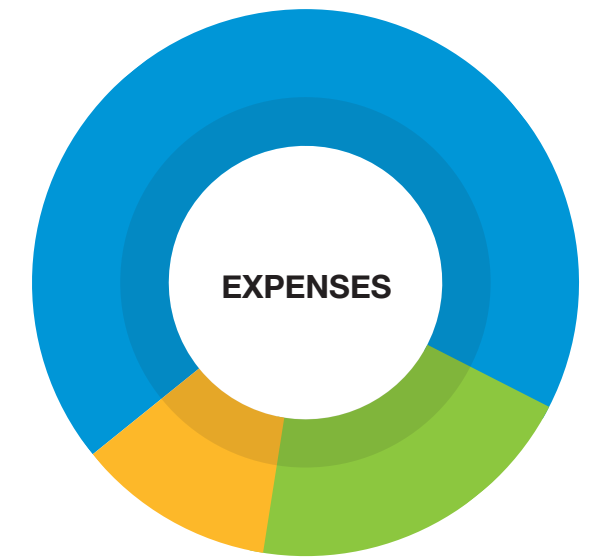
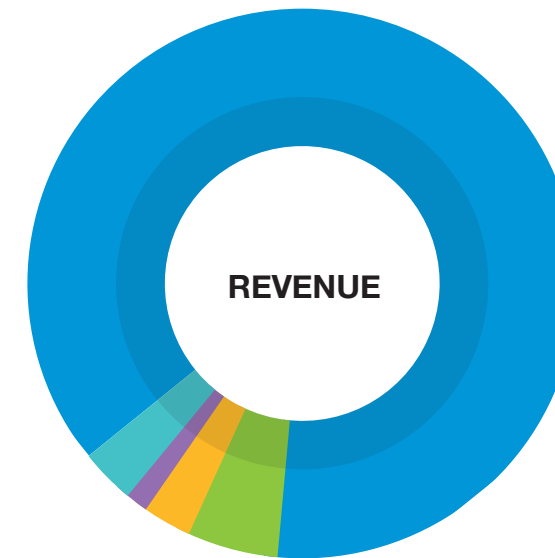


## Other

- West Toronto Community Health Services
- Reconnect Community Health Services
- Vital Toronto Foundation
- XL Specialty Insurance Canada
- ABC Life Literacy Canada
- Charities Aid Foundation
- Alliance for Healthier Communities
- Alexandra Park Neighbourhood Learning Centre
- Kaatza Foundation
- BWXT Canada

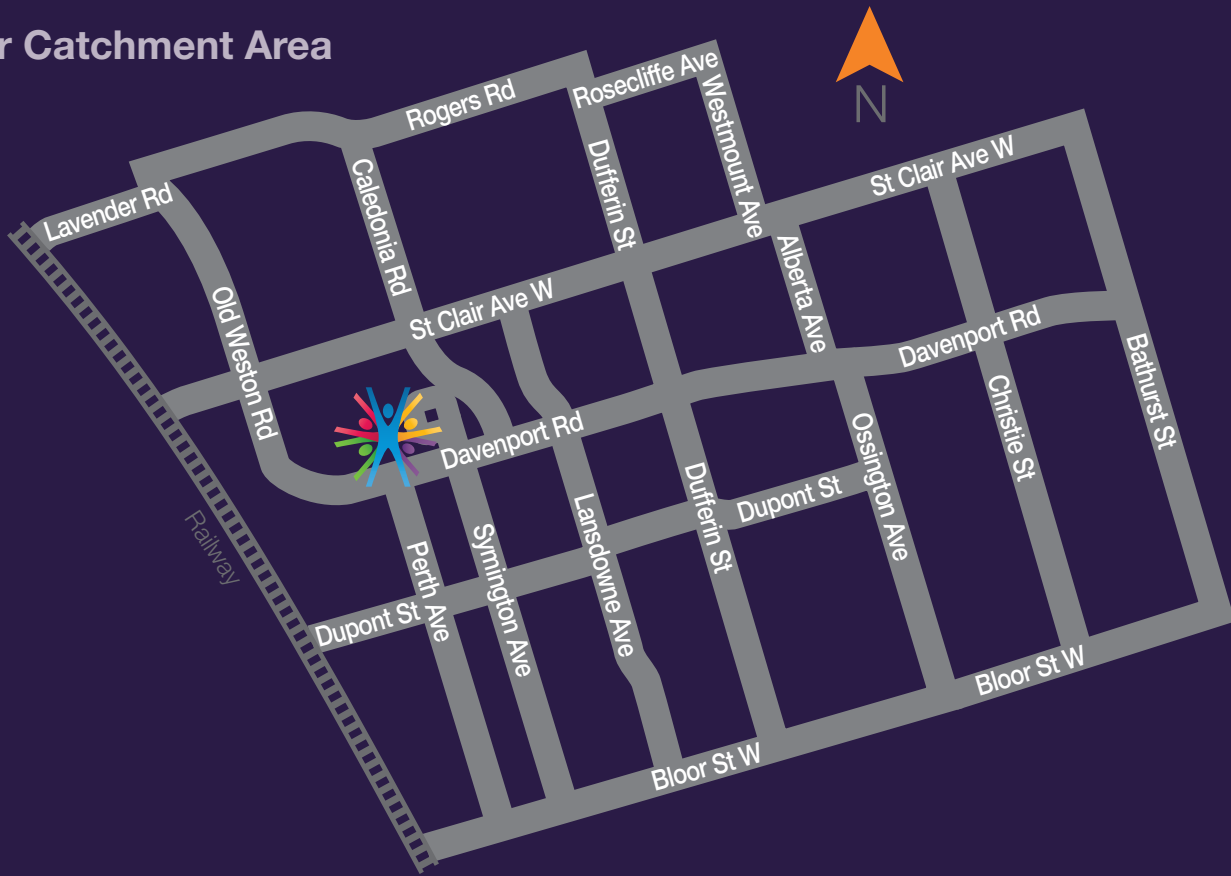
# Financials

We are proud to announce a successful 2022-2023 year that concluded with DPNCHC in a financially balanced position.



# Annual Report 22 23

## Our Catchment Area



**Davenport-Perth**  
Neighbourhood and Community Health Centre



Life happens here.™



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