



Annual Report

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LETTER FROM BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear Members:

We are delighted to present DPNCHC's annual report for 2023-2024. This past year marked the fourth year of our five-year strategic plan. We experienced both successes and stumbling blocks, learning and growing along the way. The needs in our community are deepening, echoed by an increased demand for our programs and services. This is a testament to the vital role we play in addressing the complex issues facing our clients. We are also highly aware of the lingering effects of the pandemic and the ever-growing complexities within our social and economic systems. However, we remain committed to our vision: "Ignite change. Improve lives. Strengthen community."

Some highlights from the year include:

- We are proud to have completed a comprehensive Black Residents' Needs Assessment, a significant milestone in our planning for the 2024-2025 year and beyond. This assessment will guide our future work, enabling us to tailor our services to meet the unique needs of our diverse community.
- We diligently continued the implementation of our core programs. Through regular evaluation, ongoing participant consultation, and a commitment to quality improvement, we have successfully developed and sustained trusted programs that effectively achieve their objectives.
- We innovated to better serve our community members by introducing specialized programs tailored to their needs. For instance, we provide dedicated programs for families with children requiring additional support, along with convenient walk-in child development and parent support sessions.

- Of course, no summary of DPNCHC's efforts would be complete without mentioning our commitment to community engagement through celebrations and special events. We proudly hosted our inaugural Community Spring Festival, fostering connections between community members and local agencies.

This year, we also bid farewell to our long-time Executive Director, Kim Fraser. Her profound contributions to DPNCHC have left an enduring mark on Toronto's networks of service providers. We are grateful for her leadership and wish her the very best in her future endeavors. Kim has left DPNCHC on a firm footing and poised for our next chapter.

Lastly, we extend our heartfelt gratitude to our dedicated staff, students, volunteers, and partners. Without you, the accomplishments described in this report would not have been possible.

We invite you to delve into our work and discover more about what we have achieved.

Sincerely,



Tammy Décarie, Executive Director



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 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 Parks (Perth Square, Earls court and Wadsworth Parks - Summer)
- Go Go Babies
- Healthy Child Screening
- Healthy Beginnings Pre-Natal Program
- Indoor Active Play (multiple locations)
- Nobody’s Perfect Parenting Program
- Portuguese Speaking Parent Group
- School Readiness (Summer)
- Virtual School Readiness
- Workshops

Senior Services

- Donne Insieme- Italian Speaking Seniors
- Cantinho Da Amizade- Portuguese Speaking Seniors
- Wellness Seniors -English Speaking Seniors
- Club Amistad – Spanish Speaking Seniors
- Afro-Caribbean Seniors
- Aspire Choir
- Intermediate English
- Computer Classes
- Art Program
- Knitting and Sewing
- Cine Forum
- Fitness Classes at DPNCHC
- Gentle Body Connection
- Ping Pong and Bocce
- Strength and Balance
- Dance Fit
- Spanish Seniors Folk Dances
- Line Dancing
- Pole Walking -Wadsworth Park
- Walk Fit – Earls court Park
- Other Fitness Locations

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



Health Services

CLIENT IMPACTS

- ✓ Better health outcomes
- ✓ Increased resiliency

3,094
Unique individuals served

12,784
Interactions with a service provider

151
Group sessions held

We offer a comprehensive range of free health services, including primary care, counseling and therapy, physiotherapy, and access to a community dietitian.

Our focus is on marginalized communities, such as low-income individuals, newcomers, refugees, and those with precarious immigration status. In the past three years, we onboarded 844 new primary care clients. **Our clients are 66% more medically complex than the average Ontarian**, often with multiple health conditions.

We actively work to mitigate challenges impacting our clients’ health outcomes. Our quality improvement program has enhanced efficiencies in cancer screening, proactively addressing health concerns.

DPNCHC leads in improving access to **evidence-based mental health treatment**. Our 20-week dialectical behavior therapy (DBT) program, Surfing Tsunamis, supported over 100 participants in 2023, helping them cope with distress and manage intense emotions.

Physiotherapy at DPNCHC improves clients’ quality of life by increasing mobility, reducing pain, and promoting wellness. Personalized exercise regimens, hands-on therapy, and educational support help individuals regain strength, flexibility, and functionality, enabling full engagement in daily activities and personal goals.

Our **community dietitian** collaborates with our multidisciplinary team to offer personalized dietary counseling across all life stages. They help clients enhance dietary habits and manage health issues, leading health promotion and nutrition education programs like community kitchen sessions, after-school cooking classes, educational talks, and food demonstrations.

CLIENT IMPACTS

- ✓ Better health outcomes
- ✓ Increased sense of belonging
- ✓ Increased resiliency

2,683
Unique individuals served

31,962
Interactions with a service provider

934
Group sessions held

Early Years

At our **EarlyON Child and Family Centre**, we provide a welcoming environment for parents and caregivers to bring their young children. Here, children can engage in play, exploration, singing, and connecting with others in a supportive setting.

Throughout the year, we have observed **increased resilience and confidence among parents in our programs**. Many parents reported their families facing issues like food insecurity, mental health challenges, and disability diagnoses. We offered support to alleviate their stress and isolation, empowering parents through active listening, connections to services, and guidance.

We introduced a drop-in program for children with additional support needs, allowing families to connect with staff, participate in workshops, and receive specialist referrals. This supportive environment enables families to interact without fear of judgment, and children benefit from forming friendships in an accepting space.

We also provided **Walk-in Child Development and Parent Support** sessions, where families met with our Resource Coordinator and Early Childhood Educators to address developmental and behavioral concerns. These sessions included developmental screenings, checklists, specialist referrals, and parenting resources.



Children & Youth

CLIENT IMPACTS

- ✓ Increased wellbeing
- ✓ Increased sense of belonging

200

Unique individuals served

442

Group sessions held

Our **Children & Youth Services** are designed to empower young individuals by fostering interpersonal and life skills while providing access to essential resources. Additionally, we cultivate a supportive environment that encourages participants to build a sense of community and belonging.

Throughout the past year, we have celebrated numerous successes, with our **March break and summer camp programs** standing out as particularly popular. These programs provided a wide range of activities aimed at enriching participants' education and promoting their physical and mental well-being within a safe, enjoyable, and affordable environment. The diversity among our participants was mirrored in our staff, offering valuable opportunities for learning, engagement, leadership, and mentoring.

We were pleased to witness active participation in our **Young Men Paving Ways project**, which provided a safe space for Black youth aged 16 to 24 after school. Here, they enjoyed hot meals and engaged in a variety of recreational and educational activities. The program offered workshops and guest speakers covering diverse topics such as mental and physical health, as well as career orientation. Participants also enjoyed gym sessions for sports activities and cooking sessions led by a chef who shared various recipes while providing mentorship.

CLIENT IMPACTS

- ✓ Better health outcomes
- ✓ Increased sense of belonging

636

Unique individuals served

7,978

Interactions with a service provider

520

Group sessions held

Adult Services

Our **Adult Services** offer diverse programs to foster socialization and connect clients with community resources. We provide a safe, welcoming environment for sharing experiences, recreational activities, and nutritious meals. Our dedicated staff ensures clients have access to necessary resources, including referrals for physical and mental well-being and services addressing isolation and anxiety.

Over the past year, our **Settlement Services** saw a 20% increase in utilization, with many clients obtaining permanent residence status and successfully sponsoring family members. We plan to collaborate with EarlyON Child and Family Centre to create a support group for newcomer families.

In our drop-in program, we partnered with Making Art Making Change for a nine-session art project, culminating in a showcase at the Osler Art Gallery. This project helped participants build connections and a sense of belonging. We are excited to launch a mural program next year, involving past participants and other community members.

Our **Literacy Program** helps adults improve reading, writing, math, and basic computer skills. We also introduced an English Speaking Circle to enhance language proficiency, empowering individuals to engage more fully in their communities.

At this year's **annual holiday dinner event**, we distributed over 150 hot take-out meals and self-care gift packages to Davenport residents. Our social prescriber and crisis intervention workers were onsite to offer information and referrals.



Community Development & Health Promotion

CLIENT IMPACTS

- ✓ Increased capacity
- ✓ Increased sense of belonging

220
Individuals served

20
Group sessions held

Our **Community Development and Health Promotion** program aims to empower marginalized populations to actively improve their own health and community outcomes. By employing advocacy, health education, and personal skills development, we work towards fostering community well-being. Through a variety of initiatives, we have successfully empowered individuals, strengthened community bonds, and enhanced health outcomes across our community.

Our **annual vaccine clinics** offered vital preventive healthcare access to underserved populations, protecting against infectious diseases and promoting community immunity. Additionally, at our **Healthcare Rally**, we advocated for systemic change, emphasizing the need for inclusive and accessible healthcare. By amplifying community voices and mobilizing action, this event served as a powerful reminder of health as a fundamental human right, deserving collective advocacy and support.

Throughout the year, we organized various events to strengthen community bonds and celebrate diversity. Our **Community Spring Festival** united neighbors in a celebration of unity and cultural diversity, highlighting the richness within our community. Additionally, our **International Women’s Day** Event honored the contributions of women and provided a platform for sharing stories, fostering connection, and empowering individuals.

Empowerment took on a practical form through our **Self-Defense Workshop**, where participants gained essential skills for personal safety and confidence.

CLIENT IMPACTS

- ✓ Increased wellbeing
- ✓ Increased sense of belonging

1,460
Unique individuals served

1,925
Interactions with a service provider

1,913
Group sessions held (in-person and virtual)

Seniors

Our **Seniors’ Services** programs are designed for individuals aged 55 and older. We provide a range of free, multilingual programs aimed at enhancing health, wellness, and social engagement. These include fitness and exercise classes, workshops for skills development, arts and crafts sessions, singing and dancing programs, social groups, and conversational English as a Second Language sessions.

Throughout the past year, we organized **special events and trips tailored for seniors**, offering them opportunities to engage with individuals from diverse cultures, share culinary delights, dances, and traditions, and learn from one another. We gauged the positive impact of these events through various metrics, including improvements in quality of life, positive feedback from participants, increased interaction and participation, higher attendance rates, a reinforced sense of belonging, and heightened overall satisfaction among the participants.

We have also implemented **tailored supports to address the needs of specific communities**. For instance, in our Afro-Caribbean Seniors Group, we facilitated a variety of activities aimed at celebrating cultural traditions, fostering social connections, and enhancing cultural resilience. Feedback from surveys indicates that clients have experienced a notable increase in their sense of belonging within the program.

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 2023 and 2024.



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 - CHC
 - 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

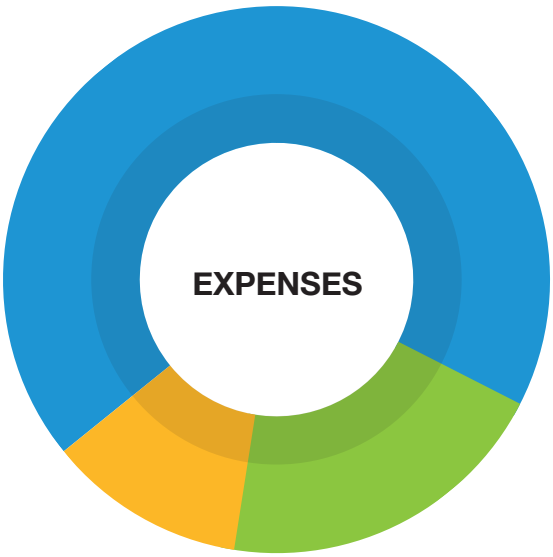
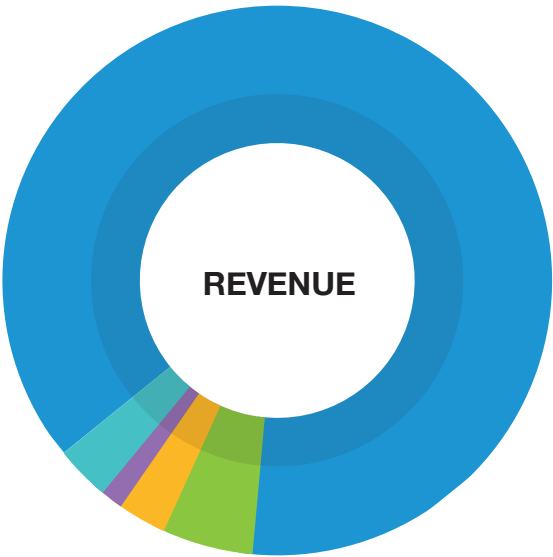


Other

- West Toronto Community Health Services
- Reconnect Community Health Services
- Alliance for Healthier Communities
- Kaatza Foundation
- West Neighbourhood House
- Parkdale Project Read Inc
- Lakeshore Area Multi Service
- Alexandra Park Neighbourhood
- Toronto Foundation
- Plooto (AlphaPlus)
- Older Adult Centres Association
- BWXT Canada
- Toronto Fresh Air Fund
- The Neighbourhood Group
- The Community Social Planning Council of Toronto
- Vital Toronto – Canada Helps Toronto Foundation

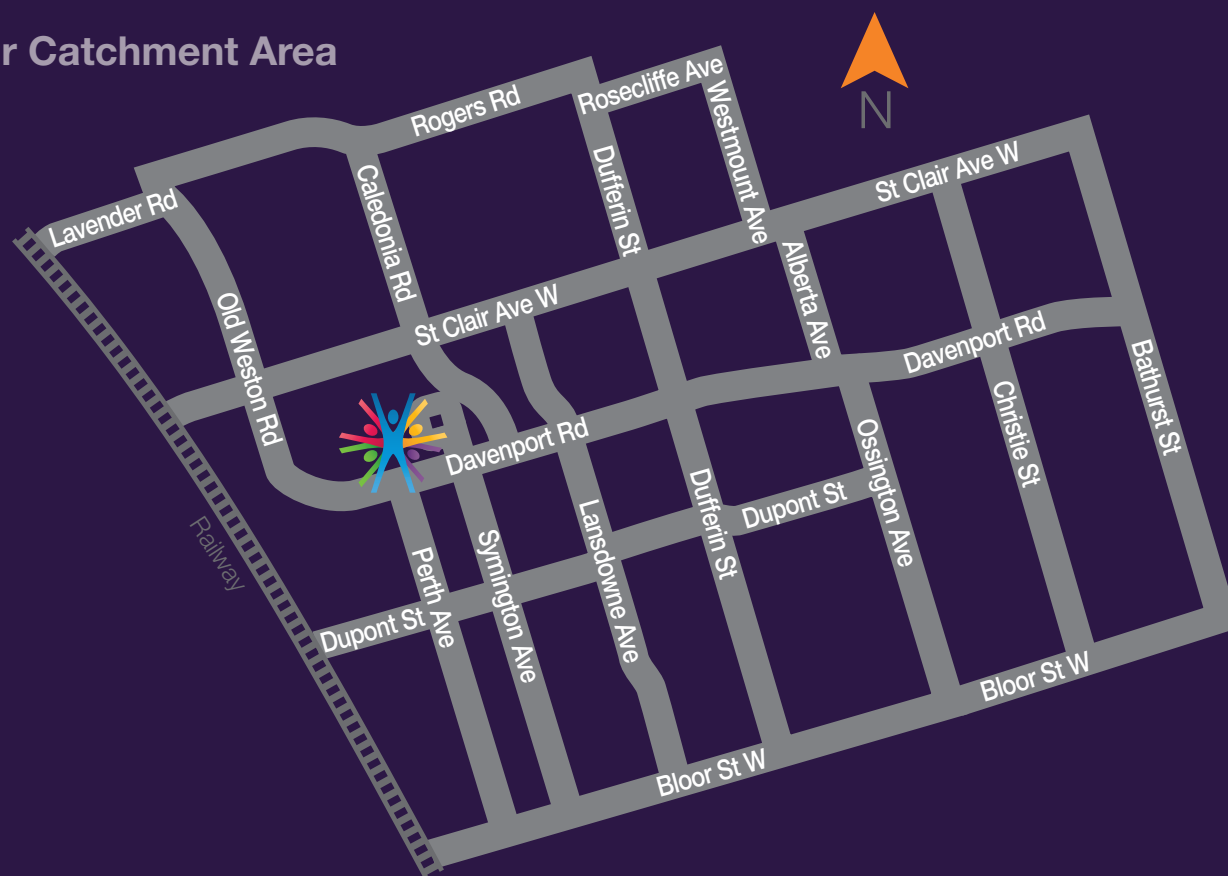
Financials

We are proud to announce a successful 2023-2024 year that concluded with DPNCHC in a financially balanced position.



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Our Catchment Area



Davenport-Perth

Neighbourhood and Community Health Centre



Life happens here.™



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