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Davenport-Perth

Neighbourhood and Community Health Centre





LETTER FROM ED AND BOARD CHAIR

2018-2019 was a great year for the DPNCHC Community, full of change and progress. This past year was the beginning of transformative change. We welcomed new staff and new Board members and continued to build on our partnerships that will have a lasting and positive impact for our community and our city. This Annual Report showcases the many ways in which we support work within the DPNCHC community and beyond.

Currently, Ontario's political climate is in flux. How does DPNCHC continue to succeed in this new and potentially disruptive political climate after 15 years of relative stability? We believe we are ready to excel in this new environment through effective assessment and planning.

To begin, in 2018 DPNCHC began foundational work for its next strategic plan in 2020. We did this by doing a Community Needs Assessment (CNA). With the CNA, we spoke with many residents in the community, other service providers and our staff to determine key community issues and trends. This information will help us to identify service gaps and whether we are providing the right programs to the right people.

In addition to the CNA, we were awarded a grant from the McConnell foundation to develop and determine how DPNCHC can design programs for strategic impact. With this grant, DPNCHC staff and board were able to work on a framework for future planning called a Theory of Change. This framework will guide the development of our next strategic plan. Changes in the Ontario political environment will require DPNCHC to be nimble and resourceful over the next 5 years. We are excited that with a viable plan we can align our strategy with community needs.

A major highlight from 2018-2019 is that DPNCHC underwent an accreditation review and will be accredited for the next 4 years (2019-2023). The accreditation reviewers noted many organizational strengths and some stretch goals for DPNCHC to work on over the next review period. Reviewers noted what a powerful resource our staff and board are to DPNCHC and the community. We are proud of the work that we do and the changes we have been able to make in the community and look forward to new opportunities in the year ahead.

Our success is the community's success. With the ongoing support of our many volunteers, staff, donors, partners, and board, DPNCHC is ready for the challenges and achievements of the next year. Thank you for being a part of the DPNCHC community. We are looking forward to much more in 2019-2020!



Kim Fraser
Executive Director

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



Helder Marcos
Board Chair

A handwritten signature in black ink that reads "Helder Marcos".

Services, Programs & Initiatives

In 2018, DPNCHC provided 83 services, programs and projects. We are proud of our place in the Davenport-Perth Community. Thanks to the efforts of our staff, community members, volunteers, clients, donors and funders we are able to celebrate the following highlights from the 2018 fiscal year.



Health Services

- Primary Health Care Services
- Physiotherapy
- Individual Counselling / Therapy
- Group Counselling / Therapy
- Dietitian Services
- Youth Health Services
- Chronic Disease Management
- Pharmacist

WHO WE SERVED

- All populations
- Non-insured individuals
- Equity-seeking groups: Low-income, Seniors and Youth
- LGBTQ2S
- Living with a mental health diagnosis
- Substance users
- Those experiencing barriers to accessing social services
- Individuals living with chronic disease



Adult Services

- Literacy Programs
- Settlement Services
- Crisis Intervention
- Harm Reduction Services
- Community Dining
- Adult Drop-Ins
- Fitness Classes
- Tax Clinics

WHO WE SERVED

- All Adults ages 18 – 55
- Newcomers to Canada
- Individuals without status
- Speakers of non-official languages
- Adults with underdeveloped literacy skills
- Street-involved individuals
- Substance users
- Food insecure individuals



Child & Youth Services

- After-school Programs
- Camps
- Tutoring services
- Youth Leadership Projects
- Youth Skill Development Programs
- Youth Employment Services
- After-school Programs
- Camps

WHO WE SERVED

- Children/Youth ages 6-24
- At-risk youth
- Racialized youth



Early Years Programs

- School Preparedness Programs
- Physical Activity / Play Programs
- Early Learning Programs
- Parent Support Programs
- System Navigation Support
- Nutrition Education

WHO WE SERVED

- Children under the age of 6
- Parents of children under the age of 6
- Children with special needs / development delays
- Newcomer parents



Community Development & Health Promotion

- Diabetes Prevention Programming
- Community Arts Projects
- Health Literacy Programming
- Recreation & Fitness Drop-ins
- Cancer Screening Initiative
- Nutrition Counselling

WHO WE SERVED

- All populations
- Individuals with chronic diseases



Senior Services

- Fitness and Recreation Classes
- Multilingual Language-Based Social Programs
- Arts Programs
- Skills Training
- Educational Workshops
- Conversational ESL Classes

WHO WE SERVED

- Individuals over the age of 55
- Portuguese, Italian, Spanish speakers



Community Development & Health Promotion (CDHP)

90%

of participants from the South Asian Women's Centre could identify diabetes risk factors after completing the Diabetes Prevention Program.

We believe in the relationship between community development and health. By mobilizing neighbours with shared interests and concerns we hope to facilitate health promoting changes in our community which can affect a wide range of health improvements.

An inspiring example of this last year was the Diabetes Prevention Program. Our staff in the CDHP department, co-led by our dietician, forged a new partnership with the South Asian Women's Centre and Toronto Public Health to provide culturally appropriate and accessible health education for adults who are at risk of developing Type 2 diabetes. With 51 participants over 3 sessions, attendees learned together through exercise, yoga classes, grocery store tours and many healthy eating and cooking workshops. The women who attended were very engaged especially during the healthy cooking workshops! Cooking techniques and learning easy ways to substitute new foods to improve eating habits were a core part of the program. Participants were also shown how to read food labels and ways to select healthier foods at the grocery store. We know that diet impacts health and the CDHP team helps our community stay informed on changes to everyday living that can have a big impact on long-term health.

100%

of clients who participated in the Let's Talk English Conversation Circles reported achieving their learning goals.

Adult Services

Adult programming at DPNCHC has been very busy, with several departments working together to provide many diverse activities. Adults Services, Community Development and Health Promotion and The Health Centre Team work together to develop and lead programs that support the social determinants of health. From our Literacy and Basic Skills Program to settlement services and crisis intervention to harm reduction services, Adult Drop-Ins, fitness classes, income tax clinics and our popular Community Dining program... DPNCHC is a hub of unique services, community agencies and neighbourhood groups who work to offer a range of activities, programs and services to our community.

One wonderful example is a new addition to our schedule, the English Conversation Group. At DPNCHC we strive to improve the lives of our community members through targeted health promotion initiatives. In the spring of 2018, one of our Settlement Workers designed and led a pilot English Conversation group for 15 members of our community. She facilitated the group with the assistance of a retired English teacher. This group was run with the understanding that it was not like a traditional English as a Second Language (ESL) group and would focus on having conversations to practice English. The program ran for 12 weeks and was a huge success!



Youth

65%

of participants in the **Wize Up! Program** reported increased academic confidence.

75%

of their parents reported a more positive attitude to their academic performance.

Youth programming at DPNCHC offers many important opportunities for youth in our community. This includes our after school program, March Break and Summer camps, a Young Men’s Project and Youth Leadership Training. With individual sessions such as a Comic Book Program called Speech Bubble for young women and non-binary youth, Lunch Time Leadership, and Wize-Up!, DPNCHC continues to be a fun and engaging place for area youth.

We are very proud of our Wize-Up! Program which provides academic support to children in grades one to three. In 2018-2019 academic support and formalized tutoring was given to children and families for whom such services in-school were unavailable or insufficient. Many students increased their grade level and became a more confident students. Parents even reported that children showed a more positive attitude to school and learning!

Another wonderful example is our Young Men Paving Ways (YMPW) program which is the latest iteration of DPNCHC’s Young Men’s Program. YMPW is a peer-led life and leadership skills project focused on male youth 16 – 24 years of age. YMPW recognizes the ability and desire of young men to take on roles of leadership in providing opportunities for their peers to enhance knowledge and skills and access resources that enable to make informed and positive changes in their lives and impacts on their community.

Youth are indeed hard at work at DPNCHC and fully engaged in paving new ways for their futures while making a mark in their communities.

90%

of participants in the **Building Blocks Program** reported learning new ideas and skills from the program.

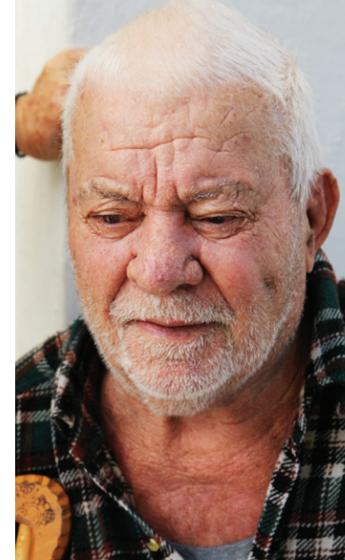
Early Years

Early Years’ was very busy this past year! Over 3100 adults and children were registered to our programs in 2018/2019 with over 19,000 visits recorded.

We held a variety of Early Learning Drop-Ins in 4 community locations, and a busy Summer Park Outreach program on Perth Ave and Campbell Ave, which included yoga for preschoolers, bubbles, outdoor painting and fun in the sand. There was a variety of infant and toddler groups. Our school readiness program was a huge success and held in 3 separate community locations. We also provided four parent education groups and community-based childminder training.

Support for infants and children begins early at DPNCHC with a pre-natal/ pregnancy partnership program. We also offered specialized supports for children with special needs including healthy child screening, Infant Mental Health- Ages and Stages Screening, and a group titled Building Blocks to strengthen child development. We also provided a variety of workshops on topics such as infant massage, child guidance and health.

The DPNCHC Davenport EarlyON Child and Family Centre and the Early Years department offer vibrant programming focused on our youngest community members. By creating a safe, nurturing place for children and parents/caregivers to learn through quality programs we set the foundation for our children to be successful in school, work and life.



Seniors

100%
of seniors who participated in a program to assist in navigating in the digital age expressed that they will make behaviour changes to support their memory and brain health.

98%
of seniors learned new things about using digital technology.

98%
saying they had greater confidence in their newly acquired skills.

Seniors are a vital part of the DPNCHC community. We offer our seniors access to a schedule filled with arts, fitness, social programming, life enhancing training and educational events. We help foster connections and give our dynamic seniors a chance to learn, laugh and contribute to their community.

Our nine staff members speak and provide programming in English, Italian, Polish, Portuguese, and Spanish. We offer 21 weekly programs at our 1900 Davenport Road site and 93 weekly fitness classes at 21 different community sites and retirement homes.

Our Seniors' programming at DPNCHC strives to help our seniors continue to live independently in their own homes and remain connected to their community. Its purpose is to promote health and social well-being. In 2018-2019 our offerings were diverse, incorporating both indoor and outdoor activities built to continue to empower our senior community members! From bocce-ball to embroidering; from chair yoga to murals; from pole-walking to lifting weights, seniors at DPNCHC not only build muscle strength and stamina for falls prevention but build skills, brain power and friendships that are everlasting.

Health

The Community Health Centre focuses on providing access to primary care and health services for our clients. We offer an interdisciplinary approach to meeting patient's needs. Our team includes: family physicians, nurse practitioners, a nurse, a community dietician, counsellor/therapists, a physiotherapist, medical administration, IT/data management coordinator, a clinical assistant and the director. We work in partnership with other health care organizations to provide psychiatric consultations, diabetes education and prevention, and infant hearing testing and provide support to the Christie Refugee Welcome Centre.

The Community Health Centre also offers wonderful programming to complement health care. For example, in 2018-2019 we hosted an interdisciplinary chronic pain group directed by the counsellor/therapists, the dietitian, the community development/health promotion coordinator, and the physiotherapist.

In support of healthy eating our dietitian is currently running a monthly community kitchen where she assists the early year's program by providing food demonstrations, and attends the perinatal program three times a month.

Our Community Health Centre counsellor-therapists have been working hard in diverse community settings designed to provide a variety of counselling and support services. In 2018-2019 they held two sessions for DBT groups in partnership with The Four Villages CHC and the Scarborough Academic Family Health Team. An additional offering by one of our Counsellor-Therapists is a group called Tolerating Triggers which supports clients who struggle with addictions issues such as gambling, addictive eating, and substance use.

We are happy to announce the expansion of our counselling team in the fall of 2018 to include a youth focused counsellor-therapist. In partnership with Reconnect and Access Alliance we now offer support to the Weston-Pelham Park and Eglinton-Keelesdale communities.

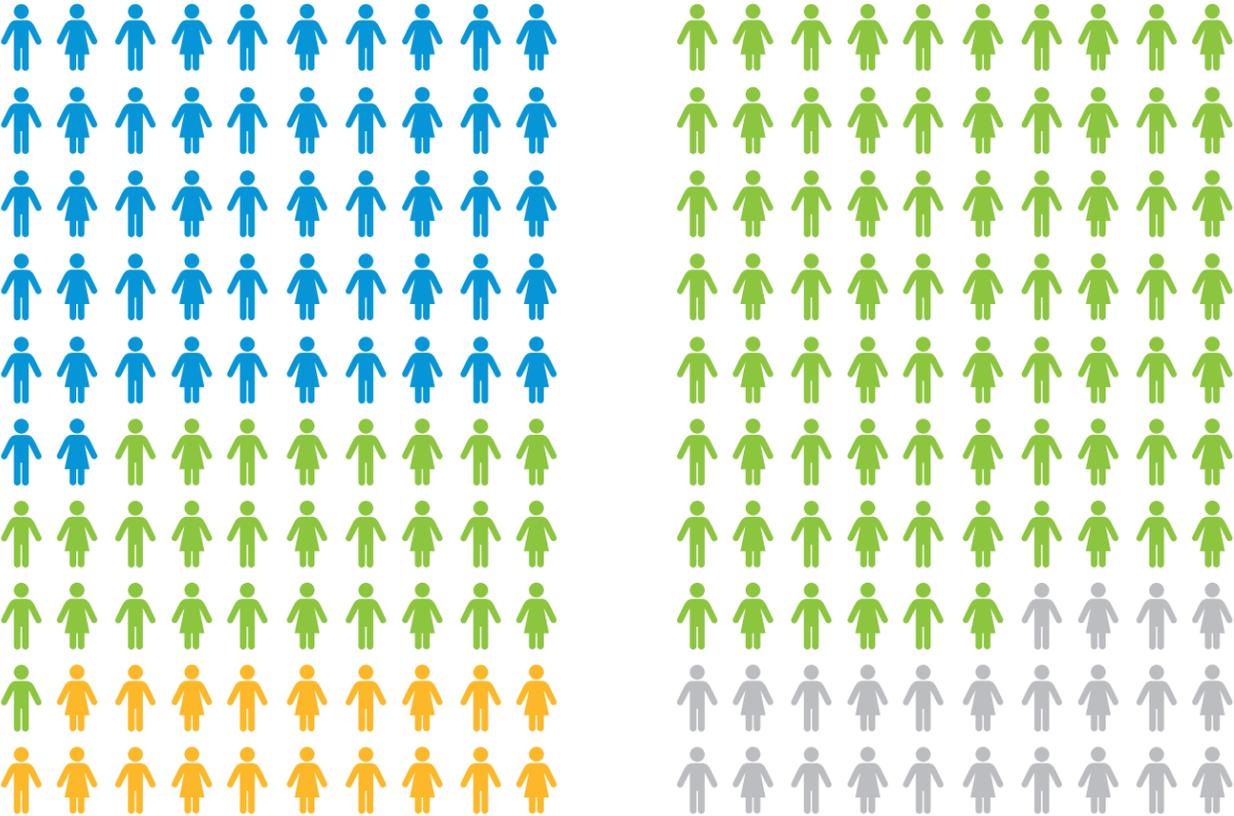
The Community Health Centre Team consists of dedicated and talented individuals who have many years' experience and more importantly, provide healthcare that always puts patients first. We look forward to sharing a healthy 2019!

Organizational Capacity

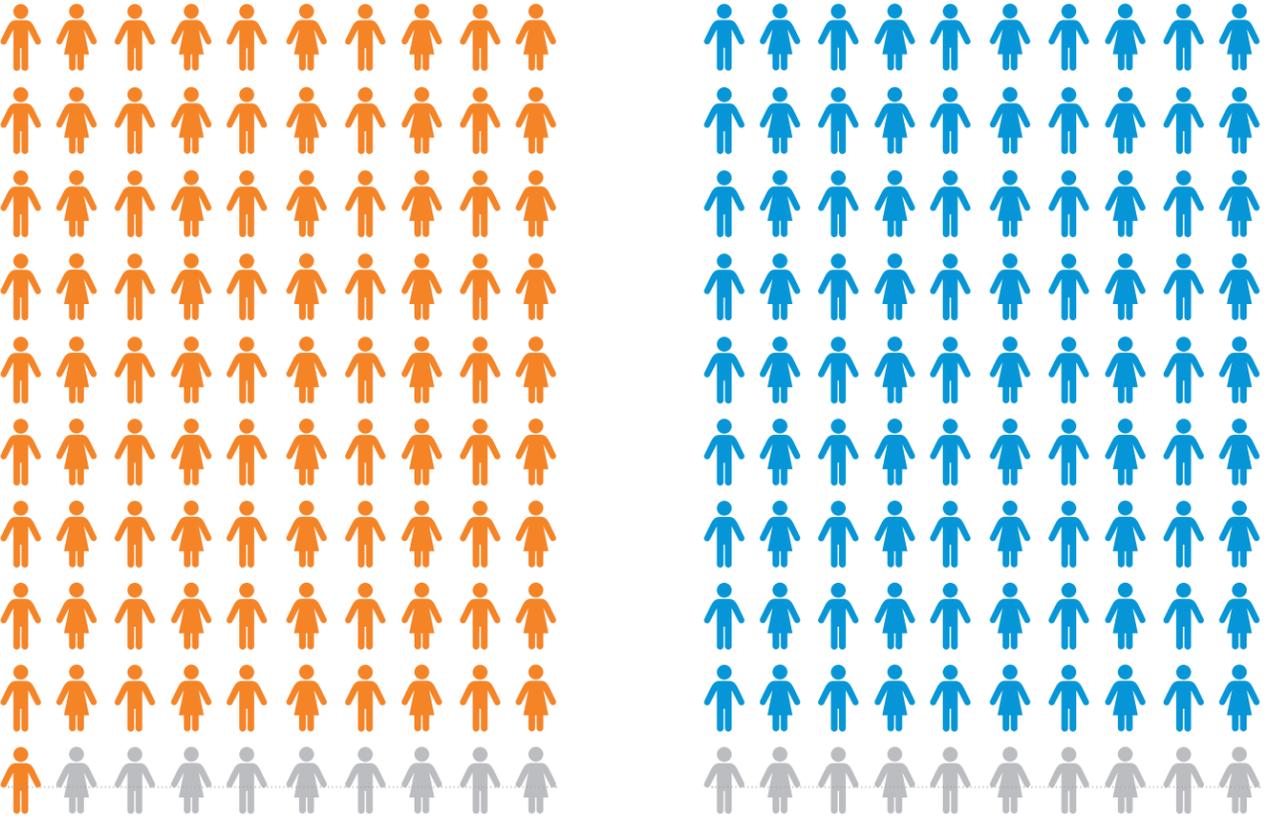
Each year, DPNCHC surveys our clients and evaluates our programming to ensure we are meeting the current needs of our community members and providing the best services possible to every client. In 2018, we surveyed 323 of our Neighbourhood Centre clients and the Health Centre surveyed an additional 250 clients. Overall, our client surveys indicated very high levels of client satisfaction across all DPNCHC areas of service which matches the high levels of satisfaction identified in our program evaluations.



NEIGHBOURHOOD CENTRE STATS



HEALTH CENTRE STATS



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 2018 and 2019.



Federal Government

Public Health Agency of Canada

Human Resources Skills and Development Canada

- Canada Summer Jobs



Provincial Government

Ministry of Health and Long Term Care

- Community Health Branch

- Toronto Central Local Health Integration Network

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

Social Development, Finance and Administration Division

- Community Service Partnerships (CSP) Program

Shelter, Support and Housing Administration Division

- Homeless Prevention Drop-In

Children's Services Division

- Summer Day Program

City of Toronto - Child and Family Programs

Parks, Forestry and Recreation

- Major Recreation Partnership Program

Toronto Employment and Social Services

- Investing in Neighbourhoods

Toronto Public Health

- Diabetes Prevention Peer Leadership Program

- Young Men Paving Ways Initiative



Foundations

- CHUM Charitable Foundation

- Royal Bank Foundation

- Toronto Star Fresh Air Fund

- United Way of Greater Toronto



Other

- Enterprise Rent a Car

- Four Villages Community Health Centre

- Geneva Centre for Autism

- J.W. McConnell Family Foundation's Innoweave program

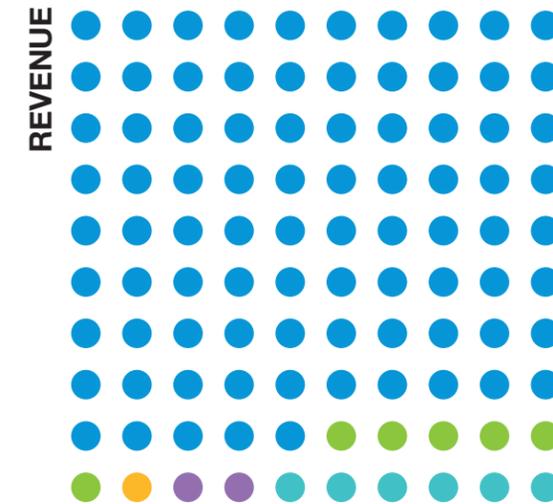
- Reconnect Community Health Services

- St. Stephen's Community House

- Toronto Arts Council

Financials

We are proud to announce a successful 2018-2019 year that concluded with DPNCHC in a financially balanced position.



\$5,167,541

Government | 84.92%

\$381,752

United Way | 6.27%

\$43,612

Foundations & Donations | 0.72%

\$92,832

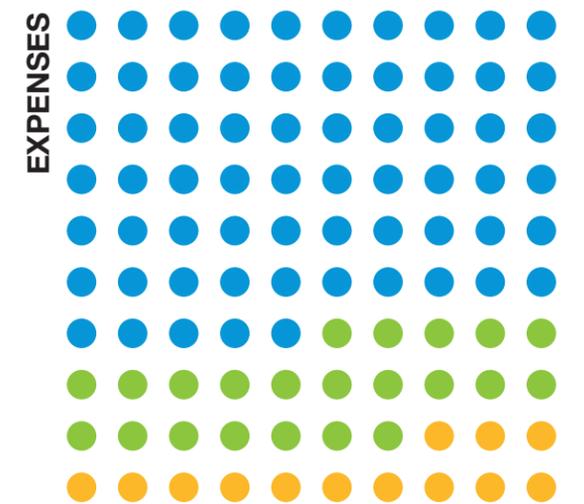
Self-Generated Income | 1.53%

\$399,277

Other | 6.56%

\$6,085,014

TOTAL | 100%



\$3,909,223

Health Services | 64.25%

\$1,421,010

Community Support Services | 23.35%

\$754,648

Building/Administration | 12.40%

\$6,084,881

TOTAL EXPENSES | 100%

\$133

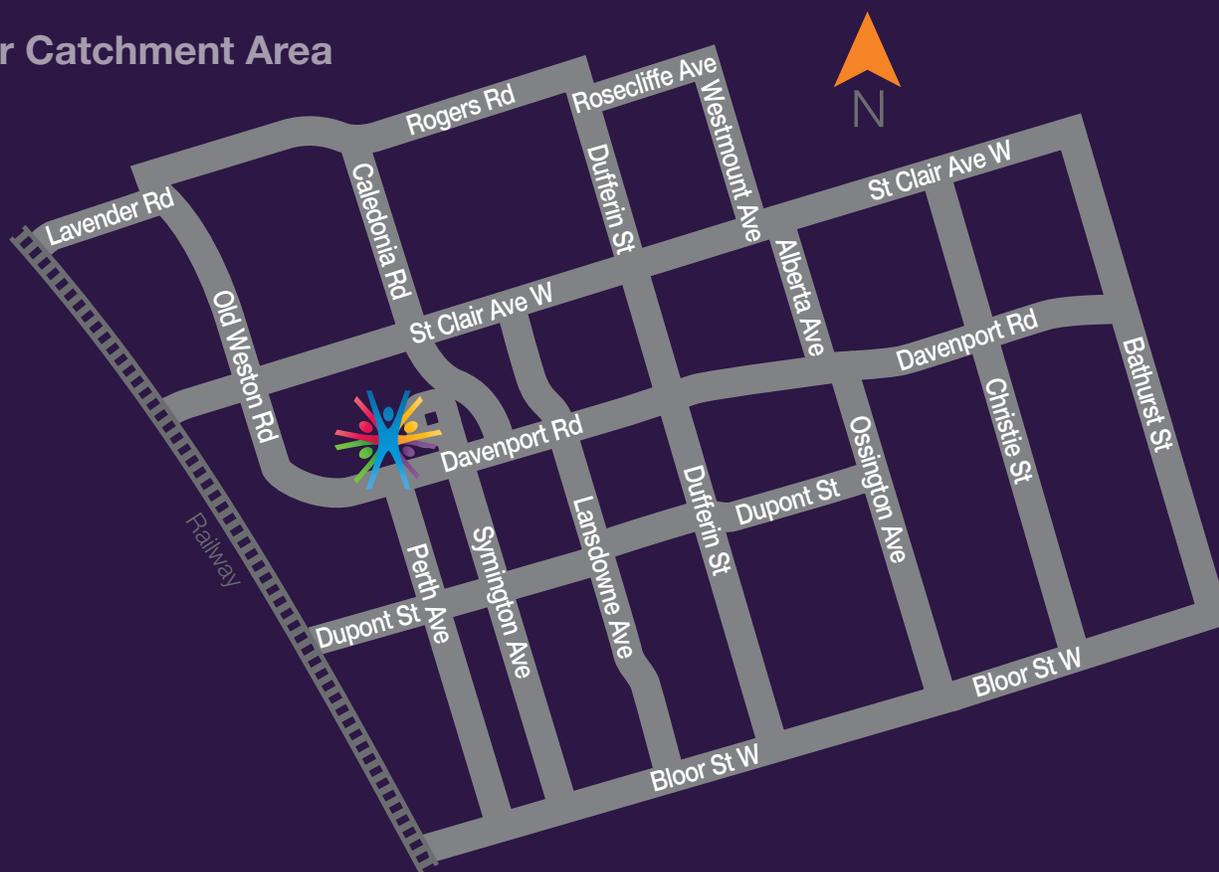
Surplus | 0.00%

\$6,085,014

TOTAL | 100%

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Our Catchment Area



Davenport-Perth
Neighbourhood and Community Health Centre



Life happens here.™



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