

10 20





LETTER FROM BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear Members:

We are pleased to provide this introduction to the **Davenport Perth's Neighbourhood and Community Health Centre's (DPNCHC) Annual Report** and an outline of the activities of 2019/2020. This past year, DPNCHC started work on its **next strategic plan, which began on April 1, 2020**. A strategic plan is much like a road map. It helps to identify the goals and priorities that we will work on over the next five years and the results we hope our work will achieve.

To get the strategic planning process underway, we worked with a coach to develop a **Theory of Change**. On page 14-15 of this **Annual Report**, you will see a diagram of our **Theory of Change**. The **Theory of Change** looks at several crucial areas. It identifies whom the agency serves, how we work together to provide our programs, our areas of focus and the impacts we want to see based on our work. Connecting these pieces together, we developed the **Intended Impact Statement: Ignite Change, Improve Lives and Strengthen Communities**. The **Theory of Change** is a **guiding document** that helped us build our **2020-2025 Strategic Plan** goals, objectives and activities. A new feature of our new strategic plan is that it is to be a **living plan**. That means we can make changes to the plan as opportunities come up and as local conditions change. The **living plan** means that our Strategic Plan will remain relevant to the work that we do over the next five years. In next year's annual report, we look forward to updating you on the Strategic Plan activities of 2020-2021.

In this **Annual Report**, there are many detailed and exciting highlights of the programs and services we offered in 2019/2020. You will also find a snapshot of our **2019-2020 financial status** and a note of **appreciation to our funders and donors**.

We are fortunate to have so many **excellent staff and volunteers** who deliver our programs and share their vision on how these programs can be improved and expanded. We are grateful for their commitment and contributions. We would also like to thank our resourceful and energetic Board members. They dedicate their time and efforts to help DPNCHC be the best organization that it can be.

Sincerely,



Kim Fraser,
Executive Director



Suzannah Bennett,
Board President



Services, Programs & Initiatives

Health Services

- Counselling & Therapy Services
- Dietitian Services
- Family Connections (BPD skills group)
- Physiotherapy Services
- Portuguese & Spanish Speaking Caregivers Educational Attainment Workshops
- Primary Care Health Services
- Surfing Tsunamis (Dialectical Behavioral Therapy Group Program)

Adult Services

- Adult Swim (Regent Park)
- Community Dining
- Community Support & Crisis Intervention Services
- Harm Reduction Support Services
- Let's Talk English Conversation Circle
- Literacy Services
- Men's Drop-In Program
- Pelham Park Gardens Weekly Drop-In
- Settlement Services
- Wychwood Barns Weekly Drop-In

Child & Youth Services

- After School Program
- Boys to Men In-School Program
- Lunch Time Leadership
- March Break Camp
- Sassy Girls In-School Program
- Speech Bubble
- Summer Camp
- Wize-Up Tutoring Program
- Young Men's Project
- Youth Leadership Program
- Youth Employment & Training

Early Years Programs

- ABC's of Yoga (Campbell Park Outreach)
- Ages and Stages Screening Clinics
- Baby and Me
- Baby Lap Time
- Baby Circle Time
- Babies on the Move
- Book Buddies
- Building Blocks
- Childminder Training for Newcomer/ Low-Income Women
- Drop-In Services (multiple locations)
- Family Circle Time (Perth Park Outreach)
- Healthy Child Screening
- Healthy Beginnings
- Indoor Active Play (multiple locations)
- Infant Massage Therapy
- Let's Learn
- Living and Learning with Baby
- Make the Connection (Toddlers & Parent's Group)
- Nobody's Perfect
- Ojibikens Indigenous Land Educational Program
- Park Outreach (Campbell Park & Perth Park)
- Portuguese Mothers Group
- Positive Discipline Parenting Program
- Ready to Learn
- Ready Set School
- Stepping Stones
- Toddler Play Time
- Wonderland Toddler Programs

Senior Services

- Art Group
- Bailando Forever 55+ (Portuguese Dance Group)
- Bocce Ball
- Cantinho Da Amizade 55+ (Portuguese Social Group)
- Chair Zumba
- Chair Yoga
- Cinema Italiano 55+ (Italian Social Group)
- Club Amistad (Spanish Social Group)
- Dance Fit 55+
- Donne Insieme 55+ (Italian Social Group)
- French Language Class
- Get Fit 55+
- Happy Beaders (craft group)
- KAIROS Blanket Exercise Events
- Ping Pong 55+
- Pole Walking
- Senior's Choir
- Senior's Conversational ESL
- Senior's Sewing / Knitting / Embroidery Class
- Seniors Wellness Group
- Sit Fit 55+
- Soup Social
- Walk Fit 55+
- Zumba Gold

Community Development & Health Promotion

- Peer Led AA Meetings
- Community Kitchen Healthy Cooking Workshops & Demonstrations
- Community Singing Group
- Diabetes Prevention Program
- Coffee with Candidates Evening
- Repair Cafe
- Young Adult Soccer Drop-In
- 40+ Adult Drop-In Program (formerly Latin Men United)
- Tolerating Triggers (Chronic Pain Self-Management Group Program)
- Yoga Drop-In

Volunteer Services

- Volunteer Program Assistance
- Student Placements



Community Development & Health Promotion (CDHP)

CLIENT IMPACTS

- ✓ Increased Capacity
- ✓ Increased Well-Being

84%

Chronic Pain Self-Management Group reported improvement in ability to be more self-aware & apply mindfulness practices to address pain after 20 sessions.

98%

Healthy Cooking participants intend to integrate new nutrition/cooking knowledge from workshops/demos regularly at home.

There is an undeniable relationship between community development and health. By engaging and mobilizing residents around community issues, we address barriers that effect health and well-being. 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 positively affect their own health and community outcomes.

Reflecting on community feedback from our 2018 Community Needs Assessment, the CDHP launched the “Hangout Café,” an evening program to promote social connection, sense of belonging, and simply a place to socialize. Participants were given a space to play games, talk to neighbors, and – as the project name implies – just hang out!

CDHP continued to provide its highly successful Chronic Pain Self-Management program this year, which connects a small group of clients with support from counsellors, a dietitian, and other facilitators to learn and practice a new set of skills for managing life with chronic pain. In only 20 sessions, the majority of participants reported improvements in their ability to cope with pain in their day to day lives.

This year a well-loved community soccer program faced a big challenge when, due to cutbacks, non-profit community agencies were no longer given free access to schools for programming. After finding a new gym space the program was able to continue with its mission to promote a sense of belonging for low income, isolated men.

CLIENT IMPACTS

- ✓ Increased Capacity
- ✓ Increased Sense of Belonging
- ✓ Increased Well-Being

9,471

People served by Community Dining.

13,348

Client referrals were made to support services/programs.

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 are connected with places to socialize, make friends and locate community resources in multiple languages.

Our Literacy program offers adults the opportunity to upgrade their reading, writing, math, and basic computer skills. Program staff meet with clients to assess their learning goals and to develop a learning plan. This year our staff welcomed 172 “learners” to the program. This past year also welcomed two new programs to our Literacy offerings, Microsoft Office Suite course and a Budgeting Workshop for Parents. This year we also saw two of our learners achieve their General Education Diplomas (GEDs), also known as High School Equivalency. Congratulations learners and Literacy staff on another year of successes!

Our Settlement Counselors aided 884 people with integration into their new neighbourhood while providing information about the Canadian immigration process, housing, health, education, ESL, and job search programs. This team is now able to provide services in English, Spanish, French and Portuguese, increasing the scope of community members they can assist in their settlement process.



Children & Youth

CLIENT IMPACTS

- ✓ Increased Capacity
- ✓ Increased Resiliency
- ✓ Increased Sense of Belonging

100%

of Young Men's Project participants said they increased their leadership skills through project activities; access to healthy food; their cooking skills and at least one life skill.

142

Children attended Summer Camp in 2019.

We believe the best way to support the diverse young people in our community is through developing skills and knowledge and helping them gain access to 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.

The Young Men's Project is the latest iteration of the co-educational youth programming DPNCHC has offered for decades. This peer-led program worked with small groups of young men for approximately 8 months, offering a variety of programs, projects and engagement activities. This past year's cohort focused on fitness, cooking, and psychoeducational workshops addressing race, racism, anti-black racism, mental and sexual health. Peer Leaders worked with participants to build knowledge of these issues and how to address and cope with real challenges and concerns that negatively impact their lives on a day to day basis.

Early Years

CLIENT IMPACTS

- ✓ Increased Capacity
- ✓ Increased Well-Being
- ✓ Better Health Outcomes

100%

of the Building Blocks program participants found the program very helpful.

32

different programs, services, and initiatives were delivered in 2019-2020.

The Early Years Department offers a wide range of play-based learning drop-ins, parent support, and educational programs to all members of our community. These programs are offered at our main site and in several locations throughout the neighbourhood and are delivered in multiple languages including Spanish, Portuguese, Mandarin, and Tamil. Early Years Programs help increase parent and caregiver knowledge and skills around early childhood development, expand social networks for families and children and reduce social isolation, and connect families with resources and supports including those with developmental concerns.

The Early Years Department continued to offer its highly successful Building Blocks program in 2019. Originally developed in 2017, this program provides dedicated programming to parents with children who require extra support in language development and socialization with other children through a play-based curriculum and parent education focused on child development strategies. Based on high demand and feedback from previous sessions, staff were able to expand the program from 6 to 9 weeks and include more resources than previously offered. Program Workers provide participants with extensive referrals, follow ups and screening as needed while building relationships with families so they feel a sense of belonging and non-judgment in the program.

Giving families, especially those on wait lists for developmental therapies, access to a variety of professionals allows them to start implementing new skills and activities at home while waiting for developmental therapies.



Seniors

CLIENT IMPACTS

- ✓ Increased Capacity
- ✓ Increased Sense of Belonging
- ✓ Increased Well-Being

450

individuals participated in arts, educational, and social programs.

994

individuals participated in fitness programs.

100%

of Kairos Blanket participants reported greater knowledge of Indigenous history and/or culture in Canada after the event.

The Seniors Services Department offers regular skills building, arts, social, and fitness programs in four languages: Portuguese, Spanish, Italian, and English. These programs build participant capacity, competency and resiliency - enabling them to participate and function in their neighbourhood. Many programs have a health promotion focus and address equity issues by helping overcome barriers to access around health information, social issues, and services. Participation in Seniors Services offerings help to decrease social isolation by bringing seniors together for fun and interesting activities and a chance to socialize over crafts, snacks, education, and exercise.

In addition to providing more than 25 different classes and programs every week of the year, the Seniors Services obtained special support to deliver the KAIROS Blanket Exercise. This is an interactive activity that provides participants with an opportunity to learn about indigenous history. The goal of the activity is to increase participant empathy and cultural competency through education in fulfilment of one of the principles of Truth and Reconciliation. A group of 42 clients were able to engage deeply and meaningfully in a day of learning and reflection, and left the activity motivated to spread their new knowledge to their family and friends.

Health

CLIENT IMPACTS

- ✓ Better Health Outcomes
- ✓ Increased Well-Being
- ✓ Increased Resiliency

2332

unique individuals accessed Primary Care services.

96%

of Day of DBT participants reported they found the workshop helpful or very helpful.

96%

of clients surveyed said they would recommend our health services to their family and friends.

Our Community Health Centre continues to provide low barrier access to primary care and health services for our clients. Our team includes primary care providers, a community dietitian, counsellor-therapists, a physiotherapist, and partnerships with a diabetes management team, psychiatric referral services, an on-site pharmacy, and youth-focused health services. Over the past year, the team has maintained its focus on growing the number of clients we serve in the community and maintaining high rates of client satisfaction with our services.

This year the Health Services team saw several successes. We continued to maintain high screening rates for cervical cancer, colorectal cancer, and breast cancer among our clients. While we grew the number of clients we served, we were also able to ensure timely access to primary care with a typical wait time of 1-3 days for clients to access appointments with their provider. We prioritized taking on new vulnerable clients from partners (including hospitals, other Community Health Centres, and neighbourhood agencies who also serve high needs clients) and upheld our commitment to offering intake appointments within one to three weeks of the request. We also improved the collection of demographic data from our clients to provide a better picture of who we serve and their unique needs.

Our Counselling-Therapy team offered their innovative Day of DBT (Dialectical Behavioural Therapy) event for a second time in 2019. This one-day workshop offers an opportunity for past graduates of the multi-week DBT management program to review and practice their DBT skills, as well as a chance to reconnect with their former service providers and classmates.

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 2019 and 2020.



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

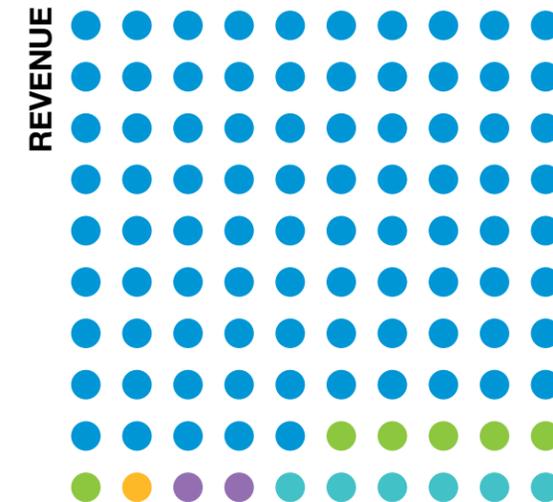


Other

- BWXT Nuclear Energy Canada Inc.
- Enterprise Rent a Car
- Eva's Initiatives
- Four Villages Community Health Centre
- St. Stephen's Community House
- Reconnect Community Health Services
- Toronto Arts Council

Financials

We are proud to announce a successful 2019-2020 year that concluded with DPNCHC in a financially balanced position.



\$5,176,751

Government | 84.37%

\$381,707

United Way | 6.22%

\$51,690

Foundations & Donations | 0.84%

\$103,123

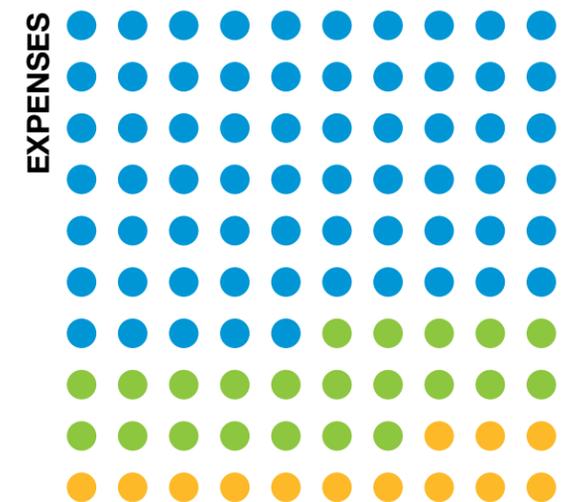
Self-Generated Income | 1.68%

\$422,692

Other | 6.89%

\$6,135,963

TOTAL | 100%



\$4,029,606

Health Services | 65.67%

\$1,321,793

Community Support Services | 21.54%

\$781,135

Building/Administration | 12.73%

\$6,132,534

TOTAL EXPENSES | 100%

\$3,429

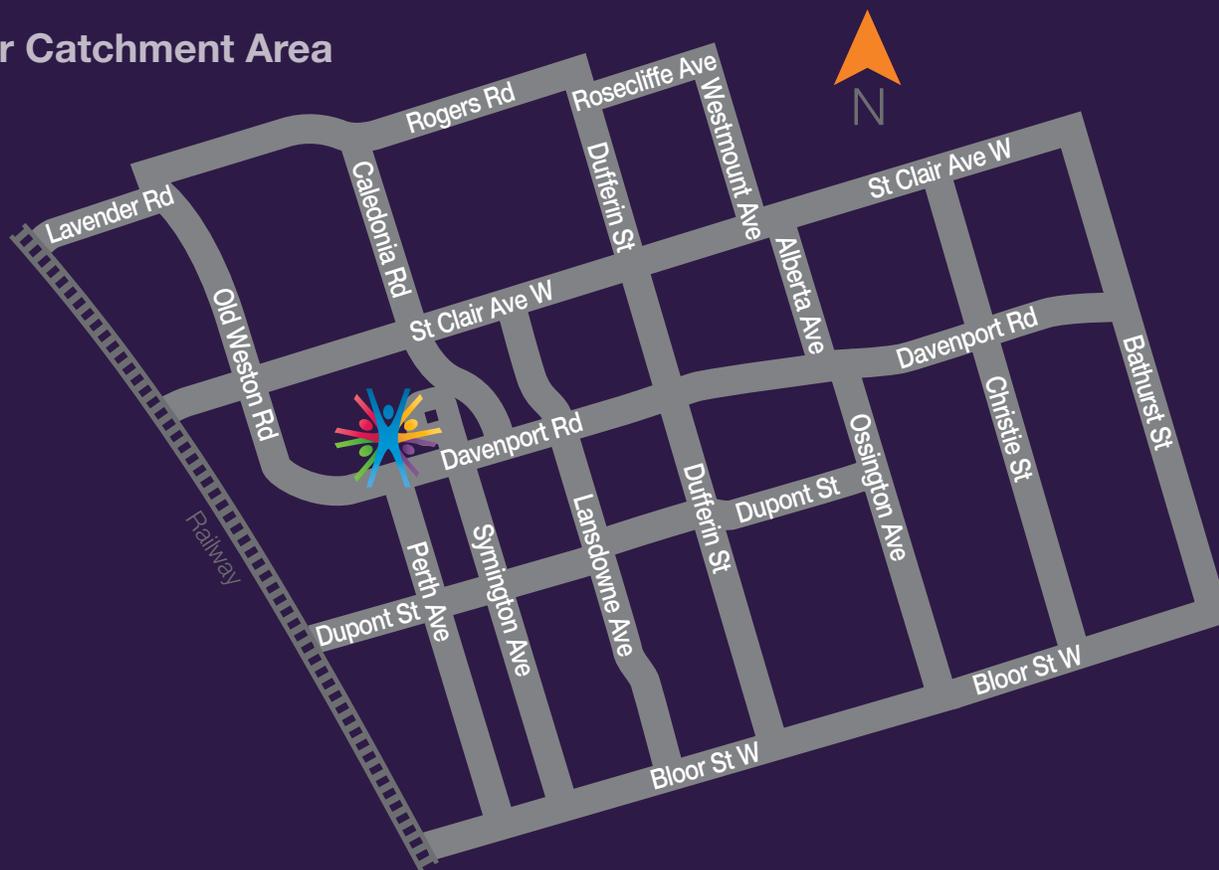
Surplus | 0.06%

\$6,135,963

TOTAL | 100%

Annual Report 19 20

Our Catchment Area



Davenport-Perth
Neighbourhood and Community Health Centre



Life happens here.™



E info@dpnchc.ca
T 416 656 8025
F 416 656 1264

1900 Davenport Road
Toronto, ON M6N 1B7
www.dpnchc.ca