





Davenport-Perth

Neighbourhood and Community Health Centre

2013/2014 ANNUAL REPORT





We provide healthcare programs for those in need. We provide youth programs that shape, inspire and support the leaders of tomorrow. We are the shoulder of support for all those in need. We shape the young minds of the future. We invigorate our elderly and create a sense of belonging. We are continuously building a stronger and healthier community. We touch lives everyday. We are Davenport-Perth Neighbourhood and Community Health Centre.

Life happens here.™



Message from the President and Executive Director

In October 2015, Davenport-Perth Neighbourhood and Community Health Centre (DPNCHC) will celebrate its 30th year of service to the Davenport community. As we approach this exciting milestone, we're continuing to build momentum—exploring innovative new methods of providing care while we strengthen our existing foundation of programming and services.

Last year, we introduced to you the Strategic Plan that will guide our activities from 2014-2019. Central to the planning process was our belief that health is not merely determined by biological factors, but by a wide variety of social, economic, and environmental conditions.

In keeping with this principle, in November we welcomed Legal Aid Ontario into our newly renovated space in the Neighbourhood Centre. This collaborative partnership will allow us to offer more holistic services to our community, and to challenge the systemic inequalities faced by many of our area's residents. Immigration and family law specialists are now available to provide consultation, representation, and referrals within the Centre, and the enthusiastic response from our community has been wonderful to observe.

Our participation in the Central West Toronto Health Link has also given us the opportunity to offer more comprehensive care to our clients and participants. Health Links are cross-service-provider collaborations intended to help the most frequent users of health services move through the healthcare system more efficiently. Our link will be focused on mental and sexual health for children and youth; two hugely important and often under-served areas of youth health care.

While these new developments are certainly worth celebrating, the heart of DPNCHC lies in the daily efforts of our dedicated staff and supporters. In recognition of our consistency, the United Way has identified DPNCHC as a high performance member agency. As a result, we are only required to provide a detailed submission of our operations every five years. Of the agencies that have gone through the UW's new review cycle process, only 14% have been granted this designation.

It is with tremendous gratitude that we acknowledge the ongoing contributions of our volunteers, staff, board members, donors, and the residents of our vibrant neighbourhood. Every day, we're working together to create a stronger, healthier, and more inclusive Davenport community.



Cliodhna McMullin
President



Kim Fraser
Executive Director

Our Strategic Direction/Objectives



Health and Academic Outcomes

Children, youth, and families will experience improved health and academic outcomes



Seniors

We will improve the health and wellbeing of seniors, especially those who experience barriers

Mental Health

We will focus on early intervention and support for people experiencing mental health challenges

Youth

We will improve the health and wellbeing of youth in our community, especially those who experience barriers

Health Promotion

We will improve the health and wellbeing of at risk populations through targeted health promotion initiatives

Organizational Capacity

We will build organizational capacity to respond to changing stakeholder priorities



Health and Academic Outcomes

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We have hired six Child Minder graduates for the Peer Nutrition Program. The childminders are excellent, committed, responsible and work well with children and parents of different backgrounds.

**Public Health Educator,
Peer Nutrition Program**

Healthy communities come from healthy beginnings

DPNCHC's Community Child Minder Training Program equips low-income women, young mothers, and newcomers with the skills to provide safe and nurturing home childcare. While our graduates gain valuable Canadian work experience, area families benefit from greater access to quality child minding.

Spearheaded by Tamara Largie and Carrie Youdell (shown above), the program was the recipient of a 2014 Vital Ideas grant from the Toronto Community Foundation, and will soon be replicated by other neighbourhood centres across the GTA.

HIGHLIGHTS

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Seniors

Supporting active aging

Our Seniors Services provide multi-cultural, multilingual, and fully accessible programs that promote healthy, active, and social lifestyles to those aged 55 and older.

In addition to our wide variety of on-site programming, in 2013 DPNCHC began conducting exercise classes within seniors' residences across the city. 24 classes are now held each week, offering up everything from chair yoga to Zumba™ gold.

Every day, we're supporting seniors to stay engaged, stay healthy, and stay involved in our community.

HIGHLIGHTS

Members of DPNCHC's Portuguese 55+ experienced a big thrill this past fall, as they received a lesson in the political process directly from the source.

During day trips to Queen's Park and City Hall, the seniors met with Jonah Schein, Caesar Palacio, and Andrew Cash, and were able to ask questions and share their concerns with their elected representatives.

After their meetings with each politician, the group extended invitations to attend their upcoming Christmas party at DPNCHC. Jonah, Caesar, and Andrew all stopped by the Centre, spreading holiday cheer and promoting ongoing civic engagement.



Mental Health

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It has been pivotal in changing my life. Meeting others like myself in a friendly way relaxed me and brought out my best personal qualities.

Participant, Feeling Fit, Feeling Good

Stopping the stigma, starting the conversation

At DPNCHC, we believe that people can take charge of their own mental wellbeing when they're provided with information on healthy lifestyles and networks of social support.

Through our diverse and inclusive range of programs, participants can learn to manage their emotions, develop mindfulness, communicate more effectively, and to bounce back from adversity.

Every day, we're creating stronger, more resilient individuals and communities.

HIGHLIGHTS

Feeling Fit, Feeling Good is a warm-weather walking group aimed at boosting mood through physical activity. Coordinated with The Stop Community Food Centre's breakfast program, walkers "fuel up" with a healthy snack before they start pounding the pavement. In addition to the benefits of a healthier mind and body, participants who complete the program get a free pedometer—encouraging them to keep on feeling fit and feeling good year-round.



Health Promotion

Partners in health

In addition to our Community Health Centre—which provides comprehensive primary health and social support services—our Health Promotion and Community Development programs provide platforms for community residents to develop leadership skills, take action on community issues, engage in setting and influencing agency priorities, and in turn, create healthier communities.

From our newly-formed Community Council Advisory Group, to our civic engagement events and voter education programs, volunteers and community members are always welcome to join and share their input.

Every day, we're working collaboratively to improve our community's health and well-being.

HIGHLIGHTS

Anyone who's ever been to a soccer match knows that the sport boasts some of the world's most devoted fans. So it's no surprise that DPNCHC's Latin Men United has quickly found a passionate roster of players who wear their green jerseys with pride.

The team is comprised of dozens of Spanish-speaking men from the community, many of whom have experienced difficulties in accessing health care, housing, employment, and justice services. But since its formation in June of 2013, players have reported improvement in their physical fitness and mental health, as well as reduced smoking and alcohol use.

Come cheer them on every Tuesday and Thursday!



Youth

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I became more outgoing, and I feel more comfortable taking on leadership roles.

**Girls Night Out
Participant**

Where potential meets opportunity

DPNCHC's Children's and Youth Services provides a safe space for those aged 6-24 to build skills, develop new friendships, receive individual support, and give back to their community.

In response to a need identified in our recent community assessment, we've begun developing peer-led sexual health initiatives for area youth, and we continue to strengthen our partnerships with Planned Parenthood Toronto and other organizations in order to deliver more comprehensive sexual education services.

Every day, we're helping our neighbourhood's youth to make healthy and informed choices.

HIGHLIGHTS

In 2013, our Children's and Youth Services department received an incredible show of support from the Ontario Trillium Foundation.

\$140,100 over two years will provide training, mentoring, and employment to youth advocates from the Weston-Pelham Park area, enabling them to shape the health programs and services available to their community.



Organizational Capacity

Strengthening our foundation

As part of our commitment to meeting the changing needs our community, DPNCHC is equipping staff with the knowledge, skills, and materials to continuously improve how care and services are delivered.

From reviewing our Health Centre's intake and referral process, to developing a new model of collaborative and individualized care for clients and families, DPNCHC is working towards fulfilling our mission and realizing our vision of a safe, caring, and just society.

Every day we're improving our ability to deliver vital, responsive, and sustainable programming.

HIGHLIGHTS

If there's one thing DPNCHC volunteers and staff are used to hearing, it's "I had no idea you were here!"

So to enhance our public profile, we've developed a new communications strategy, redesigned our website to comply with the Accessibility for Ontarians with Disabilities Act, and begun laying the groundwork for a more vibrant and interactive online presence.

By improving our visibility within our community, we'll be able to reach and work with a greater number of its residents.



Legal Aid Joins DPNCHC

Working towards a more just society

DPNCHC's community needs assessment revealed that our clients and program participants are more likely to be recent immigrants, undocumented immigrants, refugee claimants, and living on lower incomes than the general population of our catchment area.

So in November 2013, we were elated to welcome Legal Aid Ontario into our recently renovated space at 1900 Davenport. Now, we are able to provide a more integrated, holistic approach to meeting the diverse needs of our community.

As of April 2014, 148 clients have benefited from the services of Legal Aid Ontario.

LAO's Services

Legal Aid Ontario provides a range of legal services to those living on low incomes, including issues related to immigration and refugee status, housing, government assistance, and family law.

Family lawyers are on-site in the Manse four days a week, while immigration lawyers are available every Thursday.

Legal Aid lawyers also offer:

- Two-hour consultations for domestic violence victims with either a private lawyer or a staff lawyer
- Mediation services for separating couples
- Referrals for criminal law and poverty law issues

Awards

Every year, we honour and celebrate the achievements of our team members through the Staff Recognition Awards. Winners of these awards show an exceptional commitment to the health and wellbeing of their clients and coworkers, and they're constantly connecting their daily work to the broader mission and vision of DPNCHC.

SERVICE AWARD



Shanchoy Mahajan
Supervisor,
Adult Literacy Services

The Service award is presented to a staff member who provides consistent service to their clients, demonstrating flexibility, timeliness, responsiveness, and follow-through. In addition to her strong record of service, Shanchoy brings patience, dedication, and compassion to her work in the literacy department; qualities that certainly extend to her relationships with her colleagues.

SPIRIT AWARD



Monica Beltrame
Seniors' Fitness Instructor

The Spirit award is given to a staff member who demonstrates diplomacy, enthusiasm, and a positive attitude throughout their work day. Monica's boundless energy is infectious, and it shines through every aspect of her work. Even the most reluctant exercisers can't resist following along with her Zumba™ steps!

SOLUTIONS AWARD



Gabrielle Langlois
Volunteer Coordinator

The Solution award celebrates a staff member who uses their exceptional problem solving, conflict resolution, and time management skills to meet challenges and find creative solutions. Whether she's organizing a small group of volunteers, or launching an ambitious community-wide project, Gabrielle's diplomacy and expertise ensure that all her endeavours are destined for success.

Thank You To Our Contributors

Our supporters share our vision of a safe, supportive, and healthy Davenport neighbourhood. We're grateful to everyone who donated their time and money to support our work. Nothing we do would be possible without your generosity.

FEDERAL GOVERNMENT

Public Health Agency of Canada

Human Resources Skills and Development

Canada Summer Jobs

New Horizons for Seniors

PROVINCIAL GOVERNMENT

Ministry of Children and Youth Services

Ministry of Citizenship and Immigration

Newcomer Settlement Program (NSP)

Pay Equity (PE)

Ministry of Health and Long Term Care

Community Health Branch

Toronto Central Local Health Integration Network

Elderly Persons Centre

Ministry of Tourism, Culture and Sport

Healthy Community Fund

Ministry of Training, Colleges and Universities

MUNICIPAL GOVERNMENT

Children's Services Division

Summer Day Program

Shelter, Support and Housing Administration

Homeless Prevention Drop In Parks, Forestry and Recreation

Major Recreation Partnership Program

Social Development, Finance and Administration Division

Community Service Partnerships(CSP) Program

Toronto Employment and Social Services

Investing in Neighbourhoods

Toronto Public Health

Drug Prevention Community Investment Program

AIDS Prevention Community Investment Program

Peer Leadership Grant - Prevention of Type 2 Diabetes

FOUNDATIONS

Bhayana Family Foundation Award

CHUM Foundation

Greenshield Canada Foundation

McKesson Foundation

Royal Bank Foundation

The Catherine Donnelly Foundation

Toronto Star Fresh Air fund

United Way of Greater Toronto

OTHER

Canadian Association for the Advancement of Women & Sport (CAAW)

St. Clair Kick It

Toronto Community Foundation

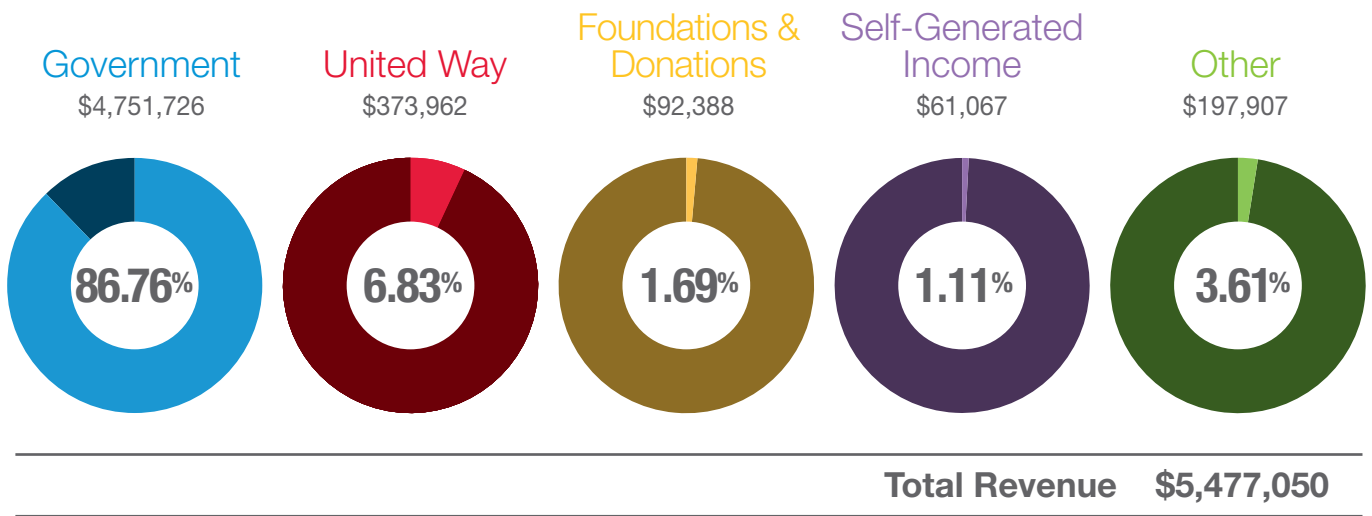
Volunteer Centre of Toronto



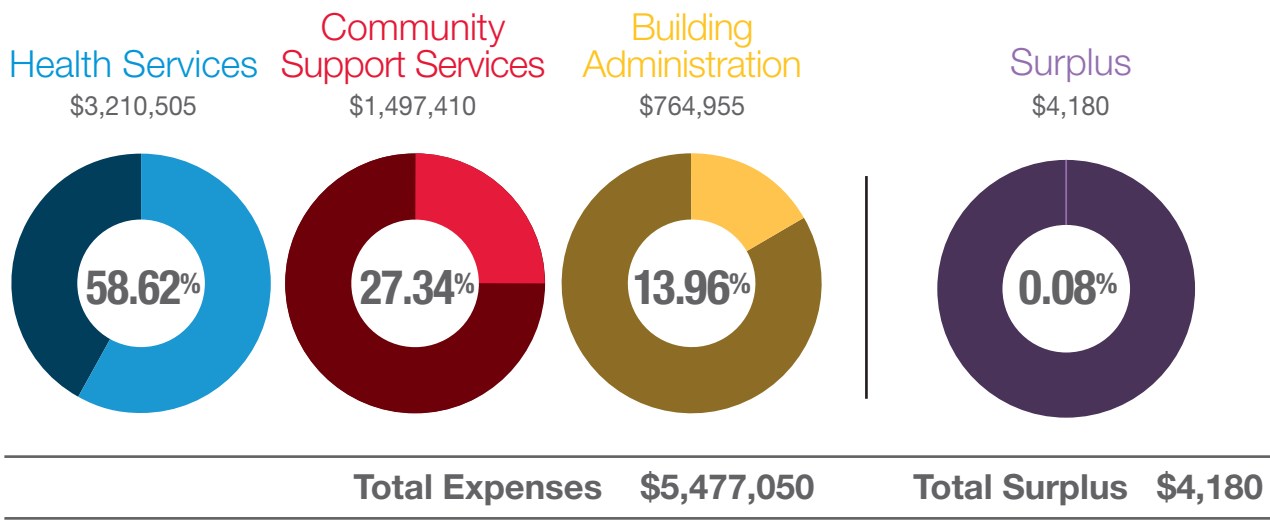
Financials

We are proud to announce a successful 2013-2014 year that concluded with DPNCHC in a balanced position.

Revenue



Expenses





Life happens here.™

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