

2021



Davenport-Perth

Neighbourhood and Community Health Centre





Health Services

Early Years

Children and Youth

Adult Services

Senior Services

Community Development & Health Promotion

LETTER FROM BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear Members:

We are pleased to provide this introduction to our 2020/2021 Annual Report. The year 2020 was a year like no other. COVID 19 had a significant impact on how we planned and delivered our programs and services. In mid-March 2020, we activated our Pandemic Plan. Under the Pandemic Plan, our group programming ceased to operate, and health care, provision of food and check-ins for vulnerable clients were the services we prioritized. After refiguring how we could move services online, we were ready to go with virtual health care and programs and services. In addition to virtual services, our health centre continued to see prenatal clients, people with unstable chronic illness, babies and children and those who needed episodic care in-person. Our crisis intervention team provided one-to-one onsite counselling for people who had no phones or computers. Our Early Years team dropped off program supplies and essential items to families, and our volunteers made hundreds of cloth masks for the community.

Although our Pandemic Plan outlined a smaller number of essential services, we expanded the programs we offered. For example, we were fortunate to receive funding from United Way to enhance food options for our community. The City of Toronto funded a major “wrap around” project that allows us to provide practical support and guidance to individuals and families recovering from COVID infections.

Throughout the Pandemic, our staff worked above and beyond to provide programs and supports to the community. As the Pandemic continued and staff felt weary from ongoing anxiety, worry and collective grief- they were asked to do even more. Not surprisingly, they rose to the occasion and provided many additional supports such as mobile vaccination and onsite vaccination clinics, community testing, and daily drop-in service for vulnerable community residents. DPNCHC staff supported the broader health sector’s response to COVID by supporting the YMCA Vaccination Clinic and other pop-up clinics across the Mid-West Toronto region.

In this **Annual Report**, there are many details and highlights of the programs and services we offered in 2020/2021. You will also find a snapshot of our **2020/21 financial status** and a note of **appreciation to our funders and donors**.

We are fortunate to have 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

SPOTLIGHT

A department navigates the COVID-19 Pandemic and looks ahead

The Children, Youth, and Adult Services Department worked in many new ways to support our clients and other teams in the Centre during the Pandemic. Program Assistant Talha Khan reflected with his coworkers on the challenges and successes of their work, and what they are looking forward to in the days ahead.



Congratulations Courtney!

After 25 years of service at DPNCHC, Courtney McFarlane, Manager of Children, Youth and Adult Services will be taking on a new role at a fellow CHC. Courtney was a tremendous advocate for children, youth, and vulnerable adults in the community.

We'll miss you!



The Young Men Paving Ways Team

Tremar Brown, Program Worker, provides supports, services, and life-skills building activities to young men 16 – 23 years of age. Tremar holds 1-3 weekly meetings, which include workshops on mental health and virtual cooking sessions for young men. He has found it challenging to reach out to people through social media for virtual programs during the Pandemic, but has still kept in touch with a consistent core group that comes every week to support the program. Tremar's team works hard to engage with the clients and to provide them with the best services.

Romeo Osas Joshua, Peer Leader, supports and guides young men in the program. Romeo also helps in the daily Pop-In and the Community Dining program. Romeo also found reaching out to youth participants during the Pandemic a challenge. Before he was able to reach out to young men in schools, but there have been many restrictions that make it difficult this year. A recent success he experienced was the virtual cooking program on Saturdays to allow young men

to learn how to cook. Romeo and the team provide participants with cookware, a kit of supplies, and weekly ingredients. The weekly cooking sessions are planned and facilitated by the program's Community Chef Adam Foley, with the support of the Peer Leaders and the Program Worker.

Travell Brown, Peer Leader, has an objective to make changes for the better for the program's participants in the areas of knowledge, skill, behavior, and attitude. He gives workshops on mental health, healthy relationships, and cooking with a focus on basic knife skills and preparing a balanced meal. A challenge has been the loss of a few regular participants during the Pandemic as programs changed from in-person to virtual platforms. Travell sees the team's determination to keep pushing forward rather than slacking off as their key success. Physical activities have not taken place onsite recently due to restrictions, and Travell is looking forward to when they can resume again once every week.

The Adult Services Team

Adam Andrews, Nanika Nice, and Tahla Khan are all Program Assistants that help in the daily Pop-in and Community Dining programs by screening clients upon entering the space, providing information, and handing out COVID-19 related items such as masks and hand sanitizer and takeaway meals.

Adam felt a key challenge this year was when the clients ask for more COVID-19 related stuff. He often has to kindly explain that there is limited quantity and he needs to make sure some is given to all the people in need. Adam identified success in their Black History programming, where clients created posters and took part in a Black History quiz game. Looking forward, Adam would like to provide more weather-based supports to clients such as summer clothing and accessories.

Nanika finds signing in clients and screening them to come into the Pop-In challenging because she feels

it can make some clients feel stigmatized. She enjoys getting to know clients individually in order to best help them and make them feel welcome. She sees her key success as her ability to connect with co-workers and clients and maintain a strong work ethic and values. She loves reaching out to the people in the community and advocating on their behalf. Nanika also believes that it is important to acknowledge Indigenous peoples and their rights and ensure that they are heard.

Talha makes tea, coffee, and hot chocolate, and provides snacks to the clients. He finds challenging when few clients come to his workstation when they are waiting for their hot beverages, and saw a key success when he was able to bring this concern to the program coordinator and suggest a solution that has been implemented. Talha is looking forward to having a more normal summer and offer more programs for the children and youth that are currently not being offered in person due to the COVID-19 restrictions.

The COVID-19 Wrap-Around Supports Team

Sammy Mensah, Peer Leader, and Ashley Omo, Outreach Worker, both have dual roles this year which saw them support the COVID-19 Wrap-Around Support Project in addition to their other duties. As a part of the Wrap-Around Project, they both helped with regular COVID-19 testing clinics, and did a lot of outreach in the community to make sure people knew about the support program.

Sammy is also one of the Peer Leaders in the Young Men Paving Ways program, where he provides a safe space every week for the young men to share their ideas, be heard, and speak their minds during discussions on various topics participants are passionate about or that they feel need to be had. Sammy supports the weekly cooking sessions and helped adapt the weekly physical activity for the program by having the young men send in clips of them doing their weekly exercises so staff could

encourage them to stay active and healthy even through this tough time of COVID-19. Sammy identified a key challenge in learning different ways to facilitate programs virtually, and a major success in having a consistent number of young men join the virtual programs and interact with each other.

Ashley also helps in the Community Dining and daily Pop-In programs. She assists with preparing meals and provides information, resources, and referrals to the clients. She also provides clients access to the washrooms, telephones, social check-ins, snacks, and other necessities like clothing. Ashley found a challenge in observing COVID-19 safety protocols and figuring out portion sizes while cooking for Community Dining. She found her success in being able to successfully work with the team and to provide meals to the families in the community.

The ‘Dynamic Duo’ Leadership Team

Courtney McFarlane, Manager of Children, Youth, and Adult Services, is the lead for the Pop-in program and the Young Men Paving Ways program. He is also in the process of hiring and planning the training for the staff that will support summer programs in the department. It has been an ongoing challenge for Courtney and the team to reimagine group programming for children and youth on virtual platforms, as many young people are over-exposed to screens and have a strong desire to have in-person connections. The successes Courtney identified include the strong role of peer leadership in Young Men Paving Ways program, as well as the team’s effectiveness in maintaining strong social and resource connections for clients through the Pop In and Community Dining programs. Courtney is looking

forward to opening up fun summer programs once again for children, youth, and family on-site at DPNCHC.

Rachel Demareski-Chafe is the Children, Youth, and Adult Services Coordinator where she supports the Pop-In, the distribution of harm reduction supplies, and the Community Dining program. She is currently planning for the summer day camp. Rachel finds it challenging to provide services with physical distance in place and not being able to show facial expressions while wearing a mask. For Rachael, a big success has been helping adults connect to the available services, seeing an increase of clients, and seeing them benefit from these services as they have evolved to meet the needs the clients identify. Rachel enjoys connecting with the clients and with the team.





Health Services

CLIENT IMPACTS

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

2292

unique individuals
accessed Primary
Care services.

68

virtual group sessions
delivered by the
counselling-therapy
team.

39

different online food
education videos and
presentations provided by
the community dietitian.

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

Over the past year the entire Health Services team worked together to support delivery of in-person and virtual services to maintain access to our clients during the COVID 19 Pandemic. We are very proud of the level of service that was maintained during this time.

In addition to maintaining access to primary care, the team increased the number of flu clinics offered this and contributed significantly to the local vaccination effort by both providing our clients with direct vaccine access and supporting clinics throughout the community.

Our allied health teams adapted to the challenges of the Pandemic by creating many new ways to connect with clients. The counselling-therapy team created a seamless transition to remote services while demand grew and adapted their highly successful and valued Dialectical Behavioral Therapy (DBT) group counselling program to an online format. The community dietitian developed complimentary food hamper access and video-based cooking instruction to provide clients with resources they needed while developing new skills. The physiotherapist was able to maintain in-person access for acute needs, and utilized virtual services for clients who needed to stay home.

CLIENT IMPACTS

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

1328

deliveries/pick ups
of child development
kits and resources
packages.

10-15

different virtual programs
delivered per week
in multiple languages.

Early Years

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. Typically these programs are offered in several locations throughout the neighbourhood, however, this year they were moved online. 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.

In order to maintain connection with clients during the Pandemic, the Early Years Program set up a recording studio and got to work! Through this model, the Program has offered up to 15 different live online programs per week, as well as pre-recorded activities and workshops. In addition to these online offerings, the team has regularly provided activity kits and resource hampers to clients via pick up and delivery and provided a pop-up clothing bank to families in need.

Throughout the Pandemic, the Early Years team has given support to nearly every other program in the organization, including the 'COVID 19 Wrap Around' project to support families and individuals recovering from the virus. This project connected families with resources when individuals had to stay home from work or school due to exposure or infection, and provided several pop-up COVID 19 testing clinics to increase access in the community.



Children & Youth

CLIENT IMPACTS

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

110
turkeys and food
hampers delivered
during the holidays

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.

As families and children in the community navigated the Pandemic and the online school environment, the Children & Youth department stayed in touch to help with referrals and support. The Young Men's Project continued to be a core offering of the Children & Youth department during the Pandemic. Peer leaders connected with participants during weekly online sessions, and developed tons of their own new skills as they stepped up to support other programs across the Centre including community dining, the daily Pop-In, screening clients accessing health services, the COVID 19 Wrap Around Support project, and more.

Much like the Early Years team, the Children & Youth staff have constantly supported the new and emerging demands during the Pandemic in nearly every other program at the Centre. Their dedication in supporting the whole organization's operations has been seen and appreciated by the entire staff.

CLIENT IMPACTS

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

10,153
take-away meals provided
in Community Dining.

757
individuals supported
by Settlement Services
in English, Spanish,
Portuguese and French.

200+
one-on-one phone-based
crisis support appointments
delivered per month.

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 Community Dining program immediately converted to a take-away model and has continued to provide over 200 meals per week throughout the Pandemic. However, this program has always been about more than food access – it is both a place to socialize and a vital space for clients to find a path to other supports and resources they need. In order to maintain this connection, a daily Pop In program was created (supported by many staff redeployed from other departments) where clients could use building facilities, engage with staff, and receive system navigation support. This program has been essential in making sure clients feel welcomed and valued during a time when many doors in the community have had to remain closed.

At the beginning of the Pandemic, uptake of online offerings the Literacy Program was low as many clients were not confident navigating online services or did not have the resources at home to participate. Staff worked diligently to meet over the phone and outdoors in person when safe to help clients build up their skills to connect online and receive technology supports (including personal laptops and home internet access). The outcomes have been tremendous and many clients have new digital skills they never thought were possible to achieve, which will serve them both inside and outside of our programs.



Community Development & Health Promotion (CDHP)

CLIENT IMPACTS

- ✓ Increased Capacity
- ✓ Increased Well-Being

1,000

cloth masks made by volunteers and distributed to clients and community members.

65

fresh food hampers distributed per month.

140

take-away meals per week cooked by volunteers and distributed at a local community housing building.

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.

The CDHP program continued its legacy of being creative and responsive during the Pandemic. This department provided a number of new initiatives to meet emerging needs during this time.

The team coordinated a group of volunteer mask sewers in the community and secured fabric donations to support this project. Masks were distributed to clients and community members.

A number of food access initiatives were created as food insecurity increased during the Pandemic. Clients were given a weekend 'snack pack' to supplement our weekday food access programs, a food pantry was created to provide individuals and families with regular hampers, and a take-away meal program was created at a local community housing building to replace a previous drop in dining program.

In addition to these material resources, staff provided COVID 19 information supports such as educational workshops on vaccines, and in-person crisis counselling (with all necessary safety precautions in place) for clients who could not access phone or online forms of engagement.

CLIENT IMPACTS

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

429

individuals participated in arts, educational, and social programs.

994

group fitness classes were delivered online.

100%

of clients were able to learn the skills required to participate in online programs during the COVID 19 Pandemic.

Seniors

The Seniors Services Department offers regular skills building, arts, social, and fitness programs in four languages: Portuguese, Spanish, Italian, and English. Programs have a health promotion focus and address equity issues by helping clients overcome barriers to accessing around 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.

In order to maintain contact with our seniors during the Pandemic, our staff strategized quickly to build up the necessary skills for clients to engage with us online and remotely. Programs were offered over the phone, through video-streaming and video-conferencing services, and occasionally outdoors when it was permitted. Phone-based engagement was maintained with all clients who could not access online services at home.

Overall, the amount of one-on-one support, offered through phone calls, increased significantly in order to help participants learn how to use online services from home and receive the individual support they needed to cope with the isolation they have felt during this time. Program staff began a practice of follow-up calls to individuals after online group programs to replace the casual interactions that used to happen daily on site. Support packages such as food hampers and activity materials were also regularly provided to clients via pick up and drop off to supplement the experience of participating in programs remotely.

At the end of the year, the Seniors Services team worked tirelessly to support to their own clients, and senior clients of other departments, in accessing vaccine appointments. Hundreds of phone calls were made to book appointments, answer questions, and encourage participation in the vaccine effort.

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

City of Toronto - Social Development Finance and Administration

- Covid-19 Equity Plan

Parks, Forestry and Recreation

- Major Recreation Partnership Program

Toronto Employment and Social Services

- Investing in Neighbourhoods

Toronto Employment and Social Services

- Investing in Neighbourhoods

Toronto Public Health

- Young Men Paving Ways initiative



Foundations

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

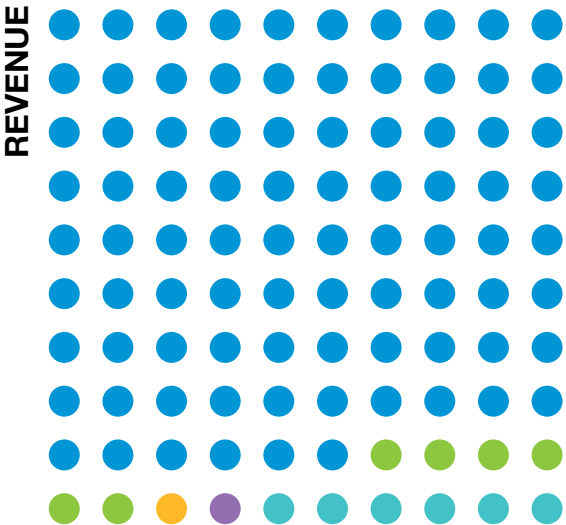


Other

- BWXT Nuclear Energy Canada Inc.
- Four Villages Community Health Centre
- Landscape Ontario - Landscaping Funds
- Reconnect Community Health Services

Financials

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



\$5,651,904

Government | 85.44%

\$388,581

United Way | 5.87%

\$58,715

Foundations & Donations | 0.89%

\$88,172

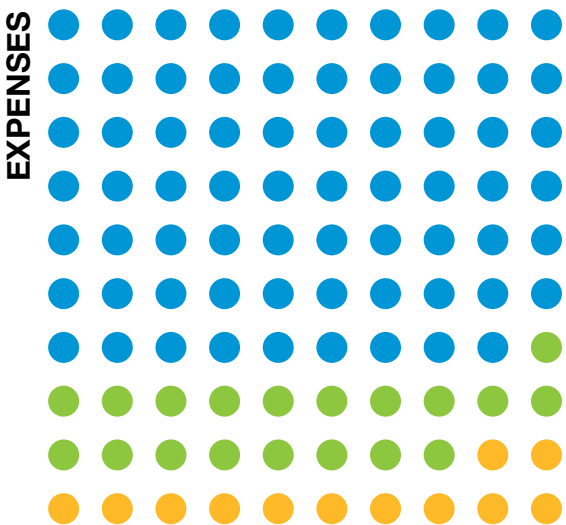
Self-Generated Income | 1.33%

\$427,767

Other | 6.47%

\$6,615,139

TOTAL | 100%



\$4,534,788

Health Services | 68.55%

\$1,273,395

Community Support Services | 19.25%

\$805,814

Building/Administration | 12.18%

\$6,613,997

TOTAL EXPENSES | 99.98%

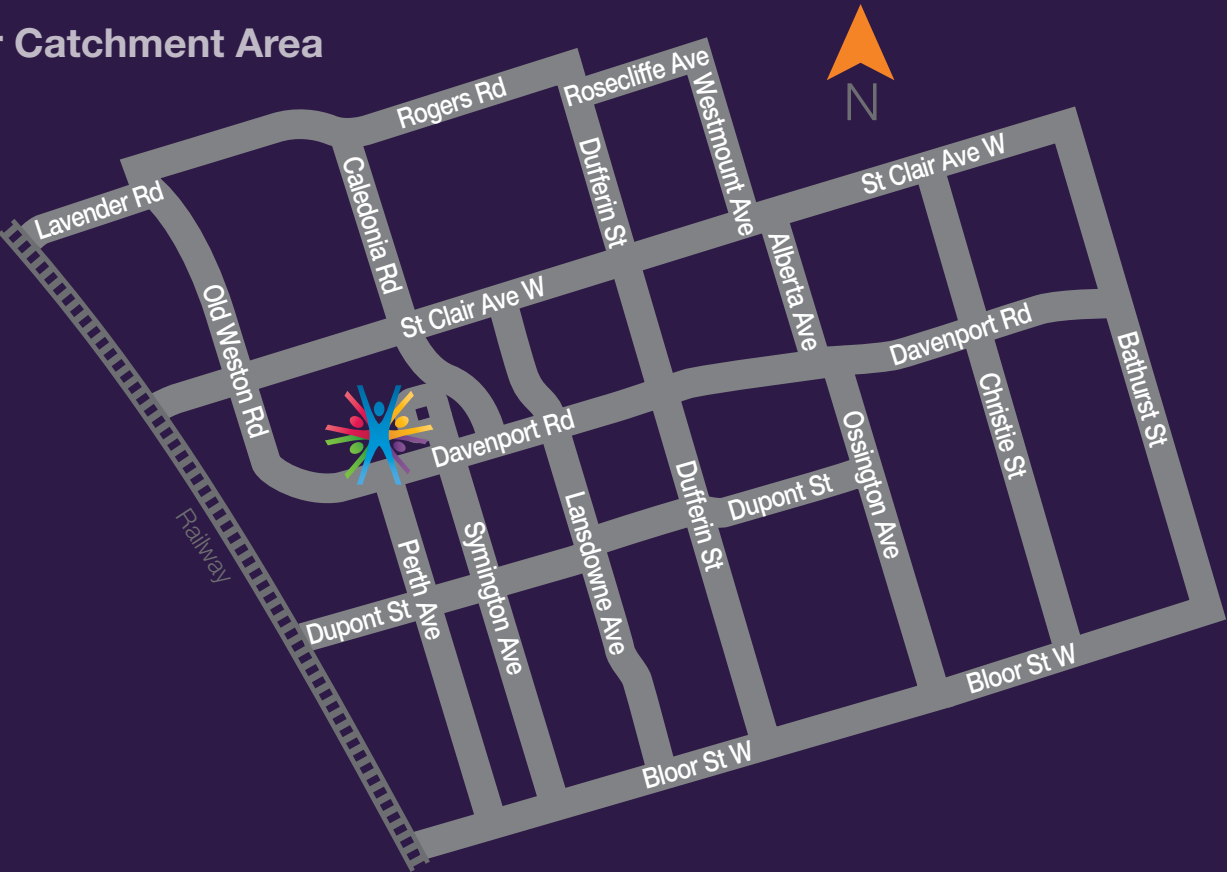
\$1,142

Surplus | 0.02%

\$6,615,139

TOTAL | 100%

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