

STONEGATE

Community Health Centre

Annual Report to the Community 2010



Message from the Board President

At Stonegate Community Health Centre, there's no such thing as "just another year". Our vibrant centre is a hub of activity where we meet new challenges and create opportunities to help you, our community and stakeholders.

Within this day-to-day provision of wide-ranging services, Stonegate CHC has made significant strides to improve our work in a number of areas, such as integration, strategic planning and effective programming.

Health care remains a popular topic, as people everywhere look for better ways to provide it. As a CHC, we are an integral part of the future vision for a health care system that helps people stay healthy, offers good care when they need it, in a cost-effective and efficient manner.

Stonegate CHC staff, volunteers and the Board of Directors work towards this common goal every day. We're guided by a model of care which is holistic in nature: our medical staff provide primary care, we educate our community to prevent illness, our programs promote health and well-being, and we integrate a myriad of services to provide seamless health care to our community.

Here are some of the highlights from the past year:

Developed a new and holistic intake process – based on the Determinants of Health.

Increased the number of clients enrolled in the family practice clinic. More people in our community now have a family doctor.

Implemented pandemic planning in the wake of H1N1. We're ready when the bug, whichever bug, comes.

Developed a comprehensive three-year strategic initiative, with a focus on poverty reduction.

Increased levels of integration by partnering with mental health care professionals at St. Joseph's Health Centre and the Centre for Addiction and Mental Health.

Expanded our Primary Care Asthma Program, demonstrating a marked decrease in the number of asthma patients attending emergency wards – thereby helping patients and saving money.

Strengthened our neighbourhood profile through improved marketing, signage and branding.

Became one of the first health centres to convert to electronic health records. E-health is alive and well and working at Stonegate.

Developed on-going plans to ensure our continued future at this location.

Successfully completed peer-reviewed accreditation. Other professionals view Stonegate CHC as a leader in the CHC model of care.

To be sure, these are important milestones for the Centre. But in reality, and from the perspective of our community, it's the everyday care that our staff and volunteers deliver that makes all the difference to our community. Here's to "another typical year"!

Mark Gaudet, President
Stonegate Community Association
Board of Directors



This past year has been a very busy one, but one full of achievements and expansion.

Several new or expanded partnerships have brought new services to the Stonegate Community. In partnership with St. Joseph's Health Centre and the Centre for Addiction and Mental Health we are bringing psychiatric consultation services to the Stonegate Community and will build the capacity of Stonegate CHC to respond to individuals with mental health and addiction issues.

An exciting program called Bridges to Health was launched at Stonegate CHC in partnership with the St. Elizabeth Healthcare Foundation. This program, founded by Stanford University supports those with chronic conditions to take control of their health and live their life to the fullest. CERA, the Centre for Equality Rights in Accommodation has started a regular clinic at Stonegate CHC to assist tenants to protect their rights and their housing. ESS Support Services has begun a fitness program at Stonegate CHC to help older adults increase their physical strength and fitness.

Stonegate CHC participates in an accreditation process every three years called Building Healthier Organizations. We have just achieved full accreditation and the review team noted five areas of excellence in the areas of: Leadership and Planning, Managing Information, Client Centered Approach, Community Responsiveness and Assessment – noting Stonegate's new Intake Process "is an innovative and holistic assessment approach founded in the determinants of health."

Early in 2010, Strategic Directions were set to guide our work for the next three years. This was done through a process of community consultation and Staff and Board discussions that identified what we want to achieve, the barriers that might stand in our way and the strategies to overcome those barriers. We made the strategic decision to make poverty in our community the focus of our work and our Strategic Directions. One of our goals is to develop a communication strategy to increase the awareness of Stonegate CHC in our community. To that end we hired a Community Researcher to interview and hear the stories of community members who are using a variety of programs at Stonegate CHC. Some of the community members' thoughts and stories are included in the center pages of this report. Their stories and thoughts highlight the significant contribution that all the programs and services offered at Stonegate CHC have made, not just to their own individual health and lives, but to the health and wellness of the community at large.

As we reflect on the past year and celebrate Stonegate CHC's many achievements, let us not lose site that much still remains to be done. There are many success stories yet to be written.

Beverly Leaver, Executive Director
Stonegate Community Health Centre



Message from the Executive Director

S.C.A. Board of Directors

- | | | |
|--|--|---------------------------|
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Stonegate CHC Staff

- | | | | |
|-----------------------------|-----------------------|----------------------|----------------------|
| Mercy Andrade | Qin Dai | Iris Lee | Monica Ramos |
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Primary Health Care & Mental Health Counselling

We work with our clients to improve their health—providing excellent client-centred primary health care is at the root of what we do. Our clinical team understands that health is more than just illness or disease; it's about addressing barriers and having the right resources to support well-being.

"Any time I have a problem there is always a very thorough examination and checkups, and when I leave the centre, I feel myself healthy." Zhanna



"Well they take care of me, I mean I've learned so much; I lost 26 pounds and I eat better. And I learned about nutrition and passed it on to my son." Karin

"My health is very good now. Since I've come here, they are very helpful, I'm so happy. Before, I never had doctors anywhere and I was so worried about a big concern I had. When I think about this help I have here, I feel great." Miranda

"It pointed me in the right direction, it reinforced what I thought was right because everybody around me told me I was wrong. Basically it reinforced my mental well-being and helped me rebuild my self-esteem. Staff helped me identify what I was eating wrong and what to eat right; what to eliminate from my diet, and what to replace it with." Zenon

Family Programs - Early Years, Children & Youth

We envision an actively engaged neighbourhood and our Family Programs deliver an incredible variety of programs and services. Each one is designed to provide skills and knowledge that will benefit and support local parents and families become healthy, active and engaged members of the community.

"When I go to the Eating for Two program I have a lot of questions concerning my baby, about my baby's development and every time I asked, staff answered my questions and it's so helpful because I don't have family here and I'm all alone - it's hard. So it's really the first source of information and help for me." Lilik



"Early Years Programs help build friendships and language skills for newcomers. They also help new moms build a support system because a lot of them don't have family here because they are new to Canada." Larissa

Health Promotion and Community Capacity

We work together with our clients and community to identify and respond to individual and neighbourhood issues and concerns. Our Health Promotion Team understands that local residents have a vast amount of skill, knowledge, expertise and resiliency. Providing meaningful health and social programs and services helps build and share that community capacity.

Community Food Access

"My family goes through a lot of produce and the Good Food Box comes at a good price and is very convenient. Most of it is local and local fresh food tastes so much better." Kathleen



Senior's Programs

"We look forward to the seniors groups all week; they're friendly groups and you always feel comfortable. It's nice to chat and see everyone, every week; socializing is good for us and I love the exercise, the doctors, guest speakers, and bus trips!"

Denise



"The benefits are great because we have a lot of programs here that are targeted to people who are in need, like services for new immigrants, or the Market Vouchers for low-income people living in the neighbourhood. Stonegate organizes programs to bring people together, to know each other and create an environment where people can rely on a single-service point of contact. That's how they affect the community." Rustam

Women's Programs

"Breaking social isolation is the biggest benefit of the Women's Programs. People have a place where they can come and spend time with other women who might be in a similar situation."

"The Program helps me improve my listening skills; staff are always willing to help and give information."

"It gives people something to do, and we gain knowledge about our health from the various topics of the presentations."

Program Participants

Housing and Tenant Support

"Many families have to make difficult choices between money for rent, transportation, clothing, school supplies, and food. The Housing Program helps with landlord problems, eviction prevention, and emergency support. They also provide workshops to prevent housing problems by empowering tenants and increasing awareness on local housing issues."

Anonymous

Funding support provided by:



Ontario Ministry of Health and Long Term Care
 City of Toronto
 Human Resources & Skills Development Canada
 Toronto Community Housing Corporation

Donors:

Ailsa Little Trust
 Carrot Cache Community Resource Inc.
 Christ Church St. James Anglican Church
 CHUM Charitable Foundation
 Friends of the Greenbelt
 Institute of Chartered Accountants of Ontario



Special thanks to all who

Donated through
CanadaHelps.org

Kingsway Lambton United Church
 Kingsway Lambton United Church Women
 Lambton Kingsway School & Parent Council
 McLean Foundation
 Stonegate Community Ecumenical Ministry
 Toronto Parks and Trees Foundation

	2009 - 2010	2008 - 2009
REVENUE		
Toronto Central LHIN	2,576,332	2,485,336
Other Projects & Grants	494,545	366,394
Deferred Revenue	69,143	60,510
Donations	30,849	47,542
Interest	7,800	8,503
Total Revenue	3,178,669	2,968,285
EXPENSES		
Salaries & Benefits	1,993,194	1,906,049
General Operating	583,138	579,288
Other Projects & Grants	494,545	390,575
Deferred Expenses	69,143	36,328
Donation Expenses	18,724	2,164
Retain for Reserves	19,925	53,881
Total Expenses	3,178,669	2,968,285

This summarized statement of financial position is derived from the complete financial statements of the Stonegate Community Health Centre for the year ended March 31, 2010.

Donations & donation expenses are recorded in the year in which they are received.

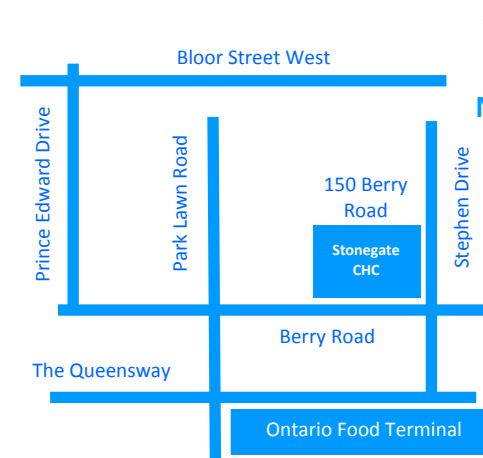
For more information, the complete & audited financial statements are available from the office of the Executive Director.

Funders & Donors

2009 - 2010 Financial Report

Stonegate CHC Programs & Services

Family Practice Clinic
 Smoking Cessation
 Asthma Management & Education
 Seniors Wellness & Active Living
 Early Years Centre
 Nutrition Counselling
 Housing Advocacy & Support
 Information & Referral
 Prenatal Classes & Programs
 Chiropody
 Counselling
 Health Promotion & Education
 Women's Wellness & Support
 Diabetes Management & Education
 Children & Youth Programs
 Settlement Support for Newcomers
 Chronic Disease Self Management
 Community Food Access



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