



STONEGATE

Community Health Centre



Annual Report to the Community 2009



Message from the Board President

2008-2009 marks my sixth and final year on the Stonegate Community Association Board of Directors. As I prepare to pass on the torch, I cannot help but reflect back on those six years. The SCA and the Stonegate Community Health Centre have been on quite a wonderful ride. Despite changes and challenges over the years, I am proud to say that the Centre's commitment to working with our community to enhance the health and well-being of all of our people has remained constant. We have many successes to celebrate. Our staff and volunteers are dedicated, caring, innovative and creative. They work with our community to plan, develop and deliver excellent health care and supportive services and programs to all members of the Stonegate community. The Board of Directors is proud to govern and support such a wonderful team.

As I look to the future, I see many changes ahead for Stonegate CHC and for our community. As many of you know, our landlord held a community meeting in early June to explore the possibility of a redevelopment of the Stonegate Plaza. No definite timelines or plans have been established. We have begun discussions with our funder so that if and when that redevelopment happens, we will be ready to be a part of it. The Board of Stonegate CHC understands the importance of our location to the Stonegate community. Together with our funders, our service partners, our landlord, our elected representatives, and you, our community, we are just beginning the journey to plan for the future of Stonegate Community Health Centre. This journey is going require creativity, stamina, doggedness, enthusiasm, collaboration, trust, good will and maybe even a little old fashioned miracle before we are through.

We know that the Stonegate Community Health Centre has always been at its best when the entire Stonegate community is actively engaged with us in our work. I ask each of you, our very valued friends, partners and supporters, to consider how you could help us along on this journey. Perhaps it will be by volunteering in our Centre or on our Board, by becoming a member of our association, by lending your voice to advocacy efforts, by contributing financially where you can or in what ever ways you see fit. Your passion and enthusiasm for your Community Health Centre is what is at the heart of our success in this community. Together, we will ensure that our Community Health Centre remains the strong and vibrant place that it is today! Thanks to each of you for your support of this wonderful Centre. I look forward with great anticipation to watching what you all do in the next six years!

Sincerely,
Kimberly Curran, President
Stonegate Community Association
Board of Directors



I have just finished my first year at Stonegate CHC and it has been an excellent year. We welcomed several new staff to Stonegate's talented and dedicated team and I am happy to report that we are now fully staffed. We also re-established several partnership programs that are now flourishing, including our Primary Care Asthma Project, Diabetes Education, Settlement Services and Seniors Drop-In Programs. We have completed post-flood renovations in the Health Centre and renovated our Annex Space to provide expanded Early Years and Children and Youth Programming. We have changed the way that we respond when an individual or family requests service from Stonegate CHC. Our new Intake Process is designed so that we understand the range of needs of the families requesting service and that they understand the range of services available at Stonegate. This will allow us to better serve the Stonegate community and ensure that we stay attuned to emerging community needs.

This summer, we gathered community feedback through several surveys and community meetings in preparation for this fall's strategic direction setting process. We heard from both our staff and the community about the increasing pressures on Stonegate families due to poverty, food insecurity and lack of affordable housing. The rising cost of food and growing unemployment in our community has resulted in increasing requests for assistance in accessing food. This summer with funds received from the Carrot Cache and with the support of the Stonegate Community Ecumenical Ministry we launched a voucher program that supported community members in need to purchase locally grown fruits and vegetables at the Stonegate Farmer's Market. We know that the demand for food is only a symptom of a larger problem and that our response as a Community Health Centre needs to be greater than meeting this immediate need. As a Community Health Centre, our responsibility is not only to care for the sick but to support programs and changes that make the community a healthier place to live.

We know that poverty and food insecurity have a tremendously negative effect on health. Several well researched studies were published this year documenting the link between low income and poor health. The poorest one-fifth of Canadians has more than double the rate of diabetes and heart disease; more than three times the rate of bronchitis; nearly double the rate of arthritis or rheumatism and a 358% higher rate of disability. (Poverty is Making Us Sick, 2008) The good news is that "relatively small increases in incomes of poor Canadians will lead to substantial increases in their health."

We also heard from the Stonegate Community concerns due to the uncertainty about the plaza redevelopment. We are applying for support from the Ministry of Health to ensure that we can be part of that redevelopment should it occur. We can assure you that we understand the importance of the accessibility of our location to the Stonegate Community, now and in the years to come.

Thank you for your support.

Beverly Leaver, Executive Director
Stonegate Community Health Centre



Message from the Executive Director

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Primary Health Care

In 2008 – 2009, our clinical services enjoyed a much needed *return to normal* after the flood of 2007 – 2008. A number of staffing changes occurred throughout the year and we were successful in hiring a new Family Physician, Asthma Program Coordinator, Medical Secretary, Registered Dietitian, Data Management Coordinator, Lab Technologist and Community Health Worker.

The goal of increasing access to all our services was met by the implementation of a new intake process. Guided by an understanding of the determinants of health and the community health centre model of care, the new process is designed to ensure that all individuals and families seeking service will be assessed holistically and given an opportunity to understand and then engage (where resources permit) in the full range of services available at Stonegate CHC. Since September 2008, 898 new people have received service.

Stonegate CHC continued to provide key leadership to the Ontario Asthma Plan of Action Initiative — our own Dr. Itamar E. Tamari chairs the Provincial Primary Care Asthma Program (PCAP) Advisory. As one of eight original provincial sites launched in 2002, the Stonegate CHC Primary Care Asthma Program continues to provide excellent patient centred care, and is recognized as a Provincial leader in putting evidence into practice and reducing symptoms and visits to emergency departments. The Ontario Health Quality Council (www.ohqc.ca/en/yearlyreport.php) reports a 30% drop in asthma attacks, a 34% drop in daytime asthma symptoms, a 50% drop in emergency department visits for children, and a 49% drop in school absenteeism for program participants at both 6 month and 12 month follow-ups.



Early Years & Children's Program

Over the last year, programs and services for families with young children were greatly enhanced by the creation of a dedicated Early Years Centre in the Health Centre Annex. The new centre includes a large play and activity space, a snack preparation area, a second restroom and a resource room and provides parents/caregivers and children with a fun, safe and creative environment to meet and interact with one another. Programs such as Toys in the Park, Eating for Two, Countdown to Kindergarten and Living and Learning with Baby continue to support many young families raising healthy and happy children. Local children and youth benefitted from a variety of programs and services aimed at meeting their social, recreational and personal development needs and goals. Dedicated staff provided safe and supportive environments, and participants enjoyed such programs as Babysitting Training, Tweens Club, Klever Kids, Girls Unlimited, Youth Drop-in, Sports in the Park, and numerous day trips.



Community Food Access

Now in its fifth year, the Stonegate Farmers' Market continues to grow and thrive, enjoying large and friendly crowds and offering local residents the chance to purchase fresh, locally grown fruits, vegetables and other products.



However, many local residents are struggling with issues related to food and hunger and efforts to help address these issues came to the fore in 2008 – 2009. With funds received from Carrot Cache Community Resources Inc., and with the support of the Stonegate Community Ecumenical Ministry, over 200 Health Centre and local food bank clients received \$10 to \$20 worth of vouchers redeemable for fresh produce at the Stonegate Farmers' Market.

In addition to the voucher program, we also explored other ways to address poverty and food insecurity in our neighbourhood and remain committed to supporting our community.

Community Capacity

We work with our clients and community with the understanding that health is more than just the absence of illness or disease; it is a resource for everyday living. The last year saw marked improvements in programs and services aimed at supporting people to not only increase control over and to improve their physical health, but also to enhance their mental and social well-being. Workshops, community meetings, information sessions and individual counselling supported more than 300 local tenants to successfully deal with landlord, maintenance, rent arrears, eviction and other housing related issues. In partnership with LAMP, we provided individual counselling and settlement support to many newcomers to Canada. By working with them to increase their skill and knowledge, newcomers are better prepared to work their way through the often difficult and confusing health, housing, education, employment and other government systems and services. Poverty and low incomes are serious issues for many in the Stonegate community. A series of free income tax clinics and individual income tax return preparation services supported over 70 low-income residents to access tax credits and other



income supports and programs that otherwise would have been missed. Local women continued to benefit from the variety of programs offered. Interest in workshops and wellness and support programs, including the weekly women's group continues to exceed our capacity. 2008 – 2009 also saw the return of the 2000 Seniors Club and the Stonegate Plus Club. Each club provides much needed social and active living programs for their members and many local seniors.

Funding support provided by:



City of Toronto
 Toronto Central Local Health Integration Network
 Human Resources & Skills Development Canada
 LAMP Community Health Centre
 Ontario Ministry of Health & Long-Term Care
 Ontario Trillium Foundation

Donors:

Ailsa Little Trust
 Cantina Restaurant
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Funders & Donors

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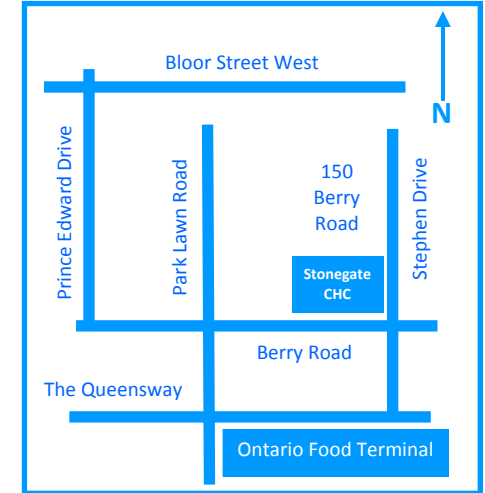
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Stonegate CHC Programs & Services

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

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, 2009. Please note, 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.

	2008-2009	2007-2008
REVENUE		
Toronto Central LHIN	2,485,336	2,495,204
Other Projects & Grants	366,394	465,222
Deferred Revenue	60,510	85,673
Donations	47,542	26,820
Interest	8,503	4,892
Total Revenue	2,968,285	3,077,811
EXPENSES		
Salaries & Benefits	1,906,049	1,912,934
General Operating	579,288	554,780
Other Projects & Grants	390,575	490,385
Deferred Expenses	36,328	60,510
Donation Expenses	2,164	11,309
Return to the Toronto Central LHIN	0	29,003
Retain for Reserves	53,881	18,890
Total Expenses	2,968,285	3,077,811

2008 - 2009 Financial Report