



STONEGATE
Community Health Centre

2 0 1 6 A N N U A L R E P O R T T O T H E C O M M U N I T Y

Improving Health **Building Community**



LYNDA M^CCOLL
PRESIDENT
Stonegate Community Association

Message from the President

It has been a very productive year at Stonegate Community Health Centre. The Board has been focused on achieving accreditation, maintaining our stable home and continuing to engage our community as the Health Centre continues to thrive given the upheaval created by the demolition all around us.

I am pleased to report that Stonegate has been successful in all these areas.

In February 2016, the organization underwent a review by the Canadian Centre for Accreditation, a national organization that supports community-based primary health care centres to meet new challenges and excel through standards that reflect best practices in community-based operations, services and programs. The standards look at governance, management, planning and evaluation, quality improvement and risk management functions. They also look at person-centred services, a strength-based approach, accessibility of services, and engagement and responsiveness to the communities served.

Stonegate achieved 100% of the mandatory standard as well as 100% of the leading practice standards. We are so proud of this accomplishment and the leadership of

our Executive Director in this outstanding achievement.

The redevelopment project has approvals from the Ministry of Health Capital Branch to move forward with our leasehold improvements when the new building is ready. Stonegate's project team is busy at the design stage and on time with every deadline in the project schedule. We will keep our community up to date on our progress over the next year.

Our clients expressed a sense of belonging to the Stonegate community even through the redevelopment upheaval. The accreditation report also commented on the resiliency and commitment of the staff and board:

“The review team was struck by the resiliency and commitment of the staff and the board to ensure that Every One Matters and that the community continues to feel a sense of belonging throughout the redevelopment of the property that has been the core of their community. Truly demonstrating the client centred approach.” CCA Accreditation Report March 2016

For the coming year the board is looking forward to a renewed focus on establishing more partnerships to enhance our program

and services for our clients as well as to the redevelopment project.

Finally, on behalf of the board, I would like to thank our Executive Director, Bev Leaver and the staff for their ongoing commitment and support that makes Stonegate CHC the excellent community organization it is.

“The review team was struck by the resiliency and commitment of the staff and the board to ensure that Every One Matters and that the community continues to feel a sense of belonging throughout the redevelopment of the property that has been the core of their community. Truly demonstrating the client centred approach.”

CCA Accreditation Report March 2016



STONEGATE COMMUNITY ASSOCIATION BOARD OF DIRECTORS

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BEVERLY LEAVER
EXECUTIVE DIRECTOR
Stonegate Community Health Centre

Message from the Executive Director

Well, we have spent another year as the only building standing on a construction site. Progress has definitely been made but I know it is hard to tell looking at our site. Stonegate CHC has a talented team of architects and project managers working with our staff to design every element of our new space. We are on schedule with all our required submissions to the Ministry of Health who will fund our project. Our future home will be the first building constructed on the site. We will occupy the full second floor of this two story building, away from basement floods that have plagued us for years.

On the first floor there are plans for a pharmacy, a food co-op, a coffee shop and a hair salon. The second building to be constructed will be a six-story condominium. These units went on sale in the spring and most have sold. When the project is complete we will have an acre of parkland in the centre of the development for public use and we are very excited about the programs we will be able to hold outside.

There has been a delay in starting construction, awaiting approvals from the City, but I am told that it should commence this fall. Our plan would have us ready to move into the new building approximately 18 months after construction commences. So our move would be in early 2018 (optimistically).

We are very happy that we have been able to stay in the Stonegate community throughout this development process. We continue to offer a full range of health services and health promotion programs to this community.

This past year, the staff worked very diligently to prepare for an accreditation review by the Canadian Centre for Accreditation (CCA). An accreditation review means that every policy gets reviewed and

updated, the staff and board are interviewed to ensure practices follow policies. This year the CCA included a “Client Journey” element. Several clients were interviewed about their experience working with Stonegate CHC staff from a variety of disciplines.

This year we have engaged with six other Community Health Centres to collaborate on quality improvement initiatives. Our first focus was cancer screening. Working together with a Director of Quality Improvement we hired collaboratively, our Quality Improvement Teams examined our current practice around offering cancer screening to our clients and tried ideas to improve this process. Through our efforts we improved our screening rates as shown below. Congratulations to our team!

Cancer Screening	Stonegate CHC 2015 Performance	Stonegate CHC 2016 Performance	2016 Provincial Average of CHCs
Cervical	77.8%	90.4%	71.4%
Colorectal	64.8%	87.9%	67.5%
Breast	63.6%	85.6%	65.2%



“We are very happy that we have been able to stay in the Stonegate community throughout this development process.”

Beverly Leaver



THE ACCEPTANCE PROJECT

The Acceptance Project was a joint partnership with Stonegate CHC and the Centre for Addiction and Mental Health (CAMH) from January 2015 to August 2016. The focus of the project was to explore stigma associated with mental health and addiction from the perspective of frontline staff and management in both clinical and community based programs. Staff participated in a series of education workshops and had opportunities to learn from individuals that have had a lived experience of mental health or addiction. An analysis of internal policies and procedures was implemented considering them through the lens of addiction and mental health stigma. Staff completed pre and post surveys and clients were interviewed. The culminating project was an arts based program that explored the stigma associated with seeking

help for addiction and mental health issues through the participants lived experience with a goal of addressing stigma in the health care system and oneself and hopefully moving towards acceptance.

The arts-based program included 10 weekly workshops. Clients experiencing mental health and/or challenges with addictions worked together on this creative project alongside staff. The weekly sessions were facilitated by Rosalynn Santos, Stonegate CHC Community Mental Health Counsellor and Emma Ates who is experienced in using art as a medium to support clients in improving their physical, mental and emotional well-being.

Participants were unsure what to expect of this program, but it quickly became a profound experience for everyone

participating. Participants quickly found similarities and friendships amongst each other while also being given the chance to further explore themselves as individuals. The weekly program involved a discussion on topics relating to stigma and other mental health factors. Participants would then be asked to use the art medium and process to express thoughts, feelings and emotions inspired by the topic or were free to express or investigate visually whatever they felt in the moment. There was natural growth attached to each week as participants went at their own pace to get comfortable in verbal and non-verbal expression. At the end of each session, participants were free to share their art expression and experience with the group if they felt comfortable. The end result of the program was an art exhibit to showcase everyone's artistic expression. The exhibit was open to friends and family of participants, as well as community members and staff.

FUN FRIENDS PROGRAM

Members of the Family Programs team are accredited facilitators to deliver The Fun FRIENDS Program. This is an evidence based program developed by Professor Paula Barrett a prominent scholar and groundbreaking researcher in the field of child psychology in Australia. The Fun FRIENDS Program helps guide the social and emotional development of children aged 4 to 7 by using fun, play-based group activities. Fun FRIENDS teaches skills that will nurture a child's development during these crucial early years, giving them the ability to excel and smoothly transition into school life.



9 session course, with each session taking 2 hours. Parents of children that attended the sessions indicated that their child demonstrated more confidence and enhanced social skills.

Testimonial from Mother of two Fun FRIENDS participants:

"My children had difficulty separating from me. So much so that I had to stay in the room during the Fun Friends program. As the weeks went by, my daughter and son gained confidence and were brave enough to stay on their own."

Stonegate CHC staff in partnership with LAMP CHC Early Years staff successfully delivered the program to 23 children at St Teresa Catholic School. The structure of the Fun FRIENDS Program is a

"Thank you to the Fun Friends program for helping my children gain confidence, speak with confidence but most of all feel comfortable in separating from me."

Mobile Good Food Market



Since June 2015, Stonegate CHC has partnered with FoodShare Toronto to have their Mobile Good Food Market bring fresh produce into the Stonegate neighbourhood every Friday evening. The mobile market has weathered through difficult periods of FoodShare moving, Stonegate floods and low attendance, however it has proven

to be a great way for local residents to source produce directly in their neighbourhood at an affordable price.

We would like to thank: FoodShare and our dedicated volunteers, Stephanie Bennett and Shane Banner, for helping to facilitate this weekly market that allows our community to access produce within walking distance!





Bell Manor Park Mural

This past summer, Stonegate CHC staff worked with StreetARToronto, a program of the City of Toronto's Transportation Services Division, to have a mural painted on the garage at 323 Park Lawn Avenue, facing into Bell Manor Park. A visioning session with the community was held in early July with the mural artist, Peru Dyer Jalea and folks from Mural Routes. Peru was able to go away from this gathering with several ideas and

stories for the mural from what community members voiced. Milano Roofing and Construction Ltd, a local business, sponsored and facilitated the patching of the wall prior to its painting and Peru was able to start and finish painting in late August, during the extreme heat wave! Stonegate CHC would like to thank everyone involved for helping to make this project come to fruition, adding vibrancy and colour to our community!

"When we reviewed the flyer about a mural beautifying a wall in Bell Manor "banana" Park, Milano Roofing and Construction Ltd was compelled to be a part of it."

As a child, Rodrigo, President of Milano, grew up in this park. He was a new Canadian, learning the language and making new friends. Children spent their days picnicing with their families

and climbing the "banana" that coined the nickname that is still used today.

This park was and still is a safe haven for so many families seeking a place to start a new beginning from all over the world. "We at Milano Roofing and Construction sincerely thank the Stonegate Community Health Centre and Bell Manor "banana" Park for being there for us as a safe place to meet, play, and grow."

MARTIAL ARTS PROGRAM

Each Thursday afternoon after 4:00 p.m., you will hear the enthusiastic sounds of children 6 to 14 years of age saying "whooyaa" and "hiyaa" as they learn new skills and get a great workout through martial arts.

A typical class begins and ends with a bow to the sensei (teacher). After a warm-up, they practice the art's particular skills, which may include

kicks, punches and blocks. Each requires concentration and strict attention.

Martial arts not only provides a great workout but also helps strengthen confidence and self discipline.

Here is what the children are telling us about attending the classes.

"I enjoy coming to karate because they are nice people and I am learning to fight. I have made friends that are nice. I am a brown belt." Grace

"I like it because we learn and we get stronger and we learn to protect yourself." Mirkomil

"I like martial arts is good because it helps me protect my family including my cat." Alex

"I like sensei because he teaches me karate and it is fun." Sophia

"I like this class because it teaches you self defense."

It really strengthens your everything basically. If you keep practicing you can become very strong." Serzh



LIVING LIFE TO THE FULL

Stonegate Community Health Centre and the Canadian Mental Health Association (CMHA) are excited to offer the Living Life to the Full course starting in September 2016! Living Life to the Full is an

evidence based program that was developed by Dr. Chris Williams, UK psychiatrist. Stonegate CHC was one of 8 community health centre's selected by the Canadian Mental Health Association to deliver this program.

Living Life to the Full is an 8-week course delivered in 90 minute sessions to groups of 10 to 15 people over the age of 55 that

are caring for another person in their life. The course, also known as "12 Hours That Can Change Your Life", teaches new skills for coping with life's challenges. Each session is moderated by a trained facilitator and includes a booklet, handouts, exercises and discussions. Through the sessions participants will use the principles of cognitive behaviour

therapy (CBT) to learn more about mental well-being and how to make small changes to feel happier, less stressed and more in control.

The program will start at Stonegate CHC on September 14th – contact Larissa.samborsky@stonegatechc.org for more information or to register.

2015 | 2016 CLIENT SURVEY

Each year, we survey clients to find out about their experience of using Stonegate CHC. This year we changed our survey and are using the survey questions provided by Health Quality Ontario so that we can compare our clients' experience with other primary health care providers across Ontario. This year, 165 people completed the survey. Here are some of the key results from the survey:

WOULD YOU SAY YOU ALWAYS FEEL COMFORTABLE AND WELCOME AT STONEGATE CHC?

YEAR	YES	NO
2012-2013	99.3%	0.7%
2013-2014	94.2%	5.8%
2014-2015	96.6%	3.4%
2015-2016	99.4%	0.6%

We were pleased to see that this has returned to over 99% after two years that included construction projects to recover from recent floods.

THE LAST TIME YOU WERE SICK OR WERE CONCERNED YOU HAD A HEALTH PROBLEM, DID YOU GET AN APPOINTMENT ON THE DATE YOU WANTED?

YES	92.3%
NO	7.7%

THE LAST TIME YOU WERE SICK OR NEEDED MEDICAL ATTENTION, HOW QUICKLY COULD YOU GET AN APPOINTMENT WITH A STONEGATE CHC HEALTH CARE PROVIDER? (THIS QUESTION CHANGED IN 2015-2016 AS WE ARE USING THE HEALTH QUALITY ONTARIO ANSWER OPTIONS).

YEAR	SAME DAY OR NEXT DAY	2 - 3 DAYS	4 - 5 DAYS	6 - 7 DAYS	1 WEEK	NEVER	
2012-13	38%	28.7%	4.6%	7.4%	2.8%	2.8%	
2013-14	28.3%	28.3%	10%	10%	11.7%	0%	
2014-15	29.8%	16.9%	8.9%	10.5%	14.5%	1.6%	
		2 TO 19 DAYS				20 OR MORE	N/A
2015-16	55.7%	33%				.01%	12%

We are pleased to see that our client's experience has increased from 29.8% to 55.7% in getting a same day or next day appointment when they needed one.

WHEN YOU SEE YOUR DOCTOR OR NURSE PRACTITIONER, HOW OFTEN DO THEY OR SOMEONE ELSE IN THE OFFICE...?

	ALWAYS	OFTEN	SOMETIMES	RARELY	NEVER
Give you an opportunity to ask questions about recommended treatment	78.6%	17.3%	3.3%	0%	.06%
Involve you as much as you want to be in decisions about your care and treatment	74.8%	20.9%	4%	0%	0%
Spend enough time with you	82.6%	14.5%	2.7%	0%	0%

THINKING ABOUT YOUR MOST RECENT VISIT, ON A SCALE OF POOR TO EXCELLENT, HOW WOULD YOU RATE THE FOLLOWING?

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
The MAIN healthcare provider you spoke with treated you with dignity and respect	78.7%	16.1%	4.5%	.6%	0
Your overall experience with our reception staff	78.4%	17.6%	3.2%	.6%	0
Your overall experience accessing the centre (or our services)	77.1%	18.9%	2.6%	1.3%	0

THINKING OF YOUR OVERALL EXPERIENCE WITH OUR CENTRE, WHAT ARE TWO THINGS DONE PARTICULARLY WELL?

- They take time with me
- Great hours
- Always help with any issues
- Very professional and kind treatment
- Nice bright space
- Consultation appointments are arranged quickly
- Lab work on site
- Close to home
- Attention to my concerns as a patient
- Excellent Staff – helpful and compassionate
- Overall feeling that the health provider cares
- Reception is very friendly and quick
- In-depth way my doctor keeps me informed
- Continuity of care
- Care and compassion is amazing
- No question that you have for them is stupid or embarrassing (they treat you with respect and kindness)
- Supported me when I needed it most
- Everyone is pleasant and greets you with a smile
- Access to programs is excellent
- Organizing activities which are fun and keep us healthy

WHAT ARE TWO THINGS THAT COULD BE IMPROVED?

- Getting this centre built quickly
- Seating availability in the waiting room
- More artwork on the walls
- Better bus service
- Better understanding of the process with CCAC and how to navigate the system
- Letting people know about classes\programs offered – once they are posted they are full.
- Health programs for men and young kids
- More programs and exercise for seniors
- Physiotherapy available to community members

2015 | 2016 FINANCIAL REPORT

REVENUE	2015-2016	2014-2015
PROVINCE OF ONTARIO		
Toronto Central LHIN	2,851,222	2,868,571
Primary Care Asthma Program	109,445	109,445
Nursing Graduate Program	0	25,536
MOHLTC Capital Project	526,249	29,459
CITY OF TORONTO		
Healthy Smiles Ontario	0	100,000
Community Service Partnerships	86,290	84,510
Homelessness Prevention	63,976	55,240
Invest in Neighbourhoods	67,255	67,568
GOVERNMENT OF CANADA		
Service Canada (Summer Staff)	8,921	6,686
PARTNERSHIP PROJECTS		
Early Years WIN (LAMP)	83,210	83,210
Ontario Early Years (LAMP)	59,379	57,912
Psychiatric Sessionals (LAMP)	73,667	51,705
In Kind Computer Resources (Reconnect)	0	60,615
West End QI Collaboration	64,189	0
OTHER REVENUE		
Growth & Development Fund	45,472	58,848
Insurance Funds	167,017	274,115
TOTAL REVENUE (\$)	4,206,292	3,933,420
EXPENSES		
LHIN Operating + Amortized Capital	2,783,387	2,843,510
Expenses from Donations	53,409	34,650
Other Projects & Grants + Amortized Capital	764,246	808,066
Healthy Smiles Ontario	0	113,644
Amortization	102,062	97,523
Deferred Revenue before Capitalization	503,188	36,027
TOTAL EXPENSES (\$)	4,206,292	3,933,420

FUNDERS & DONORS

FUNDING SUPPORT PROVIDED BY

- Toronto Central LHIN
- Ontario Ministry of Health and Long-Term Care
- City of Toronto
- Employment and Social Development Canada



DONOR GROUPS (NON INDIVIDUALS)

- 2000 Seniors Club of Stonegate
- Ailsa Little Trust (Royal York United Church)
- Christ the Good Shepherd Parish
- Chum Charitable Foundation
- IODE Kathleen Drope Chapter
- Milano Roofing & Construction Ltd.
- National Silicates
- Pace Savings and Credit Union
- Rotary Club of Etobicoke
- The P. & P. Murray Foundation
- TD Friends of the Environment

Special thanks to all who donated through CanadaHelps.org

This summarized statement of financial position is derived from the complete audited financial statements of the Stonegate Community Health Centre for the year ended March 31, 2016. 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.

STONEGATE CHC STAFF

Nancy Allotey	Kaeli Cochrane	Maria Kukhta	Samantha O'Brien	Mike Stone
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Lin-Lin Chou	Megan Hope	Siphilise Ndlovu	Olas Sanusi	
Jennifer Chung Lim	Hanna Hruszewicz	Khen Neptune	Josee Sovinsky	

PROGRAMS AND SERVICES

FAMILY PRACTICE CLINIC

DENTAL CLINIC

PHYSIOTHERAPY

SMOKING CESSATION

ASTHMA MANAGEMENT & EDUCATION

SENIORS WELLNESS & ACTIVE LIVING

EARLY YEARS CENTRE

NUTRITION COUNSELLING

HOUSING ADVOCACY & SUPPORT

INFORMATION & REFERRAL

PRENATAL CLASSES & PROGRAMS

CHIROPODY - FOOT CARE CLINIC

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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