

STONEGATE

COMMUNITY
HEALTH CENTRE



IMPACT REPORT 2024-25

Growing and Empowering Our
Community Together



Ontario's Community
Health Centres



Two years ago, the Board of Directors adopted a new Strategic Plan. Over the last two years, we have worked diligently to bring this vision to life. This past year, we established eight new partnerships and expanded our Health Champion team from 12 to 18 members. Our staff sickness rate has dropped by 50%, and our staff satisfaction rate remains above the target level.

We have improved our food security programs, secured funding for a new social worker, and increased our community engagement activities, communications, and mental health support services. We successfully doubled our fundraising efforts, allowing us to enhance our health promotion and Good Food Box Holiday Drive. We are actively working towards our goal of expanding access to primary care; we have made multiple requests for additional funding to hire new doctors and nurse practitioners and have had positive preliminary discussions with Ontario Health.

As I approach the end of my sixth year on the Board, I reflect on the wonderful Board members, staff, and volunteers I have worked with throughout my tenure. So much has changed since I joined Stonegate before the pandemic. We continue to invest in new technologies to ensure our patients receive the highest quality medical care and explore innovative programming. One constant, however, has been the familial atmosphere among our staff, with each individual dedicated to making our Community Health Centre better every day.

I would like to thank the Board members who will be retiring this year. I would especially like to express my gratitude to our Treasurer, Eric Josipovic, and our Corporate Secretary, Karen Trzaska, who are departing after five and six years of service, respectively having filled roles from committee chairs, guiding us through the tri-annual Accreditation process, and leading the succession planning efforts for the new executive team.

Dr. Colin F. Mang

Chair, Stonegate
Community Association



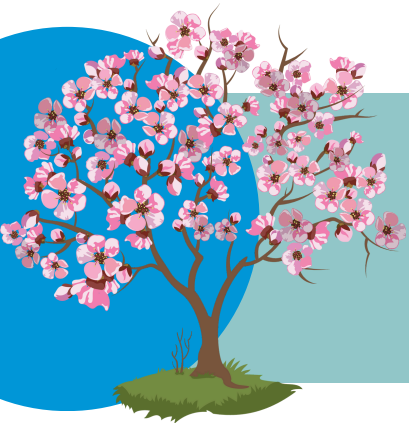
This has been an exciting year with the introduction of two new Early On programs. The BIPOC Bright Futures for Children and Families (The BBF Program) focuses on mental health support for Black, Indigenous, and People of Colour and a new partnership with Centre Francophone has brought Parents Bambin Early On programming in French. There were also four staff leadership development opportunities provided over the year to cover different employee leaves allowing staff to build their capacity and grow their skills.

Four staff also engaged in leadership development training. While the year brought many challenges, including the Stonegate building shifting from receivership to a new landlord, and shifting sector foci, Stonegate staff, board, partners, and volunteers have remained committed to collaboratively working together to improve the well-being of the Stonegate-Queensway community, identifying individual and community needs, and continuing to respond by providing accessible and inclusive health services and health promotion programs. I look forward to another successful year.

Charis Romilly Turner

Executive Director



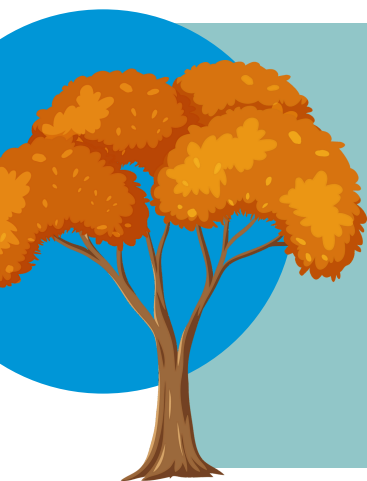


2024-2025

Each year, Stonegate CHC proudly participates in the Community Income Tax Clinic program. With the support of dedicated volunteers trained by the Canada Revenue Agency, our annual clinic provides free tax filing services to individuals and families. In the spring of 2024, our clinic successfully filed over 71 tax returns, helping client's access important benefits such as the Child Tax Benefit, Ontario Trillium Benefit, GST credits, and more.

As part of the end-of-summer celebrations, the Spanish-speaking Women's Group visited Toronto Centre Island, embracing the joy of togetherness. Some members were new to the island, while others returned after a long time, ready to rediscover its beauty.

They immersed themselves in nature, enjoying activities like ferry rides, hiking, biking, meditation, dancing, and exploration in a vibrant environment. The day ended with a heartfelt communal lunch at colourful picnic tables, sharing laughter and stories with the iconic CN Tower in view. Ultimately, it was the bonds of friendship that made this experience unforgettable.



This fall, Stonegate CHC once again started its much loved 8-week introduction to sewing program. Sessions focus on participants learning how to use a sewing machine, basic sewing skills which includes machine skills, zippers, patterns, and hand sewing. The group always has a wait-list and those who have already participated in the sessions are eagerly awaiting a more advanced group.

Sewing 101 is run via donations and requires ongoing funds to pay for the amazing instruction that is facilitated by Sandra Kuzniak an avid sewer, who formerly volunteered with the Textile Museum of Canada for over 15 years. Sandra enjoys encouraging people to learn to sew, a critical skill that seems to have missed a few generations and in this economic climate, a very useful skill to have.

Humber Bay Library and Stonegate CHC have partnered to organize a monthly in-person book club for the community. Library staff lead the discussions and supply copies of the selected title. Initially, the meetings attracted a small group of committed participants, however attendance has grown in recent sessions.

Each month, the group convenes to discuss a mystery novel that participants have read independently. The conversations are consistently engaging and lively, and attendees have expressed their enjoyment of the Book Club experience.

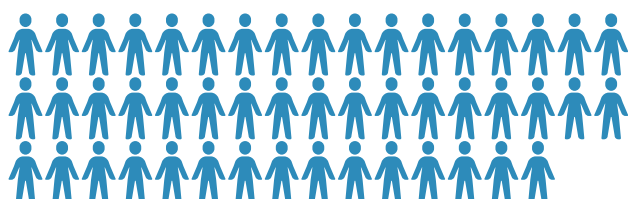


Individuals Served

Elderly 22% **910**



Adult 49% **2,016**



Paediatric 27% **1,112**



Age Unknown 2% **70**



Total 4,108

Service Encounters

Allied Health 26% **18,983**



Community Programs 30% **21,363**



Community Partners 20% **14,281**



Primary Health Care 24% **17,674**



Total 72,301



96%

of clients indicated that Stonegate helped them improve their health and well-being.

93%

were satisfied/very satisfied overall with Stonegate's services and programs

OUR IMPACT



PRIMARY CARE



599 new primary care clients
2,330 client served
12,880 primary care service encounters

89%

said they were involved
as much as they wanted
to be about decisions
around their
care/treatment

Stonegate has been looking at ways to increase access to primary care. While we were unable to secure increased providers, we are in process of expanding our on-line booking for all primary care providers increasing access to booking appointments for clients. In addition, this past year we piloted Ambient Scribe/Tali which is a software that uses Artificial Intelligence and language processing to capture and transcribe patient-clinical provider interactions. The goal of the pilot was to see if this AI tool can improve the efficiency, effectiveness, and engagement of clinicians and patients, and increase client satisfaction by reducing time spent on documentation. Early pilot findings at this stage have been positive (ie. more time to deal with client issues, clinicians more able to be present with clients, more enjoyable experience with clients and providers, reduction in some clinician exhaustion, improved quality of documentation, and clients report feeling the clinician is more focused on them during appointments). Lastly, we have been working with the West Toronto Ontario Health Team in initiatives aimed at greater attachment of community members to primary care providers.



98%

of clients reported
that the quality of
the care was
good/excellent

ALLIED HEALTH



1,932

Chiropody
Service Encounters



1,518

Toronto Public Health Dental
Service Encounters



683

CHC Physiotherapy Partnership
Service Encounters



88%

Interprofessional
Diabetes Care Rate



INCREASE ACCESS TO PRIMARY CARE





MENTAL WELL-BEING

90%
of clients reported that
they felt that
Stonegate had a
Positive Impact on
their Mental Health

Healthy Child Programming this year:
938 Individuals Served
11,000+ Service Encounters



BIPOC Futures for Children, Youth and Families Program

We were delighted to obtain funding from Ontario Health to support a program specifically devoted to the healthy growth and well-being of children and families from Black, Indigenous, and People of Colour (BIPOC) communities.

The BIPOC Futures for Children, Youth, and Families (BBF Program) is designed for young children aged 0 to 6 and their families. This comprehensive initiative aims to enrich early childhood learning and mental well-being by providing an array of culturally relevant resources and programming that directly address the distinctive needs and lived experiences of BIPOC families.

Early On Programs



Our EarlyON programs are vibrant, welcoming spaces where children from birth to six years old and their caregivers come together to learn, play, and grow. When you step inside the program you will hear the joyful sounds of singing, storytelling, laughter, and meaningful play — all part of the rich experiences that support early development and mental well-being.

Our free programs are thoughtfully designed with clear learning goals to spark curiosity and support every child's unique journey. We work hand-in-hand with families to create nurturing, interactive environments that strengthen bonds, encourage exploration, and lay the foundation for lifelong learning.

95%

of clients always
felt safe and
welcome

Parents Bambins

Also new this year is a partnership with Centre Francophone who is offering the Parents Bambins program at Stonegate. This program is aimed at supporting Francophone families with Early Years Programming for ages 0 to 6.





With support from Ontario Health's Locally Driven Fund (formerly High Priorities Funding), Stonegate CHC was able to significantly enhance our capacity to deliver mental health and social well-being services, responding more effectively to the diverse and growing needs of our community.

This funding enabled us to deliver 3,190 units of mental health support through a diverse range of programs thoughtfully designed to meet the unique and evolving needs of individuals and families in our community. These included:

- Additional **one-on-one mental health counselling** to reduce wait times and ensure more timely access to support
- The **Ukrainian Family Mental Health and Social Support Drop-In Program**, which fostered social connections and emotional support for newcomers
- A **Children's Martial Arts Program** promoting physical and mental well-being, building confidence, and offering a positive outlet for stress
- Expanded access to **children's summer camp programs**, creating safe, supportive, and enriching experiences for young people
- A **Seniors' Mental Health and Social Support Get-Together Program**, helping reduce isolation and foster community among older adults
- A **Spanish-Speaking Women's Group** providing emotional, social, and practical support to women and their children in a culturally safe space

These initiatives reflect our holistic, community-based approach to care—supporting individuals not only in crisis, but in building long-term resilience, connection, and well-being.



Counselling Services this year:

977 Individuals Served

21,000+ Service Encounters

SUPPORTING INDIVIDUALS & FAMILIES WITH BASIC NEEDS

This year Stonegate hosted the extremely successful second annual Winter Coat/Clothing Event providing support to over 50 families!



80%

of self-identified food insecure clients reported that Stonegate helped them access food.



COMMUNITY PARTNERSHIPS

91%

indicated that they felt Stonegate had a positive impact on their community.

Settlement Services and Services Canada Workshop

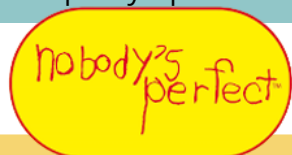
Stonegate CHC partnered with LAMP CHC to offer free support onsite on a bi-weekly basis, providing advice, information, Permanent Residency card renewal and citizenship applications, and referrals for newcomers to Canada.



Humber Polytechnic Chronic Pain Massage Program

We enthusiastically collaborated with the Humber Polytechnic Massage Therapy program to create a specialized clinic dedicated to clients with chronic pain. An initial assessment was completed with clients prior to beginning treatment. This assessment enabled massage therapy students to design a safe, effective, and individualized treatment plan.

This comprehensive assessment included a health history interview, a detailed pain evaluation, vital signs monitoring, and careful postural and range of motion assessments. Once the treatment plan was finalized, clients looked forward to their tailored massage sessions, designed to address their unique symptoms and fulfill their personal wellness goals.



Nobodys Perfect Parenting Program

The Stonegate CHC Early Years program teamed up with CultureLink Settlement and Community Services to offer the "Nobody's Perfect" parenting program for new immigrant parents with children aged birth to 5 years. This program took place at the Eatonville Library, providing parents the opportunity to meet, share experiences, learn, and engage in discussions.

This collaboration not only expanded our outreach within the community but also offered essential support to immigrant families as they navigate the complexities and challenges of adjusting to a new environment. By providing resources and guidance, we aimed to empower families in their parenting journey, promoting positive parenting while enhancing their coping skills and self-esteem.



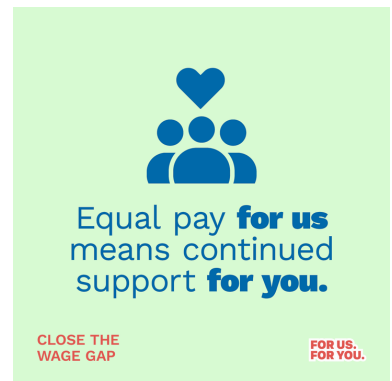
ORGANIZATIONAL STABILITY



This year one of the most significant areas identified as impacting staff satisfaction were wages. Stonegate is proud to have worked collaboratively with the board, staff, and the Alliance of Healthier Communities in :

- provincial pre-budget letter submissions;
- letters to our local MPP;
- public awareness raising through social media around the **For Us For You Campaign**;
- and, participation in the Campaign Petition.

We were thrilled to see the affirming results of our local and sector wide efforts in the Provincial Announcement in June 2025 of Support for the Health-Care Workforce promising an additional \$142 million over three years to support recruitment and retention of non-physician health-care professionals (e.g., nurse practitioners, physician assistants, pharmacists) to strengthen primary care teams across the province.



Commitment to Quality: CCA Accreditation

This year, we are proud to share that Stonegate Community Health Centre has achieved accreditation through the Canadian Centre for Accreditation (CCA). The centre has met 12 out of 12 Mandatory Standards and 3 out of 3 Leading Practice Standards in the Community-Based Primary Health Care Standards module.

Accreditation is a rigorous, independent review process that evaluates an organization against nationally recognized best practices and standards. Receiving this recognition affirms our commitment to excellence, accountability, and the delivery of high-quality, client-centered care. Being accredited by the CCA means our programs, governance, operations, and services meet the highest standards in the sector. It also reflects the dedication of our staff, volunteers, and leadership team to continuous improvement and equity-based care.

This milestone strengthens the trust our community places in us—and motivates us to continue growing and innovating to meet evolving needs.

Over the past year, the Board increased our engagement with the staff who are key stakeholders in the success of our organization. Using the lessons learned from the pandemic, we continue to improve operating policies and procedures to ensure organizational resilience should future challenges arise.

ORGANIZATIONAL STRENGTHS & RESILIENCE



The People's Health Champion Award



Bernadette Howes goes out of her way to help make the Stonegate community a better place whenever she can. She has taken it upon herself to track down free items to donate to the Centre for clients in need. She has travelled all over the GTA to acquire items (for instance: assistive devices, clothing, craft materials, toys) and donated it to Stonegate to provide to those in need. She was also instrumental in getting the Annual Winter Coat Drive started: outreaching and getting the word out about the event, volunteering to sort clothes as well as assisting clients the day of the event.

They Did What? Wow! Health Champion Achievement Awards

For over a decade **Michael Napolitano** has been a committed and invaluable volunteer at our community tax clinic, expertly assisting 100s of community members with electronic filing. His work has helped ensure that individuals and families many, of whom face financial or language barriers, receive accurate filings, timely refunds, and access to vital tax benefits. His reliability and deep understanding of the tax system have made him a trusted resource within the clinic and a reassuring presence for clients during tax season.

Camille Cain has also been a dedicated volunteer with our tax clinic, generously contributing countless hours to assist clients with their returns for over 5 years. Her commitment and support had made a lasting impact on the individuals and families we serve, helping to ensure they receive the financial support and benefits they are entitled to.

Community Health Hero Recognition Award

We extend our heartfelt thanks to our dedicated school crossing guard, **Tina Chindongo**, for her unwavering commitment to the safety and well-being of students in the Stonegate community. Rain or shine—even in the depths of winter—Tina greets everyone each day with a warm smile, ensuring children cross safely and begin their mornings with kindness and care. Her presence brings comfort to families and plays an essential role in keeping our community connected and safe. Thank you, Tina, for all that you do!

Community Builder Health Champion Impact Award

Sonia De Martinez started as a volunteer soon after arriving in Canada and after showing herself to be a star she was hired as staff. We are unsure what we'd do without her. She is one of our go-to people, one who knows what's working, how to get it to work, where it might be, and who might have it. Over Sonia's time at Stonegate, she has coordinated various food programs, co-managed the farmers market, co-runs the Women's Group and has branched out to facilitate her own groups including the Spanish speaking women's group, handicraft sessions, walking groups for women, programs for seniors including exercises groups and more.

Stronger Together Community Health Champions Awards

Each holiday season for the past 10 years, **Lambton-Kingsway Junior Middle School** and **Parklawn Junior Middle School** have generously supported families in the Stonegate community through thoughtful holiday donations. Thanks to the heartfelt efforts of their students, staff, and families, more than 450 households facing hardship receive essential gifts that bring warmth, dignity, and joy during a challenging time of year. We are deeply grateful for their continued commitment, which truly embodies the spirit of community, compassion, and giving.





FINANCIALS 2024-2025

Revenues	For Year Ended March 31 st , 2025	For Year Ended March 31 st , 2024	Variance
Federal	20,834	19,675	1,159
Provincial	4,152,577	4,073,263	79,314
Municipal	129,686	132,059	-2,373
Partnership Projects	209,980	290,886	-80,906
Growth and Development initiatives	47,184	52,474	-5,290
Other	218,591	192,761	25,830
Total Revenue	4,778,852	4,761,118	17,734
Expenses			
Salary & Benefits	3,399,189	3,363,613	35,576
Rent	552,248	552,081	167
Program costs, development and other expenses	577,647	626,285	-48,638
Growth and Development initiatives	58,816	33,852	24,964
Depreciation	211,904	191,149	20,755
Total Expenses	4,799,804	4,766,980	32,824
Excess of Expenditures over Revenues	(20,952)	(5,862)	-15,090



Dear funders, donors, and partners,
we cannot thank you enough!



Recognizing Our Teams Commitment to Stonegate

Our staff and partnership staff continue to demonstrate an unwavering commitment to serving the Stonegate community. Whether working directly with individuals and families on the front lines or supporting efforts behind the scenes, each team member has played an essential and irreplaceable role in building a more connected, empowered, and resilient community. Their dedication, creativity, and compassion have been the driving force behind every initiative we've brought to life this year. And more than that—their collective efforts haven't just created impact; they've created meaningful, lasting change.

As we reflect on all that we've accomplished together, we do so with deep appreciation for the people who made it possible: our staff. Their resilience, quiet leadership, and tireless behind-the-scenes efforts are the true heart of our mission. Much of their work may go unseen by the public—but we see it, we value it, and we are profoundly grateful. To every member of our team and are partners: thank you. Your dedication matters. Your care leaves a lasting imprint on every life you touch. Your belief in the power of community continues to inspire all of us. Thank you for your commitment to the Stonegate community.

Board of Directors

Allison Trenholm (retiring)	Jane Hung
Armando D'Andrea (retiring)	Judy Geary (retiring)
Dr. Colin Mang – Chair (retiring)	Karen Trzaska – Secretary (retiring)
Delisa Abraham - Vice Chair	Lillian Manea
Elena Mikhaylova	Lisa Wiseman
Erin Fordyce (retiring)	Dr. Nina Kryshchuk (retiring)
Eric Josipovic – Treasurer (retiring)	Samia Afzal

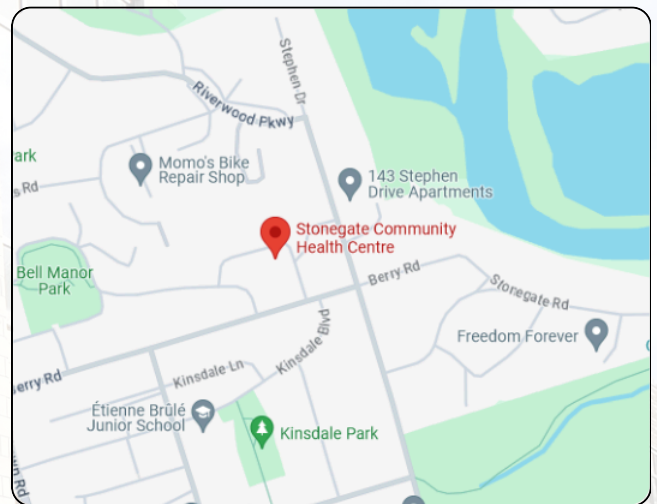


STONEGATE

Community Health Centre

Programs and Services

- Family Practice Clinic
- Sexual Health Clinic
- Dental Clinic
- Physiotherapy
- Chiropractic
- Seniors Wellness & Active Living
- EarlyOn Programs
- Nutrition Counselling
- Family Programs
- Food Programs
- Diabetes Education
- Asthma Management & Smoking Cessation
- Physical Activity And Fitness Programs
- Women's Programs
- Counselling



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