

**Davenport-Perth**  
Neighbourhood and Community Health Centre



2016-2017

# ANNUAL REPORT



## OUR CATCHMENT COMMUNITY

Davenport-Perth Neighbourhood and Community Health Centre (DPNCHC) is a vibrant multi-service agency in Toronto's west end.

Bloor Street, the West Toronto Railpath, Corso Italia, and the Annex serve as our catchment borders.

This diverse area has experienced dramatic changes in recent years, and rising property values have benefitted many of our community's homeowners. But not everyone is prospering equally.

Persistent and systemic issues such as housing access, food security, precarious employment, and discrimination negatively affect the health and wellbeing of many of our community members.

81,000 people live in the neighbourhoods that make up our catchment

46% of residents are first-generation immigrants

17% of residents are low-income

21% of our Health Centre clients are uninsured

34% of tenant households are paying 30% or more of their income in rent

## A message from THE EXECUTIVE DIRECTOR AND BOARD CHAIR



*Kim Fraser*

**Kim Fraser**  
Executive Director



**Martin Ship**  
Board President

Our sense of belonging is a crucial part of our overall wellbeing. Studies have shown the clear connection between the quality of our relationships and the state of our physical and mental health.

Feelings of belonging can also have an extraordinary ripple effect: People who are connected to their communities are far more likely to volunteer their time, value diversity among their neighbours, and feel that their lives have greater purpose.

Since 1984, DPNCHC has worked to strengthen these feelings of belonging in our catchment and beyond. Through our integrated Health and Neighbourhood Centre programming, we've supported our clients to improve their health and wellbeing, forge new friendships, connect with local resources, develop their leadership skills, and work together to improve their living conditions and prospects for the future.

This year, we expanded our reach and welcomed new faces into our community. We focused our attention on underserved populations — such as the trans community, young adults with mental health needs, and families with children who are deaf — and used their knowledge and experiences to inform our new programming.

You'll read about many of these exciting efforts in the pages that follow. For example, our new **Community Choice Pharmacy** (page 8) is working to "close the loop" and provide more comprehensive care to our Health Centre patients, the **DPNCHC Photo Project** (page 11) brought together community members aged 13-80 to share their perspectives and personal narratives, and a new youth-focused edition of our award-winning **Surfing Tsunamis** (page 7) program continued to build our reputation as a hub for mental health support.

The Centre is now halfway through our ambitious strategic plan — one that has evolved and expanded over the years in response to changes in our area and its residents. We will soon begin another extensive community needs assessment to inform our strategic priorities moving forward.

We are tremendously proud of all that's been accomplished over the past year, and grateful to our ever-widening community of volunteers, donors, staff, board, and community members. Together, we're creating a true community of belonging here in Toronto's west end.

2014-2019  
**STRATEGIC PLAN**



**Mental Health**

We will focus on early intervention and support for people experiencing mental health challenges.



**Health Promotion**

We will improve the health and well-being of at-risk populations through targeted health promotion initiatives.



**Health and Academic Outcomes**

Children, youth and families will experience improved health and academic outcomes.



**Youth**

We will improve the health and well-being of youth in our community, especially those who experience barriers.



**Seniors**

We will improve the health and well-being of seniors in our community, especially those who experience barriers.



**Organizational Capacity**

We will build organizational capacity to respond to changing stakeholder priorities.



Babies respond to tactile signal while still in the womb, and this deep connection to their mother's touch continues after birth. A gentle massage from a caregiver can soothe and comfort infants, help to regulate their sleeping patterns, and release tension in their muscles. It can also have significant effects on the person giving the massage: regular physical contact can relieve parents' own feelings of stress and strengthen their sense of attachment and bonding to their child.

In (add month and year), DPNCHC began offering its **Infant Massage Program**, where 17 adults and 17 children benefitted from the soothing power of touch.

**83%**

of participating parents reported feeling a greater sense of attachment to their child

Effective and open communication is a critical component of a healthy childhood. In (add month) 2016, DPNCHC launched the **Parent Child Mother Goose Program for Deaf parents and parents with Deaf children**. It was designed to strengthen the ASL language skills of hearing parents, and to increase knowledge and awareness of the culture, practices, and abilities of Deaf people.



To encourage participation among Deaf families beyond our catchment area — primarily in affordable housing jurisdictions in East Toronto — Early Years staff provided families with TTC tokens, and would often escort them from the subway to the Centre

**100%**

of parents said the rhymes and songs they learned supported their relationship with their child.

**100%**

said the group helped to improve communication with their child.

Spotlight on  
**EARLY YEARS**

IT TAKES A VILLAGE

DPNCHC's Ontario Early Years Centre is a supportive place where parents, caregivers, and children aged 0-6 can play and learn together in a bustling drop-in environment. Pre-school aged children benefit from interacting with their peers, while parents learn about healthy childhood development and expand their local social networks.

At DPNCHC's Youth department, young people aged 6-24 build skills, access resources, make new friends, and give back to their community. For many of Toronto's young people, precarious work is rapidly becoming the new normal. Last year, DPNCHC aimed to support youth in navigating this challenging employment landscape by offering educational resources and pre-employment skills training sessions.

Spotlight on

# YOUTH

MAKING THE CONNECTIONS



Youth department staff provided outreach and support for two sessions of a **Pre-Employment Skills Training** group in partnership with St. Stephen's Community House Employment and Training Centre. This comprehensive program provided 126 hours of skills training to 26 at-risk youth.

Our ambitious targets for the program weren't fully met, as youth participants faced challenges in their personal lives that made it difficult for them to fully commit to the program. Some participants were forced to quit, while others expressed interest in re-starting the training once their lives are more settled. However, a full **50%** of the youth who participated are currently working or in employment placements.



DPNCHC staff also joined forces with a group of post-secondary practicum students to launch a new series of **Life Skills Workshops** for 54 participating youth. These timely and informative sessions were facilitated by staff from partner agencies Planned Parenthood of Toronto, Black Coalition for AIDS Prevention, YMCA Youth Substance Abuse Program, and St. Stephen's Community House.

Workshops topics included mental health, substance use, healthy sexuality, homophobia, masculinity, AIDs, and stigma, and were selected from the findings of a recent community needs consultation with young people in the area.

**84%**

of participating youth told us they developed or enhanced skills

**83%**

increased their knowledge of resources and supports



As young people transition into adulthood, they often find it difficult to access the mental health services they need. To fill these gaps — while appropriately addressing the complexity of their mental health challenges — DPNCHC launched a youth-specific version of its comprehensive, award-winning **Surfing Tsunamis Dialectical Behaviour Therapy (DBT)** skills group.

This free, 20-week program was delivered to a group of youth aged 16-25. It equipped participants with valuable skills to manage their emotions, improve distress tolerance, develop mindfulness, and communicate more effectively.

**100%**

of participants who completed the program indicated a change in DBT skills, knowledge or behaviour



I think this group would help anyone going through emotional dysregulation. It doesn't only teach skills, it ultimately gives people hope.

PARTICIPANT



To provide more equitable and comprehensive care to our trans and gender-diverse clients, essential clinical staff at DPNCHC are undergoing training through Rainbow Health. A nurse practitioner and medical doctor at the EdgeWest Youth Clinic recently completed the program, and a counselor/therapist will follow suit in November 2017.

**96%**

of EdgeWest clients would recommend the clinic to a friend or family member

Spotlight on

# HEALTH SERVICES

INCREASING ACCESS FOR THE UNDERSERVED

Clients of DPNCHC's Health Centre are served by an integrated team of physicians, nurse practitioners, counselor/therapists, registered nurses, a pharmacist, physical therapist, and a community dietician. From a case of the flu, to the management of chronic conditions, staff members work together to ensure our clients receive comprehensive support for their health and wellness needs.



It a huge relief to know I have somewhere to go, especially when I don't know what is wrong with my body and there's nowhere else I can get the attention I need.

EDGEWEST CLIENT



Spotlight on

# COMMUNITY CHOICE PHARMACY

CLOSING THE LOOP

In early 2017, we welcomed an exciting new addition to our roster of services. The **Community Choice Pharmacy** is located on the Health Centre's ground floor. Open six days a week, it's available to all DPNCHC patients — and to the general public.

We spoke with Pharmacist Sunny Lalli about the new facility, and how it can “close the loop” for many in our community.



### How would you describe the role of a community pharmacist?

Pharmacists are among the most accessible health care providers. At Community Choice, we're literally right on the ground floor — I'm often the first person people see when they enter. We have time to spend with patients, we can counsel them, discover new information about them, and support them in their needs.

### Why is it valuable to incorporate a pharmacy within a Community Health Centre?

Right away, you're able to close the loop with a patient's care. For us to be downstairs, and able to immediately fill the prescriptions for a patient, we're making sure that they've received the medications

they need. It greatly increases the chances of a patient being compliant.

### What's it like working with the Health Centre?

Being able to connect with doctors directly, and building that trust, is invaluable. If a patient communicates something to me, I can communicate that to their doctor, and it's another way of ensuring that a patient is receiving the most complete care possible.

### What sort of feedback have you received from the community?

The first thing that patients say is “Great idea” or “It's about time!” There hasn't been a pharmacy in this area for quite a while, and this proximity is vital for many patients.

### Community Choice Pharmacy Hours

Monday:	9am-8pm
Tuesday:	9am-5pm
Wednesday:	9am-8pm
Thursday:	9am-5pm
Friday:	9am-5pm
Saturday:	10am-2pm
Sunday:	Closed



The Harm Reduction Program is a mobile service that offers support, education, supplies, and referrals to adults who use drugs. In 2016, we strengthened our service by expanding our drop-in sessions. Staff held workshops in three locations, and worked alongside participants to address topics like food access, legal aid, STIs, alcohol use, oral hygiene, smoking cessation, and hoarding. The workshops were hugely popular: program staff delivered nearly six times more workshops and reached nearly eight times more participants than expected!

# 35

workshops were held from March–September 2016, engaging **549** people

Unfortunately, DPNCHC lost our integrated services from Legal Aid Ontario (LAO) in mid-2016. Program staff are still able to make referrals to the agency, but the loss of an on-site office at the Centre has slightly extended wait times for our Settlement Program clients. Despite this challenge, our number of individual clients served was only marginally lower than projected.

# 100%

of Settlement clients are satisfied with the overall quality of service delivery.



# 100%

can make more informed decisions about their life in Canada

# 93.5%

are better able to deal with the emotional effects of migrating to Canada

On October 25, 2016 DPNCHC Settlement worker Erika Garcia presented to the House of Commons Committee on Family Re-Unification. Erika was recommended as a speaker by the Davenport MP Julie Dzerowicz because of her ten years of experience working with newcomers to Canada.

Spotlight on

# ADULTS

BUILDING STRENGTH AND SELF-RELIANCE

DPNCHC's Adult Services supports community members — especially those facing to significant challenges — to improve their health, manage crises, integrate into the neighbourhood, and access local resources.

“My question is, shouldn't children be reunited with their parents at least as quickly as economic immigrants are processed? I think Canada can do better.”

ERIKA GARCIA

Spotlight on

# SPOTLIGHT ON SENIORS

AGING ACTIVELY

Seniors are especially vulnerable to isolation, and tend to feel its effects more keenly than other groups. Yet 20% of Ontario seniors don't participate in regular social activities.

DPNCHC Seniors' department offers free, multilingual programs that promote health, fitness, recreation, and lifelong learning. This year, Seniors staff enhanced their programming and deepened their connections to other departments within the Centre.



In focusing on the parent-child dynamic, we often overlook the significance of the older generation in building healthy families and communities. For seniors, spending time with young people exposes them to new ideas and keeps their minds and hearts active and engaged. For children and teenagers, grandparents can offer a stronger connection to their cultural heritage, and provide wisdom and advice that they can put into practice as they navigate young adulthood.

To strengthen these critical relationships, staff from Early Years and Children & Youth led workshops with 115 seniors. Topics included infant and child safety, developmental stages, and improving intergenerational communication

**97%** of participants felt the workshops gave them greater confidence in communicating with young people.



On the fitness front, Seniors staff added a seasonal pole-walking class, and expanded the popular **Falls Prevention** exercise classes to eleven community sites and seven retirement homes in the DPNCHC area.

By the end of 2016, more than 1,000 seniors had taken part in the 61 fitness classes Seniors' Services offers every week.



Photography is a powerful medium, capable of building immediate and lasting connections between people of diverse backgrounds and experiences.

The **DPNCHC Photo Project** is a new intergenerational art program that brings together community members aged 13 to 80 to learn about photography in an inclusive, expressive environment. Over several months, participants met with local artists to learn about portraiture, build their photography skills, and discuss critical ideas about who we are, where we come from, and where we're going.



Their collection of portraits, created in collaboration with local photographers, were recently displayed at contemporary art gallery Erin Stump Projects. The images illustrate the importance of connecting with one another to tell our stories, build skills, and ultimately, improve our well-being.

👍👍  
**Even though I am old, I am happy. I so enjoy being part of this project, I learned a lot about photography, everyone was so nice, sharing and reflecting on images and stories. For me it is an oasis, leaving worries behind because we are thinking about art and photography.**

HILDA, PHOTO PROJECT PARTICIPANT

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**DPNCHCprojects**  
#DPNCHCPhotoProject

Spotlight on

# COMMUNITY DEVELOPMENT AND HEALTH PROMOTION

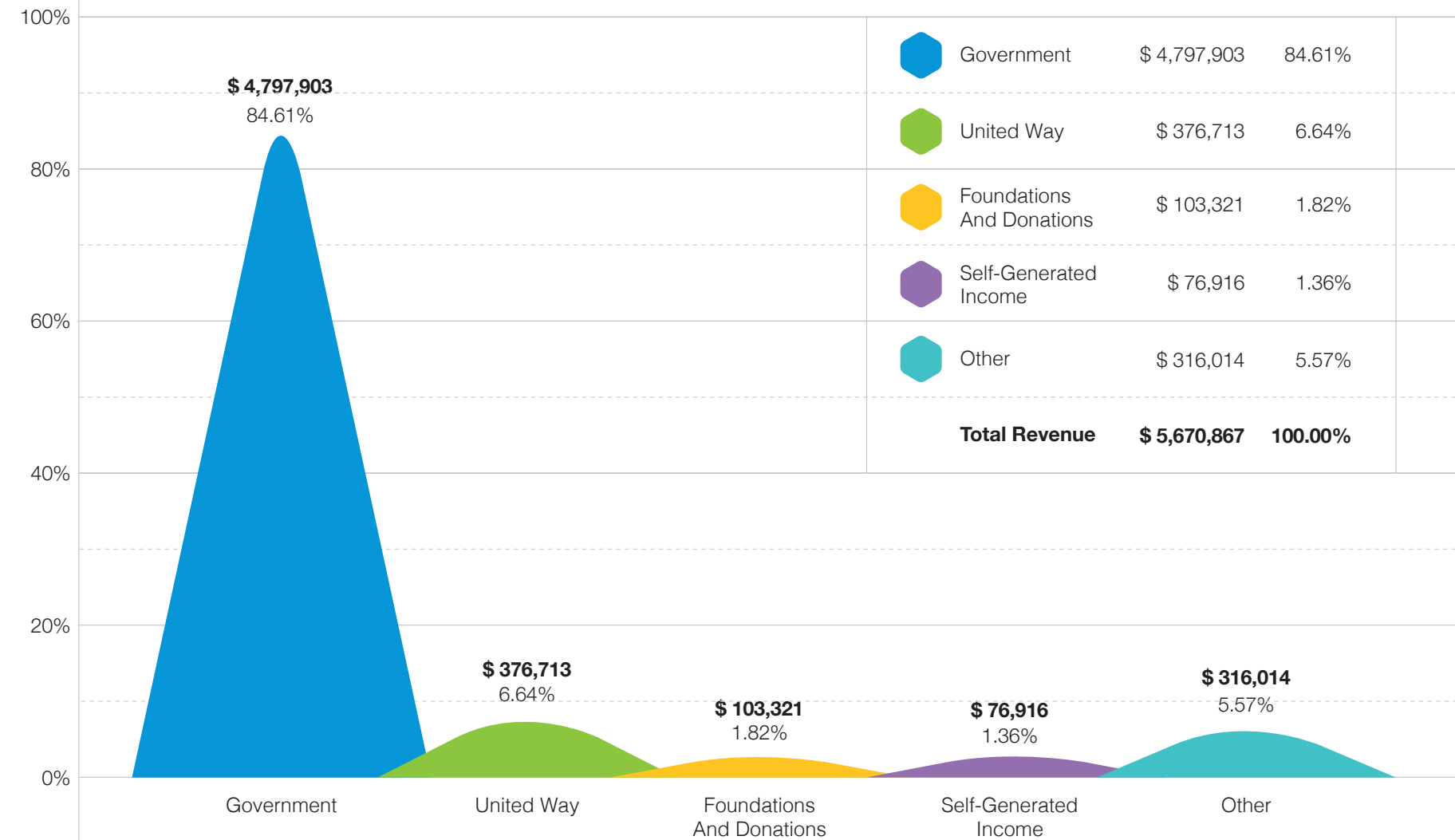
HARNESSING OUR COMMUNITY'S POWER

PNCHC's Community Development and Health Promotion (CDHP) team uses advocacy, health education, and personal skill development to increase the ability of vulnerable populations to positively affect their own health.

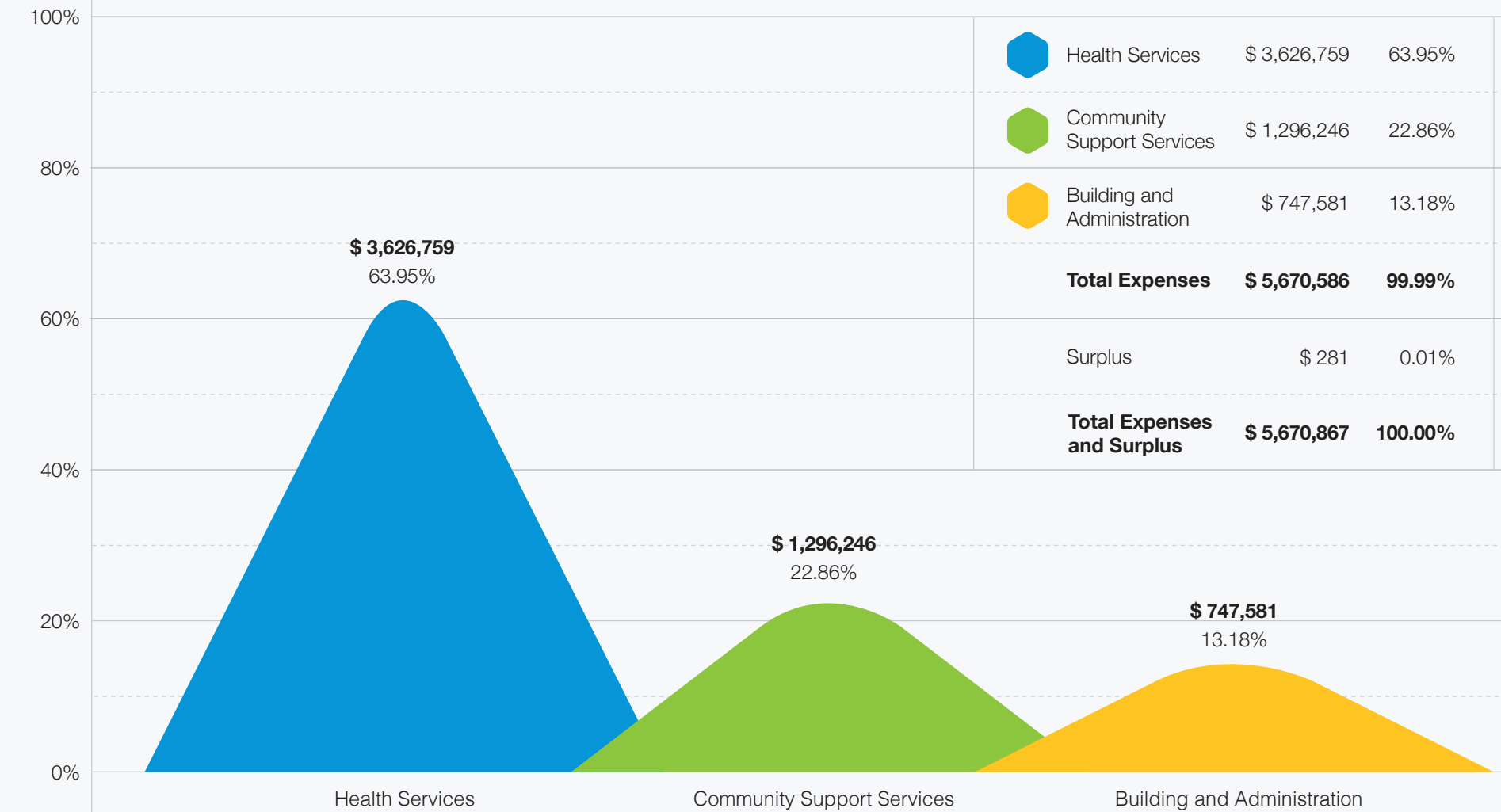
# FINANCIALS

We are proud to announce a successful 2016-2017 year that concluded with DPNCHC in a balanced position

## 2016-2017 REVENUE



## 2016-2017 EXPENSES



# THANK YOU

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 2016 and 2017.

## 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 Seniors' Secretariat - Elderly Persons Centre  
 Ministry of Citizenship and Immigration  
*Newcomer Settlement Program (NSP)*  
*Pay Equity (PE)*  
 Ministry of Education  
*Early Learning and Child Care*  
 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*  
 Parks, Forestry and Recreation  
*Major Recreation Partnership Program*  
 Toronto Employment and Social Services  
*Investing in Neighbourhoods*  
 Toronto Public Health  
*Toronto Urban Health Fund*  
*Diabetes Prevention Peer Leadership Program*


## FOUNDATIONS


CHUM Charitable Foundation  
 Royal Bank Foundation  
 Toronto Foundation – Vital Youth Grant  
 The Ontario Trillium Foundation  
 Toronto Star Fresh Air fund  
 United Way of Greater Toronto


## OTHER


Davenport Perth Community Ministry  
 Four Villages Community Health Centre  
 Greenhere: Community Reforestation & Greening Initiatives  
 Older Adult Centres' Association of Ontario  
 St. Stephen's Community House  
 Toronto Arts Council


  
 Over the years I have seen a lot of good things come to our community courtesy of DPNCHC.

  
 I love all the staff and how friendly yet professional they are and their constant willingness to help out with problems

  
 Completely non-judgemental, genuine, caring and attentive care

  
 I always feel welcomed. I feel free to just be myself.

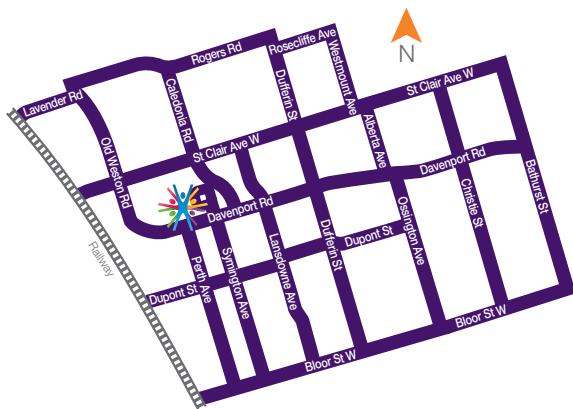
  
 I would like to come every day of the week.

  
 Over the years I have seen a lot of good things come to our community courtesy of DPNCHC.





Serving the  
**DAVENPORT COMMUNITY**



Life happens here.™

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