



HIGHLIGHTS

Health Promotion

The Diabetes Education Community Network of East Toronto (DEC NET) integrates into health promotion and primary health care services after moving into SRCHC.

SRCHC and Osteoporosis Canada collaborate on the **Bones for Life** Project, a comprehensive health promotion program for healthy bones.

Young parents relax with their babies, network and find parenting support at the new **Teen Mom Drop-In** Program.

The **Building Breast Healthy Neighbourhoods** Program expands into Red Door shelters and farmers' markets as well as the Riverdale Art Walk and Canada Day celebrations at Riverdale Park. The cancer prevention and early detection program is now offered in Urdu, Chinese and English.

Local businesses sponsor **Earth Day celebrations** and neighbours come to learn about recycling and low-maintenance gardening. Toronto-Danforth Councillor Paula Fletcher introduces the city's new garbage collection system and bins.

We install a **year-round drop box** for used batteries.

SRCHC launches the **Creating Asthma-Friendly Schools** program to improve indoor air quality for staff and students at local schools.

Urban Health

The new **Women's Harm Reduction** Program offers outreach and support to women who are homeless or struggle with substance use or mental health challenges.

Harm reduction staff provide **in-service training** to police at 55 Division.

A new **hepatitis C program** offers ongoing support and education to users of illicit drugs who have difficulty accessing services.

Urban health staff join clinical staff to offer **interdisciplinary services** to at-risk clients through the outreach clinic.

Smoking cessation group starts.

Remembering the past, building the future

Message from the Chair and the Executive Director



Susan Weiss, Chair

Changes in a new regionalized provincial health care system and a changing community have challenged us to adapt in this past year. Concurrently, an environmental scan, better program data, planning and research have helped us respond to shifting demands in our community.

As a result, we have developed and enhanced our programs and services, advocacy efforts, community collaborations and partnerships – building upon what we have learned contributes to healthier communities. Even the building we occupy has undergone renovations to accommodate increasing demands.

Our achievements include increased diabetes education, creation of a woman's harm reduction drop-in support group, development of the hepatitis C treatment research partnership, supporting those challenging 'big box' development in our community, extending the Breast Healthy Community project, and taking asthma education and the environment into the schools.

In addition, we've taken an active role in provincial, city and local initiatives. Appropriately, SRCHC sits on the energy and environment council of the Toronto Central local health integrated network (LHIN), has participated at many planning tables, made presentations and continued to advocate for those who experience barriers to good health and health care.



Lynne Raskin, Executive Director

We have, in addition, engaged our membership and diverse communities in developing a new Strategic Plan. Consultations with community members, staff, board members and partners have resulted in three new Strategic Directions:

COMMUNITY CONNECTIONS – building diverse, healthy neighbourhoods

EMBRACING AND INFLUENCING CHANGE – addressing community health needs in a changing environment

LEADERSHIP – leading the way to healthy communities

Continuing the vision of the previous strategic directions, this plan will help us focus our work for the next three to five years.

Through collaboration, tenacity and creativity, the Board, staff, community members and partners have built upon what we know, what we've learned and what we've accomplished over the past years. Now we can face new challenges confidently, with renewed energy and a new strategic plan.

Of course, we can look forward to ongoing learning,

some successes and many surprises. But we know that none of our Strategic Directions will be viable without a strong belief in the principles and mandate of the CHC model, clear dedication to SRCHC's mission and values, and an engaged and active community holding us accountable.

Together we will honour our past and move into the future with a commitment to building healthier communities.

THANK YOU to our active board members, hard-working staff, dedicated volunteers, engaged members and community participants.

Susan Weiss, Chair
Maureen Adams, Vice-Chair
Alice Lee, Treasurer
Julia Harbinson, Secretary
Jennifer Foulds
Nadira Fraser
Alison Luck
Kelly Morris
Karen O'Connor
Yvonne Stewart
Ben Vozzolo
Helen Whalen
Andrew Rudyck, student (non-voting)

BOARD OF DIRECTORS

Susan
Lynne



Financial Report

Operating Revenue & Expenses – All Sources

	2008	2007
REVENUE	\$ 5,917,127	\$ 5,502,578
EXPENSES		
Salaries and employee benefits 74%	\$ 4,339,563	\$ 4,034,824
Administrative and program support 9%	517,990	477,281
Building operations 6%	325,190	369,331
Minor furniture and equipment	15,159	3,893
Professional and contract services 7%	467,342	365,366
Mental health program 4%	251,883	251,883
	\$ 5,917,127	\$ 5,502,578

These summarized statements have been extracted from the South Riverdale Community Health Centre's audited financial statement for the year ended March 31, 2008. A copy of the complete financial statement prepared by the chartered accountancy firm of Deloitte & Touche LLP is available to any member of the public upon request.

Special Purpose Fund: Disbursements

The Special Purpose Fund was established more than 20 years ago as a non-ministry reserve operating fund with a minimum of \$150,000. The fund offers grants up to \$1,000 for community groups and special donations up to \$300. In 2007/08 the fund awarded \$1,000 each to the Bad Date Coalition, Leslieville Public School's snack program, and the breakfast program at Applegrove Community Complex's summer day camp.

Operating Revenue – 2008 Sources

Ministry of Health & Long Term Care	\$ 5,628,256
Toronto Public Health	45,795
Trillium Foundation	18,736
Canadian Breast Cancer Foundation	95,816
Ontario HIV Treatment Network	5,000
Human Resources and Development Canada	17,321
Toronto East General Hospital	20,115
Interest, Rent & Other	86,088
TOTAL	\$ 5,917,127



HIGHLIGHTS continued

Health Services

Clinical and health promotion staff organize **diabetes clinics** for chronic care patients. Dietitians and diabetes nurse educators answer questions and provide one-to-one support to those with chronic conditions.

Nurse practitioners provide breast and pap exams at the new **Women's Screening Clinic** for women who cannot find female clinicians. The clinic proves so successful that screening is offered twice a month.

The intake process for social service clients is centralized, reducing wait times and **improving access** to services at SRCHC and in the community.

New **case coordinators** assisted the one in three new clients who had complex or multiple needs.

Organizational Services

Our system for collecting and recording **program data** is streamlined. Accurate, up-to-date information helps us identify trends and support planning efforts.

A new **framework for evaluating programs** increases the consistency of all the information we gather. This will help us assess and benchmark programs, as well as produce reports for and applications to funders.

A **research project** with the Centre for Urban Health focuses on people with substance use and mental health challenges. Findings point to the need for a new crisis worker.

SRCHC carries out a **functional assessment** of our physical facility, planning and undertaking renovations to maximize space for a growing staff.

We launch our first website!

COMMUNITY PARTNERS

Action for Children Today and Tomorrow • Alternatives, East York Mental Health • Applegrove

Community Complex • Association of Ontario Health Centres • Bridgepoint Health • Canadian Association of Physicians for the Environment • Canadian Cancer Society • Canadian Environmental Law Association • Canadian Memorial Chiropractic College • Canadian Partnership for Children's Health and Environment • CHC Executive Directors Network of Ontario • CHC Network of Greater Toronto • Community Care East York • East End Community Health Centre • East Toronto Community Legal Services • East York East Toronto Family Resources • Eastview Neighbourhood Community Centre • Indoor Air Quality Workgroup • Jean Tweed Centre • Jimmie Simpson Recreation Centre • Legal Aid Ontario, Homeless Access and Referral Project • Lung Association • Massey Centre for Women • Metro Toronto Chinese and Southeast Asian Legal Clinic • Mount Sinai Hospital, Breast Health Program • Mustard Seed • Ontario College of Family Physicians • Ontario Healthy Communities Coalition • Ontario Public Health Association • Osteoporosis Canada • Parent Resources, Family Resource Program • Ralph Thornton Centre • Red Door Shelter • Regent Park Community Health Centre • Riverdale Coalition Against Violence • Riverdale Community Development Corp. • Riverdale Community Midwives • Riverdale Interpreters Services • Ryerson University • Sherbourne Health Centre, The Health Bus • Society of St. Vincent de Paul, Amelie House • South Riverdale Child-Parent Centre • St. Michael's Hospital • Street Health • The Midwives Clinic • Toronto Central Community Care Access Centre • Toronto Drug Strategy Secretariat • Toronto East Counseling and Support • Toronto East General Hospital • Toronto Oral Health Coalition • Toronto Public Health • Toronto Urban Health Alliance • Toronto-Danforth Early Years Riding Table • University of Toronto • Women's College & Health Sciences, Environmental Health Clinic • WoodGreen Community Services



VOLUNTEERS

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Ontario's Community Health Centres

Every One Matters

South Riverdale

COMMUNITY HEALTH CENTRE



mission statement

South Riverdale Community Health Centre is a community-controlled organization that believes that health is a state of physical, mental, and social well-being. The role of the Health Centre is to provide good quality primary care, and to engage in those clinical, social, economic, political, cultural, and educational initiatives that promote health.

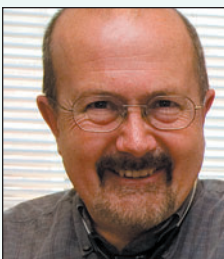


values WE BELIEVE IN

Equitable Access – creating an environment that is sensitive, responsive and does not judge, in order to provide equitable access to services, supports and other resources. **Respect** – an environment free from discrimination and harassment, where respect and tolerance are practised and upheld. **Active Partners in Health** – working together with: individuals and groups to achieve the best health possible; organizations and agencies to make the community as healthy as possible; and the community to develop and maintain community participation in program planning and development of the SRCHC.



Meaningful Community Involvement – communities that can work on issues affecting their health and that the role of the South Riverdale Community Health Centre is to support our community in its work. **Social Justice** – the dignity and self-worth of all people and advocate for the right to peace, security, safe affordable housing, education, food, income, respect for the environment, good health care, social justice and equity. **Holistic Approach** – diverse approaches to achieving good health.



ANNUAL REPORT

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