



# LAMP Community Health Centre Annual Report 2015-2016

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BUILDING A HEALTHY COMMUNITY



### LAMP's Mission Statement

LAMP Community Health Centre strives to improve quality of life by supporting people to reach their full potential. We do this by working in partnership with our community to address new and emerging community needs, and by supporting a wide-range of health care services, community programs, and advocacy initiatives that promote the physical, emotional, social, and economic well-being of our community.

LAMP provides such a wide range of programs and services. Each program presents at our board meetings and it takes 3 years for the board to hear from every program. Fortunately, our board terms usually run six years so we get to see how these programs and services progress over time. It never ceases to amaze us how talented, strong and passionate our staff members are and how much they care for LAMP's clients.

As Board Members, we sit on committees that work to support LAMP, our communities, our staff and our clients. Most committees include a combination of volunteers and staff. This gives us a more hands on opportunity to help provide support to LAMP and our clients. If you are interested, we can always use more passionate and committed volunteers!

As a board member and a resident of the local community, I've seen a great deal change in our community over the years. Worldwide factors such as a poor economy, high unemployment, racism, gun violence and religious discrimination affect us locally. Each January our Community Relations Committee discusses what issues our community is facing. Unemployment and precarious employment have been near the top of the list for years. The issue of Police Carding also comes up often.

LAMP works hard to help provide opportunities and assistance to address these issues. Our youth programs have helped teenagers learn skills, gain confidence and become advocates for themselves and others in need. We work with partners to help our clients find work or learn employable skills. We feel supporting our community is just as important to a person's health and wellbeing as the primary care services we provide.

To continue providing this level of support and address new and emerging issues we need your help. Please consider volunteering with LAMP and donating money to help us keep these programs and our clients thriving.

Robin Salt  
Chair, LAMP CHC Board of Directors

#### The Canadian Index of Wellbeing

Healthy Populations



Leisure and Culture



#### The Canadian Index of Wellbeing

Democratic Engagement



Environment





## Russ Ford, Executive Director Report

If there is one word to describe LAMP it would be “resilient.” We started with a community campaign to stop plans to take a wrecking ball to our building. Then we went through years of the constant threat of closure to where we are today, in the seventh year of a funding freeze that has no sign of abating.

Our model of care is built on the pillars of quality primary health care, excellent health care services and community development.

While LAMP is not facing closure, our model is under threat. We are going through one of the most significant changes to service delivery in our lifetime. The government calls it “systems transformation” which in common language means the centralization of decision making. Local needs are apparently irrelevant to a “system” of health care.

Health care organizations are held to account through data sets that are universal to all providers. Data is used to determine the value of our work but no data is collected regarding our work in the community. With both funding and data directed at our clinical work it is not hard to envision a future without funding for community development.

This is not a future of choice. Cities like Toronto work because it has strong communities. Residents are healthier when they become actively engaged citizens.

We have to make a choice. We could go down the path of least resistance and assume our role as a clinical care provider or we could try to maintain our identity as a community based organization within a system that at the very least is ambivalent to our work in the community.

The latter can only be achieved if LAMP also goes through a transformative process. If we can no longer rely on government to fund the important work we do in the community, we need to secure a stable source of non-government funding.

We need to think differently and we need to realize that to make change, we need money. We need to embrace social entrepreneurialism. LAMP is a charity but it has to act like a business.

After almost 40 years, we can say we are a “successful business.” Go back 40 years and the major businesses of that day, companies like Simpsons and Eaton’s, no longer exist.

There are many examples of for profit companies operating in areas that have historically been for the non-profits. Day care and home care services are just two examples of this.

We need to do the same. We need to capitalize on the skills and abilities that we have to turn LAMP from a non-profit service provider to one that can maintain its work in the non-profit world by incubating for profit business opportunities.

This is the challenge and our new road to resiliency. It allows us to be the authors of our own future.



## *Healthy Safe and Inclusive Communities*

### *Meeting New and Emerging Community Needs*



## TRANS and LGBTQ+ work

The Trans Communities Advisory Council was successfully started this spring at EMHC to create a safe and supportive space for Trans communities and Trans programming at EMCHC. At present, this advisory consists of seven members and the advisory's role includes advising on the QX and Transactivate program in East Mississauga.

In South Etobicoke, Primary Care at the Lakeshore location will also focus on improving access to primary care for the trans community in South Etobicoke. LAMP continues to offer LGBTQ+ training to staff and volunteers.

## Pride Week in Peel 2015

### Strengthening Peel to be more inclusive

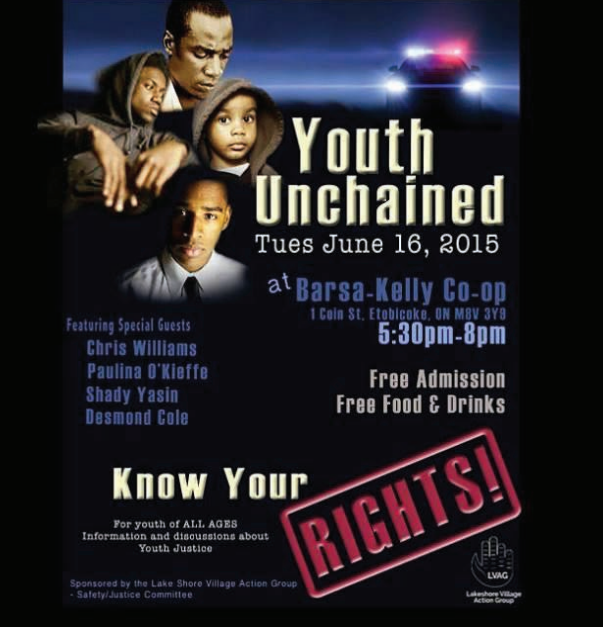
Pride Week in Peel encompasses a series of events that take place over one week to celebrate the LGBTTIQQ2S<sup>1</sup> communities in Peel Region, culminating in a community festival. The festival is organized by the Pride Week in Peel planning committee.

The community-driven process of planning Pride Week in Peel 2015 was led by the East Mississauga Community Health Centre. The Pride Week in Peel Festival was held on July 25<sup>th</sup>, 2015 at Streetville Village Square.

It included an Aboriginal opening ceremony, musical performances, community outreach booths, children's programming, a Pride March, and free food for patrons. Throughout the day, seven local musicians performed and representatives from 21 community organizations set up outreach booths. The festival was attended by approximately 250 community members. Roughly 25 volunteers participated.

<sup>1</sup> LGBTTIQQ2S = Lesbian, Gay, Bisexual, Transsexual, Transgender, Intersex, Queer, Questioning, 2 Spirit





## Advocacy and Democratic Engagement highlights

Stop Carding: Street Level hosted a Youth Unchained Forum to educate youth about carding. Local teens learned about their rights under the law if stopped by police. RAY and SEYA youth also attended several other community meetings as well to advocate against carding.

LAMP held 10 voter education pop ups around the community raising awareness about the importance of voting in the federal election.

SEYA hosted the only all candidates meeting for the Etobicoke Lakeshore riding during the federal election campaign in 2015. The focus was on youth issues like the cost of post-secondary education, unemployment, public transportation, health care and poverty.

SEYA also facilitated a youth issues forum at Thistletown Collegiate in partnership with the Rotary Club of Etobicoke.

## Partner Advocacy:

### Precarious and low-wage work is Ontario's new normal

Currently in Ontario, 41% of work is part-time, contract, or own-account self-employed. Precarious and low-wage work is increasingly the new normal. And yet the Employment Standards Act has not kept up with the changing nature of work, leaving workers unprotected and struggling to get by in bad jobs. This has to change. As the government begins a review of labour laws in Ontario, the #Time4DecentWork is now!



LAMP promoted an awareness campaign about precarious employment and the need for sick days along with the Fight for \$15 and Fairness Campaign.



# IMPACT

***Connecting people to the information, services, programs and resources they need to improve their health and wellbeing***

- ASK! Community Information assisted 12,107 people with over 21,233 services including finding information, advocacy to access services and resolve issues with service providers, help completing forms, getting legal advice, applying for social assistance, newcomer information, workshops, access to healthcare supports, income supports, and more.
- ASK! completed over 3,000 income tax returns for clients on low income.
- Ask! assisted community members to complete over 805 government forms and applications for services.
- Ask! provided 623 people with legal advice and support not available through other community programs and services.
- Ask! Recruited and trained 61 volunteers who contributed over 2,727 hours of support to clients.
- LAMP Lakeshore Primary Care Department served 1,940 individuals with 8,729 visits throughout the year.
- EMCHC Primary Health Care Department served 717 individuals with 3,439 visits.
- EMCHC Dental Health Care Clinic-Services delivered to 2,200 children and 225 seniors in 2015.
- In 2015- 2016 EMHC's Activate It program served 167 newcomer/immigrant/refugees. All 167 individuals were struggling with mental health challenges.

## LAMP's Ontario Early Years

|   |                |
|---|----------------|
| <b>Number of Children Served</b>                          | <b>2,296</b>   |
| <b>Number of Visits Made by Children</b>                  | <b>15,420</b>  |
| <b>Number of Parents/Caregivers Served</b>                | <b>2,138</b>   |
| <b>Number of Visits Made by Parents/Caregivers</b>        | <b>12,710</b>  |
| <b>Number of Parents/Caregivers in Workshops/Seminars</b> | <b>2,252</b>   |
| <b>Number of education/training sessions provided</b>     | <b>139</b>     |
| <b>Number of Workshops provided</b>                       | <b>102</b>     |
| <b>Number of Volunteers</b>                               | <b>22</b>      |
| <b>Number of Volunteer Hours:</b>                         | <b>1,364.5</b> |

## **Success Story**

Salum has been a participant in Street Level's youth drop-in basketball program for the last 5 years. When Salum first moved to the Lakeshore community naturally he didn't know too many people. He started coming to the basketball program; this is where he became more social and started making new friends. Within the last year Salum has really come into his own as a person. He has become a leader within the basketball program. He has been able to help problem solve, mentor younger youth and also help organize games within the basketball program. Salum has taken the skills he has developed in our drop-in and thrived in the Humber College basketball program. He received several awards including MVP, which emphasizes his role as a leader. Salum recently conducted his internship here at Street Level for his Justice Studies program at the University of Guelph-Humber. Once again he displayed his leadership skills with the youth in the program by running activities and developing meaningful and positive relationships. A couple weeks after he was done his internship Salum came to my coworker Arlene and I and expressed his gratitude for us and our programs. He stated, "I don't know where I would be without these programs helping me to develop my basketball and leadership skills. Thank you!!"

### ***Street Level Youth Centre served 101 local youth participants***

SEYA South Etobicoke Youth Assembly: 171 volunteers, 80 of them new contributing 7600 volunteer hours to LAMP and the broader community. 47 self-development workshops including: Hustle Hard goal setting, the art of conversation, LGBTQ plus ally training, social media etiquette, leadership, team building, C.I.T training, anti-oppression and equity training, healthy relationships, music therapy, stress busters, resilience, anti-bullying, sexual health, resume writing, how to keep a job, drug awareness, stage management, photography, videography and film, hip hop dance, salsa, volleyball, badminton, socasize, zumba, basketball, yoga, vocal, art 101 etc. Five fundraising initiatives. 10 community volunteer

support events including The Assembly Hall's Tis the Season, Bird's Festival, Police 22 Division Open House, LAMP Awards of Merit, James S Bell summer camp special events and Rotary Club of Etobicoke's Youth Issues forum at Thistletown. SEYA ran 3 free leadership camps for teens, one March Break and two in the summer. LAMP facilitated more than a dozen anti-bullying workshops, an anti-bullying fair and 10 workshops on resilience and anxiety in the schools for students and parents.



SEYA has helped me grow into a more Confident person, taught me to take more risk and not to be scared of failure, because that is the way to success. Being apart of SEYA has risen my self-esteem and created better leadership qualities in myself. Making me more happier with the person I have become today!

-Shantaya James  
SEYA Lead

## **The Adult Drop In and Harm Reduction Program**

The Adult Drop-in and Harm Reduction program offers a safe, welcoming space for homeless and marginally housed individuals offering nutritious meals, showers, hygiene products, harm reduction supplies, HIV testing, Naloxone training, pet food, computer and phone access. Social interaction is encouraged through formal recreational activities, informal connections, group outings, and volunteer opportunities. The program served 300 individuals in 2015 and was featured on national and local media on the CBC.

Supporting our most vulnerable neighbours to navigate complex challenges i.e. social isolation, poverty, mental illness, and addictions by supporting them and connecting them to their community.





## Improving Wellbeing

Reducing Isolation: Adult Drop-in women and Among Friends women have formed new friendships and now meet at LAMP to socialize when there are no other programs running.

## The Good Food Market in 2015:

- Served over 2,600 customers
- Provided almost \$20,000 worth of vegetables and fruits to the community

## Volunteers Grow Community

- 397 LAMP volunteers contributed 22,124 hours of service or the equivalent of 12 FTE (Full time employees)

*Picture to right: helping out at the Pan Am Torch Relay creating crafts for kids making torches.*



Etobicoke-Centre MPP Yvan Baker, was on hand to congratulate the Award winners

## Ontario Service Awards

Seven LAMP CHC volunteers received Ontario Service Awards at the Old Mill.

*They include:*

*Margie Santos,  
Marina Catena,  
Anton Bekker,  
Jocelyn Beckles,  
Lucy Francisco,  
Michele Odo  
and Emily Parsonson*

## Providing Employment Opportunities for students 2015

- 10 Provincially funded Focus On Youth High School Summer students (TDSB and TCDSB)
- 5 Federally funded summer students



## Among Friends

Among Friends is a satellite program of LAMP CHC located in Etobicoke-Lakeshore. We provide social/recreation and wellness programming for adults who live with chronic mental illnesses or concurrent disorders. In addition to our main program mandate we also play a large role in advocacy, supportive counselling, mediation and referrals.

Some of the supportive services we provide to our members includes: advocacy with social assistance, landlords and creditors, mental health and justice work, budgeting, pet sitting and cooking within a budget.

**Among Friends Program Membership 146**

**Number of Group Sessions provided 419**



## LAMP Hosted Syrian Refugee Clinics

LAMP participated in a GTA-wide network clinic project to meet the health care needs of the over 3000 Syrian Refugee newcomers from January to April 2016. There were more than 31 Community Health Centres and other organizations involved that welcomed patients on behalf of the network. The project was coordinated by the Crossway's Clinic – a refugee clinic located in the Women's College Hospital. The LAMP Primary Health Care team saw 50 newcomers during the 4 half day clinics. A variety of LAMP programs were involved in coordinating the welcome to Syrian families and it was an excellent example of integrated care. LAMP's Settlement Program, Early Years Program and Community Development worked alongside the clinical team to ensure the families were supported during their time at LAMP. Community volunteers were enlisted to help with welcoming them and a local mosque provided halal food for the families while they waited to be seen. PHC continues to work within the network to prepare for more newcomers and are participating in a research project to study the exciting migration of these new families to our city.

## Primary Health Care News (Lakeshore)

Primary Health Care is in the process of negotiating an arrangement with a methadone clinic in the city in order to be able to provide services to methadone patients here through Telemedicine.

Primary Health Care has been able to reduce our wait times significantly for new patients coming into primary health care. Average wait time now is about 1 month.

## Building Community Connections: Celebrating Diversity

In 2015, the Lakeshore Village Park Community was buzzing with activity. Lakeshore Village Action Group, a local residents group supported by LAMP received a PAN AM PARA PAN AM Grant to host eight community festivals throughout the summer. Physical Fitness experts and volunteer sports enthusiasts instructed a number of activities ranging from track and field, basketball, lawn bowling and volleyball. This was the first time in the history of Lakeshore Village community that weekly structured events were held in the park. The response was overwhelming. Each week over a hundred and sometimes 200 people mostly youth and children gathered in the park to join their neighbours, learn a skill and have fun. Heavily supported by the whole neighbourhood, 22 youth volunteered their time to help make the events run smoothly. 98% of those surveyed said the events had a positive impact on the community.



## The Lakeshore Adult Learning Program Testimonials Improving Wellbeing

Over 76% of the adult learners attained their goals during their time in the program.

100% of clients on their exit satisfaction surveys report being satisfied with the service.

*"When I started to learn how to research on a computer, my ears and eyes opened up...I am learning more about healthy eating and try to make small changes in my fast food choices."*

*"I never felt I could learn using a computer, now with my tutor and staff help I can develop an opinion on a topic and write about it"*

*"After I completed my learning goals, the letter of recommendation by the program supports me in my job search. The program boosts confidence."*

## Arts and Culture Highlights

- SEYA Culture Days workshops Salsa, Vocal and Hip Hop Dance
- SEYA Vocal Program Partnering with the Assembly Hall
- Street Level Streetbana
- Black History Month
- RAY Summer Bash 2015
- LAMP Awards of Merit 2015
- Pan Am Path Opening SEYA Vocal performed
- SEYA Photography and Video Futures Exhibit in Partnership with the Humber Gallery
- Ruckus Generations 2015
- Living Black Genius

## EMCHC Senior Dental Program Thank You and Anecdotes:



*"Dear Dental Clinic Team:*

*We are so glad that you have this senior dental program designed for our low income seniors. Your technology and skills are wonderful, the whole service team are working hard to make every senior smile, and especially we can smile with our healthy and beautiful teeth now. You provided your service with a lot of patience, and you guys even tried to learn different languages in order to communicate with seniors from different cultures/backgrounds. This is amazing!*

*"Many thanks Dr. Kerner for all you did to restore to me good dental health and with such care for my extreme anxiety."*

## Awards

Dr. Michelle Soares-McCarthy was nominated for the United Way of Peel Region's Bhayana Family Foundations Award for dedication to the clients.

Congratulations to LAMP's very own nurse practitioner Wendy Goodine. She has been honoured by the Nurse Practitioner Association of Ontario for her outstanding achievements and contributions to her profession. LAMP's primary health care team is among the best and this award is a testament to their excellent quality of care.

## Fundraising in the Community 2015



The Walk For Change raised \$1,563 for the Among Friends Program and the Harm Reduction Program.



International Women's Day event at the Mimico Cruising Club raised approximately \$2,000 for LAMP.

## Working with Partners to Meet New Community Needs

### New Collaborations Partnerships Initiatives

RAY Youth Programs: Mabelle Arts Program, Carnival/Caribana, Living Black Genius

Living Black Genius (LBG) is a youth program that aims to promote Black Canadian leadership in the arts and business. Amanda Nicholls, Natasha Morris, and Dennis Langley led this project, with emphasis placed on the excellence that is taking place in the present and to introduce inspirational community figures to the youth.

Living Black Genius focused on performance, storytelling, and media. A final documentary of the project can be found at the Piece of Mine festival blog:

<http://pieceofminefest.com/3/post/2016/04/living-black-genius-ray.html>

SEYA: Unity, Mixed Company (A Day in the Life of the Lakeshore), Jean Augustine Centre for Young Women's Empowerment, PACT, Toronto Public Health



# Financial Report – 2015- 2016 Fiscal Year

## Where the money comes from.....


|   |             |
|---|-------------|
| Toronto Central LHIN & Mississauga Halton LHIN      | \$7,800,735 |
| Rental, consulting, membership, deferred income     | \$650,905   |
| Ministry of Community, Family & Children's Services | \$543,648   |
| United Way  | \$535,120   |
| Federal Government                                  | \$138,846   |
| The George Hull Centre                              | \$78,294    |
| Donations, fundraising, interest                    | \$54,294    |
| City of Toronto                                     | \$382,648   |
| Region of Peel                                      | \$1,052,370 |
| The Ontario Trillium Foundation                     | \$137,989   |
| Ministry of Training Colleges and Universities      | \$100,000   |

## Where the money goes....

|   |             |
|---|-------------|
| Primary Care  | \$2,896,223 |
| LHIN/Ministry of Health Programs                    | \$2,613,814 |
| Physiotherapy, Chiropractic and Occupational Health | \$881,446   |
| Ontario Early Years                                 | \$542,483   |
| Other programs (15 programs under \$100,000)        | \$686,932   |
| Rent  | \$521,823   |
| Administration plus Repairs & Maintenance           | \$514,540   |
| ASK!  | \$319,386   |
| Depreciation  | \$296,482   |
| Among Friends                                       | \$439,160   |
| Family Centre/Brighter Futures/Family Resource      | \$229,924   |
| Rathburn Area Youth Program                         | \$185,162   |
| Street Level  | \$141,924   |
| Dental/Senior Dental                                | \$1,052,370 |
| Adult Learning                                      | \$113,185   |

NOTE: Complete audited financial statements are available upon request from the office of the Executive Director.



 : LAMP Community Health Centre

[www.lampchc.org](http://www.lampchc.org)

## 2015 - 2016 Board of Directors

**Robin Salt**  
*Board Chair*

**Jeffrey Squire**  
*Vice Chair*

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*Treasurer*

**Kamal Sangha**  
*Secretary*

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*Member at Large*

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**Christopher Byczko**  
**Deborah Grier**  
**Jacqueline Millie Najjuka Kiwanuka**  
**Jean-Luc Marchessault**  
**Hilary Clarke**  
**Rob Williams**  
**Wanda Buote**

**LAMP Community Health Centre**

**185 Fifth Street**  
**Etobicoke ON M8V 2Z5**

**Phone: 416.252.6471**  
**Fax: 416.252.4474**

**Executive Director: Russ Ford**

## Satellite Locations

### **East Mississauga Community Health Centre**

2555 Dixie Rd.  
Mississauga ON L4Y 2A1  
905.602.4082

### **Among Friends**

2788 Lake Shore Blvd. W., Unit 2  
Etobicoke ON M8V 1H5  
416.251.8666

### **RAY (Rathburn Area Youth)**

Located in Burnamthorpe C.I. - Room 124  
500 The East Mall  
Etobicoke ON M9B 2C4  
416.626.6068

### **West Toronto Diabetes Education Program**

201 - 365 Evans Ave.  
Etobicoke ON M8Z 1K2  
416.252.1928

LAMP Community Health Centre would like to sincerely  
thank our partners, community members, volunteers,  
board members, and staff for their continued support!



Ontario's Community  
Health Centres



United Way  
Greater Toronto



Ontario  
Toronto Central Local Health  
Integration Network

