



STRONGER TOGETHER

LAMP COMMUNITY HEALTH CENTRE



2019-2020 IMPACT REPORT



Note from the Chair

"It has truly been an honour to serve as the Chair of LAMP Community Health Centre's Board of Directors for the past year."

In my time serving on the board I have been fortunate to meet a number of people who have shared their stories about how their lives have been positively transformed by LAMP. This resonated strongly with me as I reflected on my own personal experience receiving support for my gender transition through LAMP's LGBTTIQQ2S services at the East Mississauga site. This was truly life changing and I will be forever grateful to LAMP. Supporting community members to improve their quality of life and reach their fullest potential - that is truly what LAMP is all about!

We invite you to review our Annual IMPACT Report for 2019–2020, in celebration of the great work and positive impact this organization continues to have on the lives of community members like myself, in Etobicoke and East Mississauga.

Beyond the outstanding work the LAMP team does every day, a major focus in 2019 was defining our role within an impending Ontario Health Team (OHT). LAMP has taken a leadership role in OHT development to ensure that health equity is a foundational part of an OHT and that the diverse voices and needs of the populations we serve are well represented.

The latter part of the year saw our focus shift to a response to the COVID-19 pandemic. LAMP's leadership team and staff did a truly remarkable job in managing through this complex challenge. The Board appreciates the success LAMP achieved in balancing the

health and safety of staff while continuing to provide essential services to our clients. LAMP's responsiveness to the emerging needs of residents and the collaboration with community to make it all happen, are true hallmarks of the CHC model of care.

Our Board thanks LAMP's team of dedicated, creative and passionate staff and volunteers for all that they do.

LAMP CHC's Board was busy over the past year with the implementation of our new Strategic Plan, navigating health system transformation in partnership with our Executive Director, and exploring opportunities to enhance and build partnerships to allow LAMP to play an even greater role in shaping the future of healthcare in the communities we serve. We look forward with excitement, as we build on LAMP's over 40 year history of providing excellent programs and services in Etobicoke and East Mississauga.

The Board wishes a fond farewell to Wanda Buote and Fernando Dias Costa, who served on the LAMP Board of Directors for several years. We want to thank them for their tireless commitment to serving our community. A special thanks to Wanda for her significant contribution to the successful development of our board over two years as Board Chair, and a warm welcome to our incoming board members.

Ashley Dix - Board Chair



Note from the Executive Director

It continues to be my privilege to serve as the Executive Director of LAMP Community Health Centre and it is with pride that we share with you our work over the past year.

It has been an eventful time that has brought us health system transformation with the introduction of Ontario Health Teams (OHTs), and the COVID-19 pandemic that has impacted lives both locally and around the globe. In all the uncertainty brought forth by these significant changes, one thing has remained constant: LAMP continues to show up for the residents and communities we serve.

OHTs are a new system of organizing the planning and delivery of health care in our province with the goal of providing seamless integrated services across the care continuum. As an affiliate member of the Mississauga OHT and a core member of the West Toronto OHT in development, LAMP is committed to ensuring the needs of Etobicoke and East Mississauga communities are prioritized, and that health equity is embedded as a foundational principle in system planning.

With the declaration of the unprecedented global COVID-19 pandemic in March 2020, we saw the shutdown of schools, childcare services, community programs, and businesses. We saw sudden loss of employment, food insecurity, housing insecurity, and the pandemic really highlighted the health disparities some communities face. COVID-19 amplified what we already knew:

disproportionate challenges for vulnerable people in our communities, and just how important health equity is to ensuring positive health outcomes for our entire community.

COVID-19 also shone a light on the strength and resilience of our community, as well as the power of collaboration. It provided yet another opportunity to live our Values of Responsiveness, Equity, Respect, Advocacy, and Collaboration in the work that we do. Our partnership with local agencies, businesses, funders, and community allowed us to remain open to support families, and to be responsive to the needs of residents in East Mississauga and Etobicoke during this unprecedented pandemic. We look forward to continued collaboration with you, our community, because we are STRONGER TOGETHER!

Thanks to our staff, volunteers, Board of Directors, partners, and community members for being wonderful advocates and collaborators in our efforts to support communities in East Mississauga and Etobicoke. Your commitment to community makes all the difference as we work toward Achieving Community Health and Well-being Together.

With gratitude,

Keddane Dias - Executive Director

A handwritten signature in black ink, consisting of a stylized, cursive 'K' followed by a long horizontal line.





Our interdisciplinary teams have provided holistic integrated care to our clients and communities in Etobicoke and East Mississauga through our health promotion programs and primary care services.

Our Primary Health care team continues to intake new patients focusing on priority populations including individuals in need of a primary care provider, uninsured clients who require primary care access, and individuals living in our service areas.

Serving our Communities

21558

Individuals Served

2351

Group sessions offered

59594

Service Provider Interactions

3292

Clients served by
Primary Health Care Team

56280

Attendance at group sessions

2248

Individuals who accessed
Inter-Professional diabetes care





3693

clients seen from
April 1 2019 to
March 31 2020



8953

appointments from
April 1 2019 to
March 31 2020

East Mississauga Dental Program

In 2019 the provincial government announced a new seniors' dental care program in Ontario. In November 2019 the program was launched, and DHC started to see seniors under the new Ontario Seniors Dental Care Program.

Ontario Seniors Dental Care Program (OSDCP) - **NEW!**

provides **free**, ongoing, routine dental services and emergency services for low-income seniors who are **65 years** of age or older.

Coverage includes: fillings, extractions, root canals, dentures (with a client co-pay) check-ups, and dental cleanings.

Income criteria

\$19,300
for single senior

\$32,300
for senior couple

EMCHC DHC participated in the preparation and implementation of the new OSDCP program with the Region of Peel, PHUs and the Alliance for Healthier Communities, and was recognized for our contributions in rolling out the new program.

"This EMCHC Dental Clinic is the best place that has happened to me. I was without a smile and life was hard with not many teeth in my mouth for about two years. I now have more confidence in myself while in public. After going to the Dental Clinic, I have a great smile. The dentist and his assistant are the kindest people. They are patient and caring. The rating of their work deserves five stars."

This is a note of appreciation on behalf of my mom...She had her dentures replaced earlier this year. My mom has Alzheimer, each visit was a lift to her day, the staff made the difference. Mom can chew her food better, and not have to be embarrassed by her loose dentures.

In three months, **911** Seniors were enrolled in the program a **280%** enrollment increase from the previous Regional Seniors Dental Care program. There is currently a waitlist of approximately 1 year for this program. DHC hopes for a future expansion to further serve the needs of the community.



STRONGER TOGETHER



Our partners in Covid -19 response

Collaboration is a core value at LAMP that guides our work with community every day. In the face of COVID-19 we have seen just how valuable the spirit of COLLABORATION can be. The challenges community members from all walks of life, but especially those who are marginalized, face during this pandemic are varied and complex, and we are here to offer our support. Whether it is providing hot meals, fresh food items, access to primary care, warm calls to make sure you are all right, or help with accessing other services, we are here to support you. That support is rooted in partnership with local agencies, community members, funders, and donors. It is rooted in partnership with you!

Thank you to all our partners who work hand in hand with us to support community health and well-being all year round.

We are STRONGER TOGETHER!

**Mid March to March 31, 2020 closing our fiscal year, we strengthened our partnerships and collaborations in response to the pandemic. Stronger Together is the theme of this Impact Report. More articles to come in next year's report covering LAMP's collaborative response from April 1, 2020 to March 31, 2021 to COVID 19.*



EarlyON Children's Programs

The Children's Programs offers a number of free programs to help strengthen adult-child relationships, reduce isolation, support parent education, foster healthy child development and meet the emerging needs of parents/caregivers and their children from birth to six years of age.

Our Family Support Specialists worked with 238 families improving their quality of life through a multi faceted strengths based approach. This includes referrals to community agencies, advocacy, affirming and helping families build on their strengths, parenting education, family mental health support of both adults and children, finding solutions relating to money, housing etc. and capacity building to solve complex life problems.

OTHER KEY ACCOMPLISHMENTS:

- Partnership with Etobicoke Children's Centre- an accredited Children's Mental Health agency to offer free counselling services for families at LAMP
- Chosen EarlyON centre in the West by the City of Toronto to deliver the Glitterbug Designated Program for LGBTQ2S families and allies
- Partnership with Centre Francophone de Grand Toronto to offer weekly program for Francophone families in South Etobicoke
- Significant increase in the number of fathers attending our programs;
- 33,008 child visits and 24,794 adult visits across 8 locations



“Just wanted to say a big Thank You to LAMP and Good food Boxes for the fresh vegetables. It has been a struggle to find fresh ingredients for my daughters medical diet, both financially and availability-wise. We were able to make fresh Carrot, orange, apple, celery and garlic juice.”

EarlyON client



94% of families

say that our programs are welcoming to the diverse groups of people who live in the community

90% of families

say that they have benefited from their participation in our programs



2SLGBTQ+ Programs

In the past year, partnerships were strengthened and we co-facilitated the Gender Journeys program with MOYO which provided educational workshops for Trans & Gender-diverse clients who transitioning. Partnership with affirmed congregation Applewood United Church allowed us to organize a Summer 2019 Camping Trip at Rattlesnake Point. One Camping Trip participant mentioned “The event, and one we all look forward to each year, is the group camping weekend, which takes place each September.

Funding from the Mississauga Community Foundation allowed us to expand and enrich our programming in ways that decreased isolation while promoting healthy living.

French Language Services

The FLS Health Promotion Program offered a range of services such as a Senior’s Dance Program, Moms & Tots health education, Zumba, Pilates and health and wellbeing workshops and “café rencontre” Entre parents, a Drop-in for French speaking moms, dads and caregivers who meet every week. One participant shared:

“J’ai vraiment aimé participer au programme Entre parents. J’ai pu rencontrer d’autres mamans, en apprendre davantage sur le développement de l’enfant et ça tout en passant de bons moments avec les autres participants du groupe.”

In the past year, the FLS program focused on building the capacity of organizations in better serving diverse Francophone communities in Peel. One of the major needs identified was strengthening mental health supports for the Francophone community.

The FLS Health Promoter in partnership with Reflect Salveo and Wellfort Community Health Centre offered Mental Health First Aid Training in French for Francophone community members and agencies.



Client Advocacy (Information & Referral Services)

The Client Advocate at EMCHC supports many clients with complex needs to access a range of services. Collaboration with community partners is key in assisting clients to meet their health and everyday needs. Examples of this collaborative work include:

- Supporting clients living on ODSP to access legal support in partnership with the Mississauga Legal Clinic
- Advocacy and outreach that connected a pregnant to shelter in partnership with Interim Place and Birthright Brampton
- Working with the Canadian Mental Health Agency-Peel Dufferin to secure shelter in a much needed long-term care setting for a homeless client

Community at Work!

LAMP has responded to emerging needs throughout the last year by offering health promotion workshops. Sessions included: The Wellness Toolbox, A Mindfulness Series, and Craving Change. These workshops engaged both new and existing clients in activities that met their mental health and wellness needs. The delivery of the workshops was collaborative with new community partners and specialists. Participants of the workshops were introduced to LAMP's integrated model of care and provided with referrals and resources.

Partners who contributed to the wellness series included: The Alzheimer's Society of Toronto, Mindful Awareness Coach Corin De Sousa, Mary Craig a multi-disciplinary Wellness and Mental Health Specialist/Educator, The Arthritis Society and The Canadian Hearing Society.

Advocacy

In support of increasing civic engagement and awareness for those who face barriers to participation in the election, LAMP launched The Democracy Project. The initiative in partnership with the Toronto Neighbourhood Centres, included Voter Education Pop ups at various locations throughout South Etobicoke. 348 individuals were engaged, many living in poverty. An all candidates meeting organized by the Daily Bread Food Bank, LAMP, MLCN, and the Lakeshore Village Residents Association hosted 120 people. A collaboration with LYFT helped to bring voters with barriers to the polls. The Democracy project focused on extensive outreach to the Salvation Army, Daily Bread Food Bank, St. Margaret's Church Community Dinner and street outreach.

Other Achievements

- Humber LAMP South Etobicoke Affordable Housing Research Project 3 Years: Successful Grant CCSIF focusing on affordable housing needs in South Etobicoke.
- A new partnership was established between LAMP and CERA (The Centre for Equality Rights in Accommodation). Fifty frontline workers from local agencies were trained at LAMP by CERA to build their knowledge of resources and support for people experiencing affordable housing issues.
- The Lakeshore Affordable Housing Advocacy and Action Group (LAHAAG) participated in two meetings to get affordable housing built in the Lakeshore with Etobicoke Lakeshore Councillor Mark Grimes' office. The meetings were held to pitch for affordable housing to be built on a city owned parking lot on Ninth Street. LAHAAG has not had any good news on that front to date. A community workshop on inclusionary zoning was held as well as an all candidates meeting on affordable housing. LAHAAG also organized a Housing TO consultation and report



Achieving community health and well-being together

LAMP's holistic approach to health care allows us to support clients in a variety of ways through our inter-professional teams. Community members like John whose point of entry to LAMP was our Adult Learning program has also gone on to access supports in other LAMP programs. As a result of participating in the Adult Learning program, John reports feeling confident in the computer skills he learned in his computer literacy group and expresses how supported he has felt:

"I am grateful and value LAMP. The programs are all top notch and well attended. LAMP is close by and very accessible. My goal is to have better health, be a better person and be at peace with myself. I can also recommend the Chiropody Clinic, Wellness Programs, Housing meetings, the Adult Drop- in program, and the LAMP Awards BBQs. I have a membership with LAMP and it is great to see the community enjoy things together-- to see LAMP staff who care and help people in need."

- John

LAMP
COMMUNITY HEALTH CENTRE
416.252.6471
www.lampchc.org
United Way
BUILDING A HEALTHY COMMUNITY

Ontario
Early Years Centre
Centre de la petite enfance

100%
Customer satisfaction

100%
Learners attained progress and goal achievement

100%
Learners were referred and connected to one or more service in the community

Adult Learning clients report



Allied Health Care

West Toronto Diabetes Education Program (WTDEP)

The registered nurses, dietitians, and peer volunteers of the West Toronto Diabetes Education Program (West Toronto DEP) provided personalized diabetes care across West Toronto and Mississauga. They conducted individual appointments, facilitated group workshops, offered exercise programs and health promotion workshops to provide an integrated model of care. The focus is to raise awareness and educate people about diabetes and how to manage/prevent type 2 diabetes while engaging them in healthy, fun activities.

Many of our clients face barriers that negatively impact their diabetes management. We work tirelessly to remove these barriers and help our clients navigate the system in order to achieve their self-management goals. These challenges include difficulty affording medications, uninsured status, language barriers, and food insecurity.

Some of our clients expressed that they have to choose between purchasing food and medication. The Diabetes team are always working to provide grocery store gift cards, assisting clients to obtain affordable medication, and working with interpreters to make sure every client is heard. We referred 1309 clients with other community services as needed including foot care, eye care, social work, and housing, on top of supporting clients to confidently manage their diabetes.

West Toronto Diabetes Education Program

“Before coming to the diabetes program, I was struggling to understand my insulin and my blood sugars... It was because of my diabetes nurses and dietitian that I now understand how all of this works. Before I felt out of control. Now I control diabetes and diabetes doesn't control me.”

1647

Total Clients Served
in West Toronto

601

Total Clients Served
in East Mississauga

2,450

Total visits





LAMP Physiotherapy

The physiotherapist at LAMP works at three sites offering physiotherapy services which helps people to restore, maintain and maximize physical strength, function, motion and overall well-being. Our physiotherapists teach people how to prevent the re-occurrence of an injury and how to manage acute and chronic conditions.

This year LAMP received additional funding from the MH LHIN to provide extra support to the clients on the waitlist and to offer groups on back pain and falls prevention.



90%

of clients reported that they were better able to manage their condition after receiving services from the LAMP Physiotherapy Program.

215
clients served

1148
client visits

**Physiotherapy Programs
at Lakeshore**

32
group sessions

27
clients served

142
client visits

**Physiotherapy Programs
at East Mississauga**

13
group sessions

group participants attended
programs through West Toronto.

305

Supporting Your Mental Health

Mental health and wellness is key to overall health. Our LAMP social work team supported community members through individual and group counselling.

Social Work Counselling

535 **1837**

individuals served

appointments

Inaugural Black Mental Health Awareness Day!

March 2, 2020 was declared the inaugural **Black Mental Health Day** in Toronto and Ottawa, highlighting the harmful effects of anti-Black racism on members of the black community, and raising awareness of the need for culturally appropriate mental health support.



CHIROPODY

Specialized Foot Care

Taking good care of your feet means taking good care of your health. Our team of Chiropodists support clients, especially those living with diabetes, to maintain good health

Lakeshore

599

Individuals Served

2,205

Service Provider Interactions

East Mississauga

201

Individuals Served

805

Service Provider Interactions



Did you know that?

The chiropody team at LAMP makes and dispenses orthopedic shoes?

This year we dispensed 36 pairs of orthopedic shoes and 21 pairs of custom foot orthotics to our clients.





Community Dietician

The community dietitian supported community members through a combination of one-on-one nutritional counseling, group sessions, community presentations, and outreach. Clients living with conditions like type 1 diabetes, osteoporosis, iron deficiency, irritable bowel syndrome, celiac disease, hypertension, dyslipidemia, fatty liver, picky eating in kids, or food insecurity engaged with our dietitian to learn how they can better manage their health and improve their health outcomes.

“The information was presented in a very easy to understand way and I was given ideas on how to improve

299
individual clients

346
client visits

34
groups/workshops

865
participants

ASK! Information and Referral Services

with over
1800 individuals served
9554 information, referral, and advocacy services.

Assisted
1239 low income families to file
1343 income tax returns

allowing them to access
\$3,252,421 in benefits

Our settlement counselor provided **929** services to assist **430** unique newcomers to settle in their communities and **111** clients become Canadian Citizens.

350 Clients were able to access free legal services, advice and information thanks to our volunteers Tony Graci and Jim Milton, and the ongoing partnership with Legal Aid Ontario's family law services.

Served **232** clients through our form filling clinic

Volunteer Program

164 Volunteers contributed **9480** hours to support **14** different LAMP programs, services, and events. At minimum wage of **\$15/h** that is a contribution of

\$142,200
in kind.



FINANCIAL REPORT 2019-20 (Fiscal Year)

Where the money comes from.....

Toronto Central LHIN & Mississauga Halton LHIN

Rental, Consulting, membership, deferred income

United Way

Federal Government

The George Hull Centre

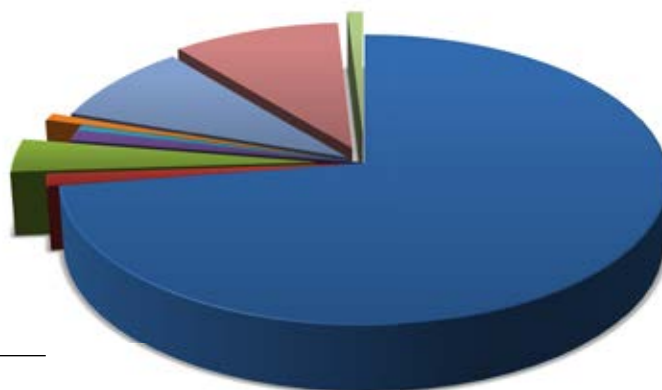
Donations, fund-raising, interest

City of Toronto

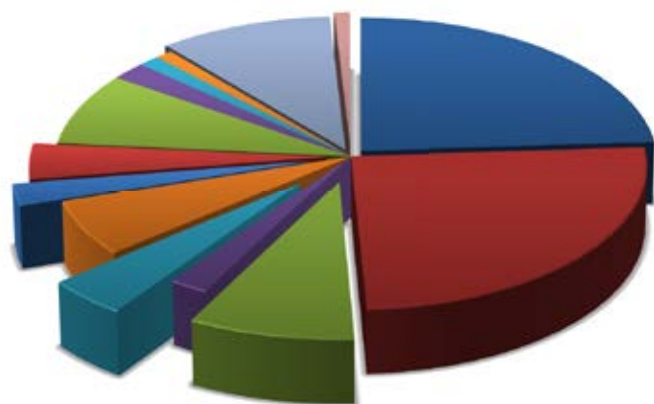
Region of Peel

Ministry of Training Colleges and Universities

Total - \$13,097,31



Where the money goes....



Primary Care

LHIN\Ministry of Health Programs

Physiotherapy, Chiropractic and Occupational Health

*Other programs (programs under \$100,000)

Rent

Administration plus Repairs & Maintenance

ASK!

Depreciation

Among Friends\Psychiatric Sessional\Mental Health Worker

EarlyON\Family Centre\Brighter Futures\Family Resource

Adult Drop-in\Harm Reduction

Rathburn Area Youth Program

Street Level

Dental/Senior Dental

Adult Learning

Total - \$13,245,464

Deficit - (148,149)*

**Unrealized loss on investments
due to COVID impact on markets*





STRONGER TOGETHER

LAMP Community Health Centre

185 Fifth St
Etobicoke, ON
M8V 2Z5
Phone: 416.252.6471
Fax: 416.252.4474

East Mississauga Community

Health Centre
2555 Dixie Rd., Unit 7
Mississauga, ON
L4Y 4C4
Phone: 905.602.4082

Among Friends

2788 Lakeshore Blvd. W., Unit 2
Etobicoke, ON
M8V 1H5
Phone: 416.251.8666

Rathburn Area Youth (RAY)

500 The East Mall, Room 124
Etobicoke, ON
M9B 4A3
Phone: 416.626.6068

West Toronto Diabetes

Education Program
201-365 Evans Ave.
Etobicoke, ON
M8Z 1L2
Phone: 416.252.1928

www.Lampchc.org

www.Eastmississaugachc.org

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