



**COMMUNITY HEALTH  
THROUGH INTEGRATED  
INTERDISCIPLINARY CARE**



**LAMP COMMUNITY HEALTH CENTRE  
IMPACT REPORT  
2021-2022**

# A Message From the Board Chair and Executive Director

Please join LAMP Community Health Centre as we look back at the incredible work achieved with our community this past year. Our Annual Impact Report shares with you example after example of our commitment to community, collaboration, and equity in all areas of health and wellbeing.

As we navigated the evolving pandemic through emergency declarations, multiple waves, and several variants, we recognized that our core Community Health Centre model of taking care of the whole person would best serve our communities. Our staff consistently provided support through health promotion and illness prevention programs and primary health care services that responded to the needs of community members from all walks of life, especially those who are medically complex and socially vulnerable. Community members have described the care they have received at LAMP as being their “lifeline”.

We collaborated on comprehensive vaccine engagement initiatives with the leadership and contribution of Community Ambassadors in South and Central Etobicoke, and Peel Region. Our teams of highly skilled community champions and partner agencies wrapped their arms around these communities and made sure that they were not left behind in the vaccine roll out across our regions. Their impact undeniably made a difference in ensuring equitable access to health care resources.

Advocacy is an important piece of the puzzle when it comes to how we support community, and we have been busy! We committed ourselves to learning about and exploring the truth of the experiences of Indigenous peoples, and continue to challenge ourselves as we work toward reconciliation. We have worked with system partners regionally and within the Mississauga and West Toronto Ontario Health Teams to address anti-Black racism, and acknowledge that the pursuit to build equitable systems is a marathon and not a sprint. We have participated in research, consultations, met with elected representatives, and supported community capacity building to challenge issues of access to affordable housing.

This was all possible because our volunteers, staff, and Board of Directors all strive to put the health and wellbeing of the individuals and communities we serve at the center of our work. Thank you all for your tireless efforts.

We would like to acknowledge and thank the following members of the LAMP Board of Directors who, after several years of service, will be leaving the board this year: Michealann George, Kristie Wright, Arwen Hunter and Ken Yap. We thank them for their contributions and commitment to serving our community and warmly welcome our incoming board members.

In the role of Board Chair, I would also like to take this opportunity to extend my gratitude to all of the dedicated and passionate LAMP staff, volunteers, and fellow Board members, as I step away after serving on the Board of Directors for six years. It has been an absolute privilege to be involved with an organization that has such a positive impact in the community and in the health and well-being of so many clients. I know that LAMP will emerge from the pandemic stronger than ever and continue to be that critical lifeline and community connector in Etobicoke and East Mississauga.

With gratitude,

Rose Butler  
Board Chair

Keddone Dias  
Executive Director

## LAMP BOARD OF DIRECTORS 2021-2022

Rose Butler – Chair

Rania Shuggi – Vice-Chair

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Nicholas Goldhawk

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South and Central Etobicoke  
Vaccine Engagement Team

## Building Healthier Communities through increased Covid-19 Vaccine Uptake in South and Central Etobicoke

The South and Central Etobicoke Vaccine Engagement Team has helped to get many more people vaccinated over the last year in the fight against Covid-19. The project funded by the City of Toronto consists of a group of local individuals called Community Ambassadors. These Ambassadors, led by LAMP CHC, help to build vaccine confidence and uptake by taking the latest facts out into the community. They have been effective and successful in educating and engaging residents in non-judgmental conversations and dialogue. The Central Etobicoke Community Hub Initiative (CECHI), Toronto Public Health (TPH), Storefront Humber, Dorothy Ley Hospice, St. Margaret's New Toronto Anglican Church, the Daily Bread Food Bank, the Arab Community Centre of Toronto (ACCT) and Stonegate CHC have been key contributors to the success of this initiative.







Abdullah and Mohammed -  
Members of the South and Central  
Etobicoke Vaccine Engagement  
Team in Action

The team's mandate is to connect with those in the community who are hardest to reach, breaking down barriers to access. The COVID pandemic has brought forth many challenges such as sharing of misinformation on social media, constantly changing information and rules, emergence of variants and mistrust by some members of the population. The ambassadors have had to keep up-to-date with information from the City of Toronto, by attending online courses from trusted institutions, by attending monthly webinars hosted by one of Toronto's top doctors, Dr. Vinita Dubey and by being updated daily on changing trends. The team continues to engage our residents with kindness and respect as they know how confusing this rapidly-changing COVID environment can be. The team has also been very supportive of each other, and have come to treat each other like family. From June 2021 to March 2022, the team has helped Toronto Public Health deliver over 3,600 doses of the covid-19 vaccine to residents. Their work has been transformative and impactful.



# Meeting Community Needs Through Collaboration and Advocacy in East Mississauga

While the first year of the pandemic presented unique challenges in adapting our practices, programs and services, the second year of the pandemic presented opportunities to embed lessons learned and expand our support to our clients and the community. In 2022, we tailored our health promotion programs using a hybrid model of support which allowed us to offer a range of services both virtually and in-person, increasing accessibility for our clients. The pandemic increased isolation of already existing isolated communities, and some of our members were eagerly waiting to meet in person again. However, others with transportation and mobility barriers found our virtual programs to be more accessible. As the needs of our community members continued to increase during the pandemic, we continued our advocacy engagement at various tables in Peel Region such as:

- The Regional Covid-19 Community Response Table
- The Regional Anti-Black Racism & Systemic Discrimination Table
- 2SLGBTQ+ Collaboration of Peel Region
- Peel Police General Advisory
- Mississauga-Halton French Language Service Community of Practice
- Mississauga-Halton Health Equity Community of Practice (lead by EMCHC)
- Black, African, Caribbean (BAC) Action Planning Table

Over the past year, LAMP a member of the Regional Black, African, Caribbean (BAC) Action Planning Table focused on promoting the health and wellbeing of BAC communities in Peel. Knowing that Covid-19 has disproportionately impacted BAC communities, while also noting the highest vaccine hesitancy rates in the same community, we collaborated with partners (Roots Community Services, Wellfort CHC, Black Health Alliance, Black Health Taskforce of Peel, Black Physicians Association of Peel & the Region of Peel) to organize a series of pop-up vaccine clinics across Peel. Additionally, Family Webinars open to the community helped to diminish myths about Covid-19 and provide education and an opportunity to respond to community questions and concerns.



## Family COVID-19 vaccination webinar

For the **Black, African, and Caribbean** communities in Peel





## OUR IMPACT

### Our Reach by the Numbers

Individuals Served

**12,000+**

Service Provider  
Interactions

**39,000+**

Attendance at  
Group Sessions

**21,000+**

Personal  
Development Groups

**1,000+**

**64%**

of clients served have  
a household income  
lower than the StatsCan  
low income cut-off rate\*\*

**35%**

of clients indicated  
their income supports  
3-7 household members

\*\*statsCan low income  
cut-off \$33,189 for 3 persons  
and market basket measure  
\$48,142 for 4 persons



Over the past year, our team continued to do what they do best, provide Excellent Primary Care And Health Promotion Programs And Services to the communities we serve in West Toronto and Mississauga. The voices of these communities are especially important to us as we plan and deliver services, and we are always interested to hear what our communities have to say about our services.

### Client Experience SURVEY\*



\*300 respondents

**96%** reported always feeling  
welcome at LAMP

**90%** felt that their health care  
provider treated them as  
an equal partner in their  
care

**92%** reported that the care  
they received at LAMP  
improved their health  
and wellbeing

**96%** believe our services have  
had a positive impact on  
their community

## 34+ LANGUAGES SPOKEN

English <b>74%</b>		Spanish	Polish	Arabic	Urdu	Russian	Chinese	French	Hindi	Italian	Portuguese
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Spanish  
Polish  
Arabic  
Urdu  
Russian

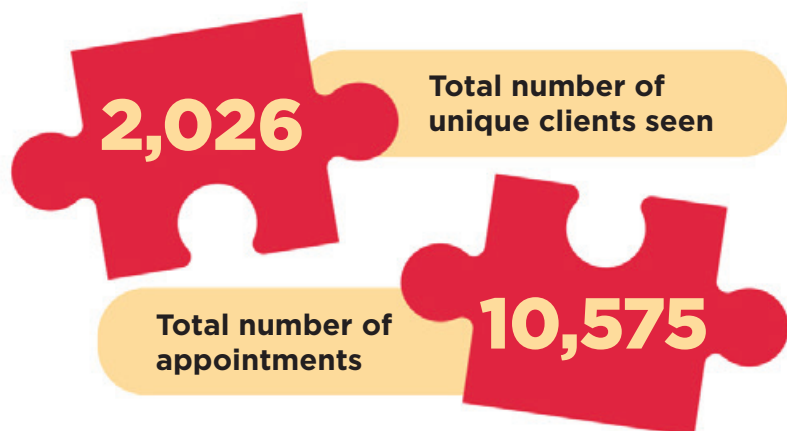
**10.4%**  
**8.6%**  
**8.1%**  
**7.3%**  
**7.2%**

Chinese (Mandarin)  
French  
Hindi  
Italian  
Portuguese

**5.9%**  
**4.7%**  
**4.7%**  
**4.1%**  
**4.1%**

# East Mississauga Community Health Centre's Dental program

Keeping our clients healthy  
with winning smiles!



## Healthy Smiles Ontario

**1,457** Unique Clients

**5,802** appointments

## Ontario Seniors Dental Care Program

**569** unique clients

**4,773** appointments

The East Mississauga Dental Health Care (DHC) Program provided care to over 2000 individuals through the Health Smiles Ontario (HSO) and Ontario Seniors Dental Care Programs (OSDCP) in 2021-2022. DHC was awarded over \$385,000 through multiple rounds of one-time funding to increase access to emergency dental care for seniors and preventative care for children over the past year. To meet the growing demand for care, the DHC opened 7 days a week to accommodate the urgent needs. The cost of an ER visit for dental pain was \$513 per visit in 2014. Serving these clients prevented them from seeking care in the ER in a hospital, reduced wait times for clients in pain, and potentially saved the health care system \$865,431.

Feedback from a senior client who phoned our DHC funder to say that he was very happy with the hygienist, dentist, and all the staff. He stated that he feels so good, he might look for a date...





## Integrated, Multi-disciplinary Care

**Our CHC's integrated services model makes powerful collaborations to improve health outcomes.**

MariDavid Rankie, Niketa Shah and Dr. Michelle Soares-McCarthy did presentations to LAMP's EarlyON parents, as well as parents registered in the School Readiness programs. The dental advice was well received and helped parents to increase their knowledge on how to prevent illness related to poor dental health care.



## Serving Our Community

### Tax Clinic

Although we were not able to run our usual seasonal or year round tax clinic in person at our LAMP site this year, 19 volunteers continued to offer their services through a modified tax clinic operating on a drop-off basis and some in-person appointments for more complex situations. With all the challenges, the tax clinic was still able to **support 1,117 clients with filing 1,200 tax returns**. This translates to \$2,961,505.06 of income in refunds, GST, Trillium, GIS and Child Tax Benefits accessed by our community.

### Settlement Services

The Settlement Counsellor at LAMP, working in a hybrid in-person and remote style service, continued to be busy this past year. This past fiscal year **451 new immigrants received support with their settlement in Canada** through the provision of more than 1,113 services by just 1 settlement counsellor.

Natalia (Tali)  
- Settlement  
Counsellor



### Volunteer Program

LAMP's volunteer program saw a return this past year after the previous year's lockdowns meant a hold on volunteer recruitment. This past year, our community eagerly returned to supporting LAMP's work. **71 community members contributed 3,330 hours of volunteer services** to 10 of LAMP's different programs, including our East Mississauga location. This represents a value of \$50,000 over just one year.



# LAMP cultivates links with community stakeholders to improve community-wide health outcomes for the people and communities we serve

## Children's Programs Report Responding to Community Needs during the Pandemic

The EarlyON provides free programs to parents/caregivers and their children from birth to six years of age. Over the pandemic, the team has offered a hybrid of in-person (indoor and outdoor) and virtual programs. There were 10,684 visits to in-person and virtual programs in 2021. We have seen an increase in social anxiety and have created groups such as Social Hour, Sensory Explorers, Mindful Families, and Parent & Baby Yoga to meet these needs. The pandemic has impacted our participants in significant ways. To help meet some of their needs, 478 participants received PPE supplies, food, and baby necessities, and 45 families in our Home Visiting program received \$200 gift cards, fruit/veggie boxes, and other items.

In-person and virtual  
program visits in 2021

10,684

Camisha LAMP's Manager of Children's Programs proudly showcases a collaboration with The Gardens Project out of Humber College. Our LAMP Early On children's garden produced a variety of vegetables and herbs including tomatoes, kale, red pepper, parsley and sage to total 1492 grams of produce.

Testimonials from parents:

"I am very thankful for the support from LAMP and Second Harvest.

**It has helped my family a lot!"**

"The meal kits we have been getting every Friday have been helpful towards me and my 2 kids. We get different stuff every Friday; fresh fruits, veggies, juice, a healthy snack like applesauce, cheese snacks, a snack bar and a treat like chocolate.

**It really goes a long way in helping us have food for a day!"**





## EarlyON partnerships to improve the health and wellbeing of our community

- **Second Harvest:** Partnered to offer snack kits for 8 weeks during the summer to Early On and Youth Programs. **Feeding Our Future distributed snack kits to 1604 individuals.**
- **519 EarlyON:** Partnered to celebrate the diversity in the LGBTQ2S+ communities and foster new and better ways to serve the LGBTQ2S+ community and gender-independent children in South Etobicoke. **46 visits to 45 virtual sessions.**
- **Storefront Humber:** Collaborated to offer weekly intergenerational programming for families at our Franklin Horner site. **37 visits to 4 sessions.**
- **SAAAC Autism Center:** Partnered to offer parents a safe space to share their experiences as caregivers of children on the autism spectrum and learn about taking care of their mental health. **11 parents made 53 visits to 16 virtual sessions.**
- **Centre Francophone Du Grand Toronto and Académie Alexandre-Dumas:** We work collaboratively to provide services to parents and children through the Parents-Bambins program to break the isolation of Francophone parents in South Etobicoke. **Participants made 283 visits to 62 sessions.**
- **Beat Makers & Humber College:** Collaborated to offer 2 free music day camps for **24 families with children ages 6-9.**
- **Daily Bread and North American Produce:** Provided nutritious and fresh items for snacks.
- **Feeding With Love:** The partnership with Rexdale CHC, Stonegate CHC and George Hull Centre and Toronto Public Health, we offer the Etobicoke Pre & Post Natal Nutrition Project Programs to provide health, social and nutritional support to women and teens during pregnancy and the first year of their baby's life. **There were 1658 visits to 48 sessions in 2021-2022.**
- **Humber Gardens:** **10 EarlyON families made 121 visits** to our Humber Gardens program. **1492 grams of produce were harvested** over the course of the program. The families enjoyed the produce as snacks or took them home to add to their meals.





# Lakeshore Adult Learning

## Meeting Community Needs During Covid-19

During the extended pandemic and its uncertainties we continued to address the community's upgrading and basic education needs. Lakeshore Adult Learning engaged in several project initiatives to enhance access and equity in digital literacy, and support overall success in client outcomes in reading, writing and health literacy.

Collaborations included Metro Toronto Movement for Literacy and AlphaPlus Digital Consultants and The West End Literacy Collective. Together we worked to address technology gaps, connectivity and interactive training for staff, volunteer tutors and learners:

- **West End Literacy Collective** (LAMP, Parkdale Project Read, Davenport Perth CHC, West Neighbourhood House, and Alexandra Park Neighbourhood Services). Secured \$100,000 Trillium Covid Resiliency and developed a virtual tutor training platform. Piloted 2 blocks of 14 hr live sessions for current and new volunteers.
- **Silver Lining Café (AlphaPlus):** Practitioners interacted in learning labs. Ultimately translating to improved service to clients.
- **Putting Yourself First-Mental Health/Wellness Learner Conference(MTML):** Over 60 programs across Ontario enjoyed connecting and mental wellbeing support. LAMP and Toronto Council Fire, facilitated sessions in expressive arts, relaxation and story-telling.



Johanna - Supervisor  
Adult Learning Program and  
Anita - Community Literacy Worker,  
Adult Learning

62

**LEARNERS SERVED**  
and completed their goals

**100%** clients accessed food security supports such as food vouchers, Good Food Market, Kellogg's Family Holiday fund, and Toy Room gifts.

**75%** accessed counselling/ health services, legal help, affordable housing assistance

**70%** moved on to further education and training and employment.

**100%** achieved independence goals of increased civic engagement, enhanced health and social connections.

**"Over the last two years of the pandemic, LAMP certainly demonstrated... strength in collaboration with community partners, and connection with the community at large. You have been able to adapt, plan and co-ordinate the needs of your clientele."** - Employment Ontario

**"Thank you for all the mentoring and coaching, I gained better writing skills for my college essay writing."** - Learner

**"Every week, I am inspired to take my computer skills to the next level, because the tutor welcomes a lot of questions, and also guides us in the ZOOM classroom."** - Learner



## Urgent Need for Affordable Housing!

LAMP's work in affordable housing has generated many partnerships to improve conditions, build skills and capacity among organizations, groups and community residents during the affordable housing crisis. Here are some examples:

Partnerships between LAMP and Albion Neighbourhood Services, The Daily Bread Food Bank and Toronto Public Health led to the creation of a resident-led organization to advocate for affordable housing. Three years on, The Lakeshore Affordable Housing Advocacy and Action Group (LAHAAG), has now obtained funding of its own to grow the affordable housing movement in South Etobicoke.

The partnerships between LAMP and The City of Toronto's Access to Housing, Housing Secretariat, LAHAAG, South Etobicoke Community Legal Services and others facilitated the following capacity building workshops for residents and community leaders:

- Tenant's Rights
- Eviction Prevention
- Land Trusts
- RGI Rent Geared to Income how to get on the subsidized housing list in Toronto
- Cooperative Housing models
- Above Rent Guideline Increases
- Portable Housing Subsidies

By offering these knowledge and skill building workshops, we have generated interest and motivation for community residents and organizations to grow the affordable housing movement. LAMP is also a partner in a 3-year Affordable Housing Needs Research Study with Humber College. Report findings will culminate in a community co-created housing conference in 2023.



# High Priority Support and Targeted Response to Vulnerable Communities During the Covid-19 Pandemic.

The Adult Drop-In and Harm Reduction program provide supports to some of the most marginalized members of our community experiencing the highest risks to their health and wellbeing. Over the pandemic we saw a growth in our client group as the financial strains of the pandemic exacerbated existing food insecurity and poverty issues in our community.

The Adult Drop-In continued to focus on providing meals 4 days per week even as we were unable to fully open up our indoor space. The small team of staff continued to work through each wave of shut downs and surges, in many cases ensuring people had access to services that meet their most basic needs.

Our pre-pandemic daily meals averaged at about 35-40, but by the close of this recent fiscal year, we were seeing on average 80-90 people each day, some of whom represented families. Over 100 nutritious meals were served daily last year.

In recognition of the need for indoor space to support our homeless and under housed community members, particularly during extremely cold and hot months, LAMP worked with its partners at the South Etobicoke Homelessness Working Group to secure funding from United Way and City of Toronto to operate a Community Support Centre at St. Margaret's Anglican Church. This made hot meals available to community members 6 days a week, between the program running from LAMP and the additional days at St. Margaret. It also offered a space that could safely be opened to individuals who needed additional services, including case management, housing referrals, harm reduction supplies and education, clothes, hygiene products, and access to showers, laundry, and Wi-Fi.



## Harm Reduction Program

The pandemic has caused a dramatic rise in opioid deaths in Toronto, more than double since the pandemic began, with individuals spending more time in isolation without someone there to call for help. Toronto Public Health reports 511 opioid overdose deaths in 2021, a 74% increase from 2019 and a 273% increase from 2015. LAMP's harm reduction team made up of staff and peer workers, went out every week to reach out to those at risk in order to help link people to services, supplies, and education to reduce the risks associated with drug use and sex work.

Last year the team distributed more than 4,939 harm reduction kits and provided more than 160 naloxone kits and training sessions. Naloxone is a lifesaving drug that is available both as an injection and a nasal spray, which can reverse an opiate overdose quickly and keep someone alive until medical help arrives.



## Youth Resilience

Throughout the pandemic, LAMP's Youth Programs continued to adjust and adapt to the impact of COVID-19. Prior to the pandemic, youth programming was facilitated through Street Level located at the LAMP main site and the Rathburn Area Youth (RAY) satellite youth space at Burnhamthorpe Collegiate Institute (BCI). Like many programs, we moved to virtual programs during the pandemic, and have recently used a hybrid approach of in-person and virtual. Prior to the pandemic, the TDSB notified us that they would be reclaiming the space used by the RAY program, which left us without a home in Central Etobicoke for some time. We used the period of online programming to seek out new space, and we are pleased to share that a new youth space was secured thanks to community advocacy, collaboration, and a commitment to the healthy development of young people. A special thanks to long-time supporter Jack Fleming, of the Rotary Club of Etobicoke and the Central Etobicoke Community Hub Initiative, who connected us with TAS Developers. Through their generosity and collaboration, the RAY program is now located at 385 The West Mall, and will allow LAMP's youth programs to continue to support the needs of youth and families living in Central Etobicoke.

**511**

**opioid overdose deaths  
in Toronto in 2021.**

**74%**

**increase** from 2019

**273%**

**increase** from 2015

**We are  
saddened  
as the list  
of people lost  
to the overdose  
crisis grows.**  
These are our family  
members, friends, and  
loved ones, and they are  
dearly missed.  
As we do our part to  
support vulnerable  
community members  
in need, we welcome  
the collaboration of  
partners and  
community in this work.







## Advancing Equity and Increasing our Knowledge

LAMP's Anti-Black Racism Committee was formed in Fall 2020, in response to the clear need to address this issue in the communities we serve. It has been almost two years, and the committee continues to work to address the pervasive nature of Anti-Black Racism, both internally in our own agency beliefs and practices, and externally within the health and social service sector.

### In 2021-2022, LAMP has:

- Piloted and successfully implemented 2 complete rounds of anti-Black racism training for LAMP staff, with 45 participants completing the training.
- Secured funding to train a roster of educators, knowledgeable in ABR, for the purpose of expanding the training to other agencies within the health and social sector.
- Begun to develop an ABR policy for health and social service organizations, in partnership with the Wellfort Community Health Services, and an external policy consultant.
- Created spaces for staff and community members to learn and discuss strategies to various equity challenges including: anti-Black and anti-Indigenous racism, anti-Asian discrimination, Islamophobia, and more.
- Offered community education opportunities through the ActivateIt! Program for immigrants, newcomers and refugees in East Mississauga [add other programs?]
- Lead the development and implementation of an Organizational Self-Assessment Survey with the West Toronto and Mississauga Ontario Health Teams, with participation from 20 health and social service organizations.

**As an agency, we remain committed to addressing anti-Black and anti-Indigenous racism, in order to create healthier communities for those we serve.**



# EMCHC's Advisory Committee Report

The East Mississauga Advisory Committee has continued to focus on building knowledge around Indigenous equity issues and increasing our cultural competency, as initial steps to advancing Indigenous Health Equity. The Committee has completed the Indigenous Cultural Awareness Training, and participated in other trainings related to understanding Allyship, exploring the significance of Land Acknowledgments, and becoming familiar with the 94 calls to action detailed in the Truth and Reconciliation Report. We had the opportunity to engage with educators from the Ontario Indigenous Friendship Centres who shared a wealth of information and historical context, and the Advisory Committee left the session energized to learn more and to take action on building relationships and partnerships with Indigenous Serving Agencies. This is just the beginning of our journey, and we look forward to continued learning and growing.



## French Language Services in Our Community

The FLS program has served 125 Francophone community members whom identify as belonging to immigrant, refugee, ethnocultural and racialized communities. Overall, 53 sessions were offered to our clients by collaborating with five partnering agencies (Conseil scolaire Viamonde, Retraite active de Peel, EarlyOn Centres, Collège Boréal and Alliance française, Mississauga Campus). During the pandemic, we have changed our approach by offering programs and services virtually. As a result, we had increased the number of Francophones who participated in our programs and received our services. All activities provided throughout the year were intended to break isolation, increase access to community resources available in French and also to improve the well-being of the Francophone population that we serve. Among them, we offered Zumba, Zumbini, Yoga for adults and children, Nutrition workshops, wellness activities for seniors, and various health educational sessions. We also published a monthly newsletter to keep our clients updated on Covid-19 information, resources available to them during the pandemic and activities offered by various Francophone community organizations. Participants reported having acquired tools that will help them to improve their wellbeing, to be more connected to others, and also to be more aware of the resources available to them.

### What Francophone community members are saying:

«Durant cette pandémie, le besoin de se sortir de son isolement fut une priorité pour nous afin de combattre les symptômes de dépression qui commence à s'abattre sur plusieurs d'entre nous. Un grand merci à EMCHC de nous avoir offert la possibilité de rencontrer d'autres membres de la communauté grâce à ses ateliers en français.»  
**Cela nous a énormément aidé.**

“During this pandemic, the need to come out of our isolation was a priority for us in order to fight the symptoms of depression that are beginning to plague many of us. A big thank you to EMCHC for giving us the opportunity to meet other members of the community through its workshops offered in French. **It has helped us tremendously.**” - L.K.

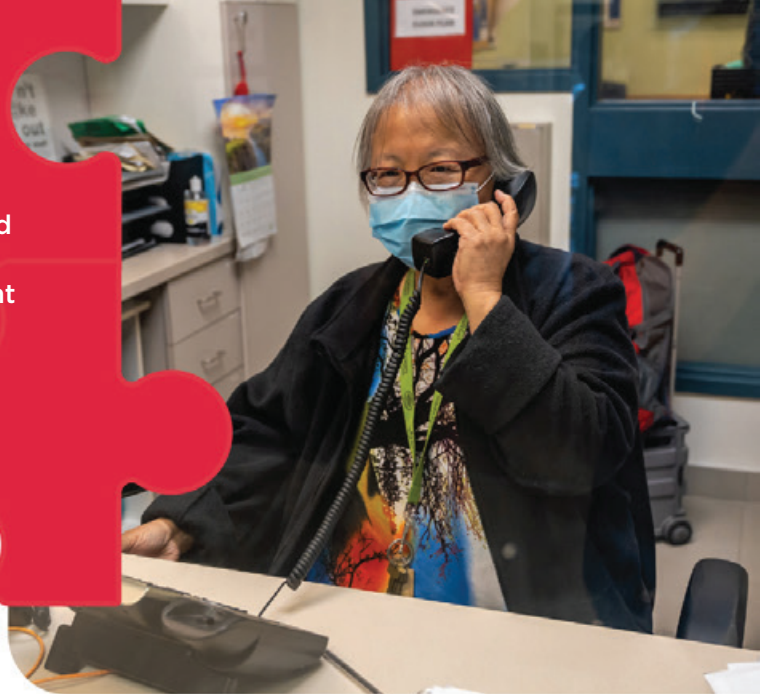
«Merci infiniment pour tout ce que vous faites pour chacun de nous qui avons besoin d'être informés. **Merci pour votre disponibilité et votre engagement auprès de la communauté.** Merci beaucoup.»

“Thank you very much all you for what you do for each of us who need to be informed. **Thank you for your availability and your commitment to the community.** Thank you so much.” - J.S.



## Team-based care at work!

LAMP's Allied Health Team including the West Toronto Diabetes Education Program, Physiotherapy, Nutrition, and Chiropody services have been key factors in supporting the health and wellness of clients. We have seen significant increase in demand for these services as community members, especially those who put off accessing care during the height of the pandemic, re-engage with their health care support systems.



## Spotlight on Foot Care

The Chiropody Program at LAMP is a huge benefit to the communities we serve. This is a service that cannot be delivered virtually, and throughout the pandemic the chiropodists at the Lakeshore and East Mississauga sites continued to see clients in need of foot care, and it is changing lives! They regularly treat nail pathologies, corns, calluses, warts, other foot infections, ulcerations (resulting from injury, poor circulation or diabetes), foot pain and walking problems. They help prevent lifelong problems in children, help seniors to remain mobile, independent and at home, and help adults to maintain active lifestyles, thereby improving both physical and mental health.

The benefits of being part of an interdisciplinary team means that Chiropody has also been able to address other health related issues like food insecurity challenges among our clients during the pandemic. When LAMP secured food cards and food boxes, we were able to help our clients who expressed their difficulty in securing healthy foods.

The Chiropody program has a blog and has put foot care articles on the LAMP website for people interested in how to take care of their feet, including shoe fitting, foot care, nail care, corns, callus and fungus.

Check it out at [www.lampchc.org](http://www.lampchc.org).

**“They have saved my feet and my life. No words can explain the gratitude I feel to them and LAMP overall.”**

**“I really appreciate my foot care as I cannot manage it myself. You are one of my Guardian Angels!”**



## Supporting Community Mental Health Needs

Mental health supports have always been in high demand, and even more so as we see the impact of issues like isolation that have increased the challenges for individuals and families. LAMP offers mental health supports to our clients through the services of our Social Worker, one of the benefits of being part of an interdisciplinary health care team.

To support health care providers in the community who do not have the benefit of an interdisciplinary team, LAMP commits the services of one full time Social Worker to offering to their patients. In 2021-2022, we received referrals from 20 physicians in West Toronto for their patients to access mental health support from our Social Worker. This program means that solo practitioners have additional support for their patients, their patients receive the care they need, and we support community health and wellbeing. A winning collaboration all around!

**Individuals Served**

**394**

**Service Provider Interactions**

**2,548**

**# of solo physicians referring clients**

**20**

## Improving Community Mental Health

Community mental health and wellbeing got a boost in 2021 thanks to a one time \$10,000 grant from Ontario Health Toronto Region. A total of 33 sessions were offered to the community last year with 1,011 visits to mindfulness and wellness classes to reduce stress, anxiety, worry and improve wellbeing. Music and Art wellness classes were also offered as a result of the funding which lifted spirits and brought joy to many participants. Here are a few testimonials.

**"Mindfulness helps me with relaxation, anxiety, stress, and compassion. Without this I would be in the hospital every week."**

**"Bravo & congratulations for well done, organized, soothing and professional workshops. In time of Covid-19 and confinement, you are vital to provide those excellent programs for Seniors. It is very beneficial and it gives us resilience, hope, joie de vivre to go about our lives and move forward. Many thanks."**

**"I feel like the talking and sharing at the end of sessions helps to develop a sense of community. As well, since this is run through my community organization, I feel very lucky to have access to a program like this that can help me with some of the issues I am facing. You learn from others when they share that you're not the only one facing some of these issues."**

**"It has enabled me to sleep better."**

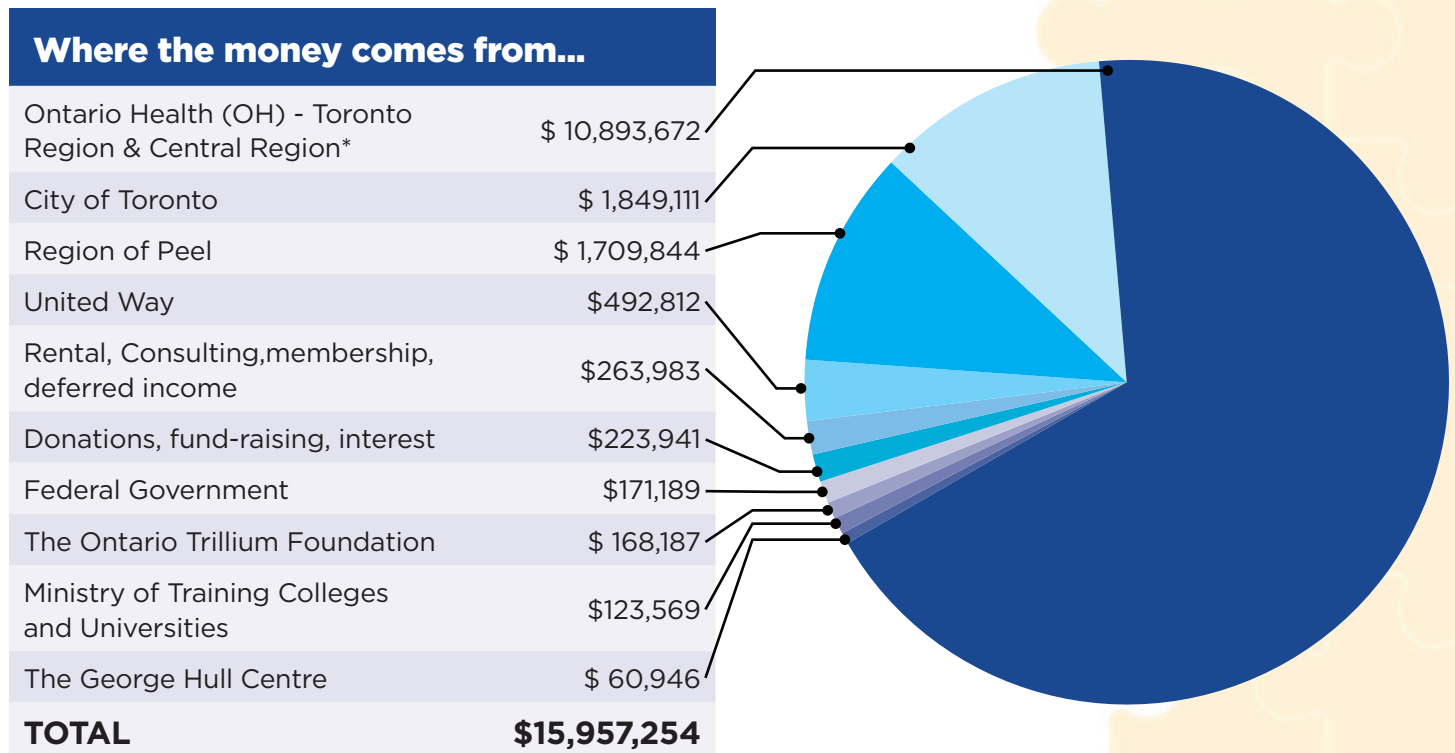
I am reminded to return to my breath when feeling anxious."



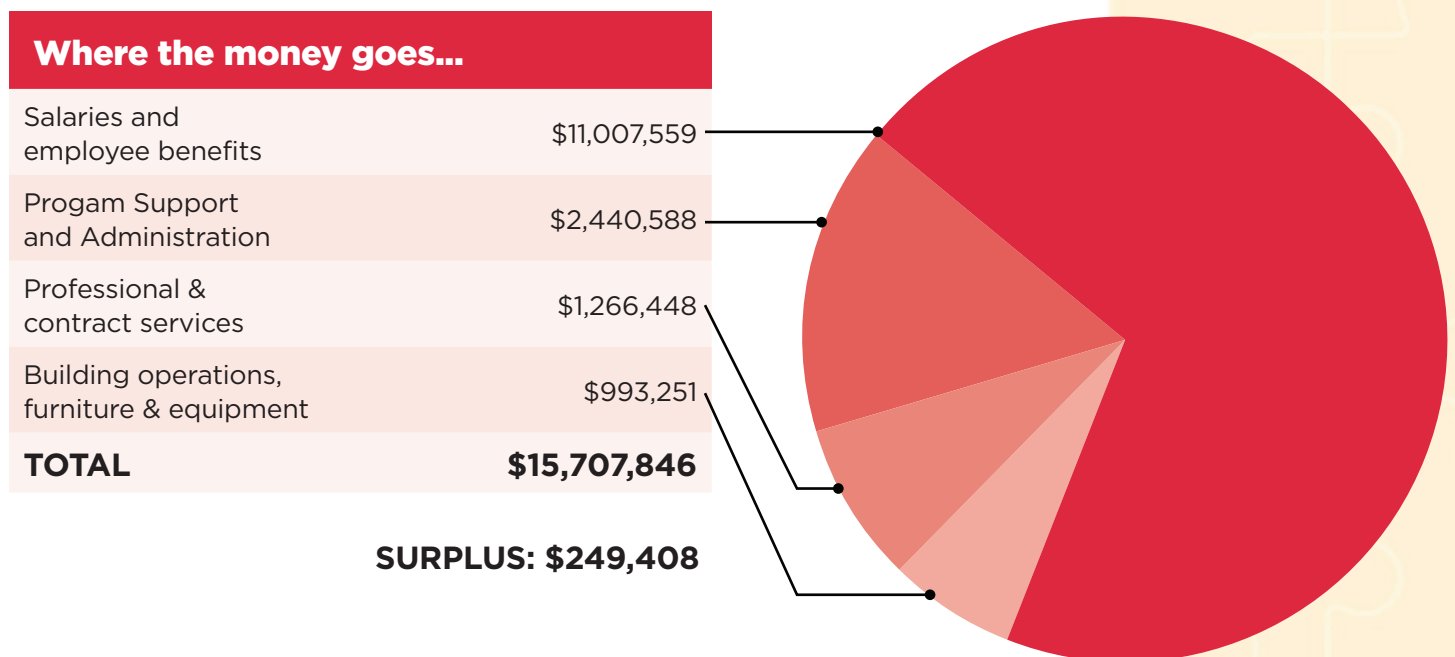


# Financial Report

## 2021-2022 (Fiscal Year)



\*OH-Toronto Region (formerly Toronto Central LHIN);  
OH-Central Region (includes the former Mississauga Halton LHIIN)





### LAMP COMMUNITY HEALTH CENTRE

185 Fifth Street  
Toronto, ON  
M8V 2Z5

Phone  
416.252.6471  
Fax  
416.252.4474

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

### EAST MISSISSAUGA COMMUNITY HEALTH CENTRE

2555 Dixie Rd.  
Unit 7  
Mississauga, ON  
L4Y 4C4

Phone  
905.602.4082

[eastmississaugachc.org](http://eastmississaugachc.org)

### AMONG FRIENDS

2788 Lake Shore  
Blvd. W.  
Etobicoke, ON  
M8V 1J7

Phone  
416.251.8666

### RATHBURN AREA YOUTH SPACE

105 - 385  
The West Mall  
Etobicoke, ON  
M9C 1E7

Phone  
416.779.7248

### WEST TORONTO DIABETES EDUCATION PROGRAM

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Unit 201  
Toronto, ON  
M8Z 1K2  
Etobicoke South

Phone  
416.252.1928



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