

**LAMP  
IMPACT  
REPORT  
2017-2018**

**40<sup>TH</sup>**  **ANNIVERSARY**

LAMP

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## A MESSAGE FROM THE EXECUTIVE DIRECTOR

As we look back at the past year at LAMP, it is fair to say it was a memorable one. Along with celebrating our 40th anniversary, we have had some significant changes, one of which is the organization welcoming me as the new Executive Director. And so, I think it only fitting to begin this message with a sincere “thank you” to LAMP’s Board of Directors, staff, and community members for the warm welcome into the role. Your dedication and genuine love for the communities we serve are constant sources of inspiration, and I look forward to working alongside you as we embark on this journey of building community health together.

For much of the year, we were actively engaged in the organizational accreditation process, and we are pleased to share that LAMP has successfully achieved accreditation for the next four years through the Canadian Centre for Accreditation. Accreditation provides an objective review of our systems and processes, supports our commitment to quality and continuous improvement in the provision of health services and community programs, and highlights areas where we are leaders in practice as well as areas for growth.

Achieving accreditation speaks to the strength of the organization and the amazing work done by LAMP staff, volunteers, and community members. Our clinical team continues to provide

excellent care for our clients and our community programs continue to be responsive to the changing needs of the communities we serve. As you look through our Annual Impact Report, you will see example after example of this work, including the Gardens Pod Project and our work around food insecurity, the ASK! Income Tax Clinic which completed over 1600 tax returns for community members, our work around harm reduction, advocacy around affordable housing, and so much more.

This past year we have also seen the addition of our new French Language Services program in East Mississauga, which allows us to widen our reach to serve our French-speaking community members. At Lakeshore, we introduced the Mental Health Worker pilot project which allowed us to provide much needed counselling services to clients of solo practitioners in our community. This was an extremely successful pilot project that has now become a permanent addition to the services offered at LAMP.

It has been a busy, at times challenging, but extremely rewarding year at LAMP. As we turn our attention to the coming year, we will be entering a new strategic planning process. This is a great opportunity for our board, staff, and community members to collaborate on defining LAMP’s priorities over the next 3-5 years. We welcome community voices in this process and look forward to engaging with you. The commitment and time you put into working with us to build a healthy community is a key ingredient in our success, and we are so very appreciative of your efforts. Thank you again for your continued support throughout the year.

[Keddone Dias, Executive Director](#)

# A MESSAGE FROM THE BOARD AND CHAIR

LAMP Community Health Centre strives to improve quality of life in our communities by supporting people to reach their fullest potential. Our IMPACT report for 2017 – 2018 is an opportunity to highlight a number of our key initiatives, celebrate our accomplishments and share the positive impact that this organization creates within Lakeshore and East Mississauga communities.

The Board was busy over the past year recruiting an Executive Director, completing accreditation, celebrating our 40th anniversary and serving and advocating for our clients. After working with a search firm and much consultation with staff, partners and the community, it is with great pleasure that we announce our new Executive Director of LAMP Community Health Centre - Keddone Dias.

Keddone is no stranger to LAMP, having been with the organization since 2006. Keddone also acted as Interim Executive Director in 2017, and previous to that held the roles of Director of Community Programs and Program Director, Creating Global Citizens in the organization. Keddone holds a Master's of Public Policy, Administration and Law from York University and a Bachelor of Commerce - Finance from Ryerson University. She also completed the Community Health

Leadership Program through University of Toronto's Rotman School of Management in 2017. She brings to the Executive Director role a detailed understanding of the CHC Model of Health & Well-Being and the broader CHC sector and has a passion for LAMP's work in building healthy communities and the principles of health equity and social justice.

This report provides a picture of who we are, what we value, our programs and celebrates the year's work delivered by a team of dedicated, creative and passionate staff, volunteers and the Board of Directors. At this time, we are also saying goodbye to a few members of the Board of Directors who have served our community over the past several years: Rob Williams, Robin Salt and Eirini Ververi. We want to thank them for their dedication, invaluable work, insights and support.

We look forward to seeing you at LAMP as we begin a new year of serving our community, and prepare ourselves for a new strategic plan for the coming three years. We look forward to hearing directly from you over the coming year so that you can contribute your ideas to change and renewal in your Community Health Centre.

[Wanda Buote](#)  
Chair, LAMP Board of Directors

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# ACCREDITATION REPORT

As we celebrate 40 years of service and the hard work of our board, sponsors, staff, volunteers and the community, we have yet another achievement to celebrate in 2017. After a rigorous assessment process Lakeshore Area Multi-Services Project (LAMP) is proud to be accredited through the Canadian Centre for Accreditation, a third-party review based on accepted organizational practices that promote ongoing quality improvement and responsive, effective community services.

## Governance

The review team found that board members are enthusiastic, engaged and deeply committed to the work they are doing to serve their community. The governing body functions according to the policies and procedures that govern its role, responsibilities and structure. Recruitment of board members takes into account the knowledge, skills and experience needed to govern effectively. The review team was impressed by the wait list of community members who are interested in becoming board members.

## Programs and Services

**“LAMP clearly excels in this area.”**

The staff is exceptional at trying to remove barriers, and be as accessible as possible. There are lots of points of access and many supports are in place to address barriers such as extended

hours, drop in, mobile clinics, and TTC tickets. Throughout the interview process, the review team was given the impression that the staff feels they were heard and valued. The same was also observed during the client journeys interview. The interviewed clients expressed a very strong sense of belonging and gratitude to LAMP. The reviewers noted that diversity is respected, and that staff go out of their way to accommodate their clients' uniqueness.

**LAMP is a true grass roots organization that is committed to community engagement, interdisciplinary approach, and collaboration with different partners to bring the best service to the community.**

**-CCA Letter and Report January 2018**

Source (highlighted portion) from CCA letter and report January 2018

# SERVING THE ETOBICOKE LAKESHORE AND EAST MISSISSAUGA COMMUNITIES

Our Client Impact Report  
Caring For Those Who Need It Most  
2017/18 Annual Report Statistics  
(LHIN Funded Programs)

Program	Individuals Served	Number of Visits	Group Sessions Provided	Total Group Attendances
Primary Health Care	2894	11,850		
Chiropody	729	3,223		
Community Dietician	200	348	78	<b>1314</b>
Counselling	458	1324		
Physiotherapy	203	781	29	<b>224</b>
Occupational Health	140	875		
Diabetes Education Program	2084	4357	190	<b>2270</b>
Among Friends Program	189	553	414	<b>4579</b>
Health Promotion and Community Development			98	<b>4350</b>
Personal Health and Wellness (Child, Youth and Adult programs)	481	1055	1362	<b>38,568</b>

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# A YEAR IN REVIEW

## Better Teeth Better Health EMCHC's Dental Health Clinic

EMCHC's Dental Health Clinic served more than 2900 clients last year with a total of more than 8800 appointments. The year saw the completion of an exciting pilot serving adult clients with our partner, the Region of Peel. This pilot program was an exciting multidisciplinary venture with the Region's social services and oral health departments, a project first.

Dr. Michelle Soares-McCarthy was invited to address findings at both the Peel Region's Conference in June 2017, as well as at The Ontario Public Health Convention in March 2018. The EMCHC dental clinic team's dedication to the project, the clients, and its collaborative strength was recognized and honoured with an invitation to participate.

Our Dental health clinic (DHC) participated in the "Every 9 minutes campaign" launched by the Association of Ontario Community Health Centres (AOHC), bringing attention to the need for a universal dental program citing that every 9 minutes there is a visit to ER in Ontario for dental pain. Dr. Steven Kerner and Dr. Michelle Soares-McCarthy presented Dipika Damerla, MPP of Mississauga East-Cookville, with signatures from the community regarding the campaign, to be tabled at Queens Park in May 2017.

The dental manager Maridavid Rankie also participated in the Ontario Oral Health Alliance conference and

meeting with MPPs at Queens Park on March 21, 2018, raising awareness of the gaps in oral health care. Building on the Every 9 minutes campaign in 2017.

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**EVERY 9 MINUTES THERE IS A VISIT TO AN ER IN ONTARIO FOR DENTAL PAIN.**

513

**DOLLARS FOR EVERY ER VISIT**

2,629

**ER VISITS IN 2015 (FOR DENTAL PAIN) ACCORDING TO MISSISSAUGA HALTON LHIN**

5,003

**ER VISITS IN 2015 (FOR DENTAL PAIN) ACCORDING TO TORONTO CENTRAL LHIN**

61,000

**ER VISITS IN 2015 IN ONTARIO WERE FOR ORAL HEALTH PROBLEMS ESTIMATED COST WAS \$31 MILLION.**

# IMPACT

## NEW INITIATIVES

### EMCHC'S HIGHLIGHTS

Our Dental Health Clinic finished the Smile with Confidence Pilot Project with the Region of Peel serving 46 adults and including an extensive evaluation process.

The first ever Donor Recognition Event at EMCHC was held and hosted by our EMCHC Community Advisory. This event allowed us to show our donors what their donations go towards, how it helps the community, and that they are making a difference. This event was a success, with approximately 25 guests.

We received approval of our French Language Services (FLS) business case: 'Promoting Health & Wellness of Diverse Francophone Communities'. This funding includes one-time funding for a FLS Community Health Worker and on-going funding for a FLS Health Promoter.

Five members of the Primary Health Care team received training for Trans and Gender-diverse clients on hormone therapy and preventative care.

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# AFFORDABLE HOUSING PROJECT

LAMP's 2017 AGM panel on Affordable Housing provided a platform for community engagement to address the affordable housing crisis. More than 160 people attended, passionate about improving conditions for people finding it hard to afford to live in Toronto. Residents shared their stories of hardship of being on the verge of homelessness, living in a shelter, living in substandard conditions and travelling hours to get to school or work. With escalating house prices and rents in Toronto, young families, seniors, newcomers and low-middle-income adults are especially vulnerable to Toronto's housing crisis.

A call to action was made along with a promise of more community meetings to find solutions. In partnership with important grassroots organizations like Albion Neighbourhood Services, Daily Bread Foodbank and Toronto Public Health and more than 40 local residents at each stakeholder meeting, a community led initiative was born. More than 172 individuals have participated to date.

The community leaders formed the Lakeshore Affordable Housing Advocacy and Action Group. Its purpose is to create new units of affordable supportive housing, to research innovative models and to help people on the verge of homelessness and to help people maintain their housing.

Outcomes include Landlord and Tenants Rights education and support, referrals to Albion Neighbourhood Services, South Etobicoke Community Legal Services, seniors support services, and assistance with housing matters like maintenance and other issues.

Seniors' support services report that it is a serious crisis and they have never before experienced such a high volume of calls for help from people who are being displaced or evicted from their homes. Increased evictions of vulnerable populations in the community are displacing longtime residents sometimes for illegitimate reasons through harassment and intimidation.

Market rents today are often double what some longtime tenants are currently paying. Other renters have reported being offered a few rent-free months to sign a letter promising to move out by a certain date, only to find that they cannot afford current market rents causing them to become homeless.

We are experiencing a housing crisis in Toronto and seniors, low income individuals, families, and people who have lost their jobs are being displaced. There is a new generation of people who are on the verge of homelessness through no fault of their own.

For more information on how to get involved with the Lakeshore Affordable Housing Advocacy and Action group, contact Jasmin Dooh at [jasmind@lamp-chc.org](mailto:jasmind@lamp-chc.org) or 416-252-6471 ext. 308. A call to action!



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# IMPACT

## More support for people struggling with mental health issues in South Etobicoke Lakeshore

### Mental Health Worker Project

We are having a positive impact by helping more people to manage their mental health challenges. In August 2017, LAMP Community Health Centre launched the Primary Care Mental Health Worker Project.

Now in its second year, this project was developed in collaboration with the West Toronto Sub-Region Primary Care Strategy to strengthen linkages between primary care and mental health supports. The initiative enables local physicians to refer their patients to a social worker for timely support.

A Registered Social Worker was hired at LAMP Community Health Centre to provide mental health counselling, cognitive behavioural therapy interventions and systems navigation to patients referred by primary care physicians practicing in the neighbourhoods of Mimico, New Toronto, and Stonegate Queensway.

In its first year, the Primary Care Mental Health Worker Project has engaged with 20 doctors and received 128 patient referrals. An evaluation of the project reported a high level of client satisfaction with the services offered, the plan they developed after program discharge, and a general sense of feeling more in control of their lives.

The success of the pilot project has resulted in the Mental Health Worker position being a permanent addition to LAMP's services.

### Adult Programs

LAMP's Adult Programs continue to provide a safe environment for community members in need of basic essentials. We provide access to nutritious meals, showers and hygiene products and harm reduction supplies. In addition, we also provide structured social recreation programs, support for community members living with mental health challenges, opportunities to make connections and contribute to our community. We work with and for our adult programs participants to provide meaningful volunteer opportunities, and over the course of the year, we have served 10,399 meals in our drop-in program.

Nevertheless, it has also been a challenging year of loss within our adult programs as several community members have been lost to the opioid crisis that has gripped this city. In 2017, funding from the Toronto Central LHIN allowed us to increase staffing to support the programs we offer in the South Etobicoke area. With these funds staff were able to offer over 15 educational workshops including Harm Reduction 101 and Naloxone use training.

LAMP CHC is one of a limited number of organizations in South Etobicoke that provides harm reduction services, and we are committed to providing care for those in need. Throughout the year we have acknowledged the concerns of community members and are working diligently to do more of what works to serve our clients and the broader community. As we embark on a process of refreshing this program, we thank those who have shared their thoughts and encourage others to share their feedback with us as we navigate this very complex issue.

# THE WEST TORONTO DIABETES EDUCATION PROGRAM

The West Toronto Diabetes Education Program offers comprehensive free diabetes education through individual and group counselling by a Registered Dietician and Diabetes Nurse Educator. This reduces the occurrence of emergency room visits and hospitalizations.

## HIGHLIGHTS

West Toronto DEP spearheaded a collaborative World Diabetes Day. In 2017, we joined forces with 12 partners and multiple sponsors to host the event at Yonge and Dundas Square where over 500 individuals attended thereby raising awareness about diabetes and diabetes services.

Adult clients living with prediabetes or type 2 diabetes were served. Our services reached these clients in a variety of locations including LAMP CHC, EMCHC, other CHCs, and mobile clinics.

Mobile clinics were conducted to increase accessibility and to engage hard to reach populations.

Diabetes group education sessions were facilitated by our employees building knowledge for better health and increasing a social support network reducing isolation.

Community presentations were conducted to priority populations at various locations as requested by community organizations and members.

## What clients have to say about West Toronto Diabetes Education Program

**“I appreciate that these services are available to us. When I was diagnosed with pre-diabetes I wasn’t sure how to manage my condition. The dietitian has helped me learn how to properly structure my meals and snacks. Thank you.”**

**“Amazing people and education. My deepest gratitude. I have been able to control my diabetes very well for 3 years.”**

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# IMPACT

## SERVING OUR COMMUNITY

### **ASK! Community Information Centre Income Tax Clinic**

Our team of 36 Volunteers completed a total of 1620 Tax returns at no cost to clients, during the period of March and April 2018. The service allowed low income community members to access a total of \$3,963,384 in income tax based programs and benefits such as Ontario Trillium Benefits, Child Tax Benefit, GST/HST credits and more.

This year, we partnered with West Neighbourhood House and the TNC Poverty Reduction through Tax Filing Program to receive a small amount of funding to help support the program and to share our experience with new tax clinics.



-Elizabeth - ASK! Volunteer

### **Adult Learning Centre**

Accessibility, literacy, income inequality and health constraints often limit the extent to which adults participate in learning programs essential to their paths to further education, training and employment and their overall social inclusion.

At LAMP' Adult Learning program we believe in a strength based assessment and holistic learning approaches that involve a collaborative effort of adult learner, trained tutor mentors and instruction and support by staff.

"I came to LAMP with no computer skills. The staff treats us with respect and learning is fun. I can now use the internet and email for job search. I plan to go to university soon."  
-Carol

If you or someone you know wants to get back to learning, or never went to school, and want to read, write and learn computers, call us :416-252-9701 x243

**Volunteers Grow Community**  
**Total LAMP Volunteer Hours: 12,712**  
**Total number of LAMP**  
**Volunteers: 261**

# GARDEN PODS PROJECT HIGHLIGHTS

2017

## 12 Pod Sites



11 organizational and 1 residential pod site providers in 2017. ALL sites donated 100% produce into the South Etobicoke community, the Daily Food Bank or LAMP CHC Good Food Market.

## Solar Powered Watering Systems



Irrigatia solar powered watering systems were installed at each gardening site, creating an automatic drip system for the plants.

## 200+Kg of Harvest



238kg (525lbs) of harvest between the 12 sites producing various fruits and vegetables in 2017. A 94% increase from 2016.

## Stronger Community Engagement



Stronger relationships developed with the Daily Bread Food Bank. Fostered a sense of volunteerism and provided 2 paid youth summer employment opportunities.

## 10 Educational Workshops



10 Pods to Plates workshops were held reaching 220 participants. Supported by TD Canada Trust.



More information at  
[gardenslakeshore.ca](http://gardenslakeshore.ca)

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# FINANCIAL REPORT 2017-2018

## REVENUE

Toronto Central LHIN & Mississauga Halton LHIN	9,116,675
Rental, Consulting, membership, deferred income	348,910
Ministry of Community, Family & Children's Services	403,367
United Way	488,255
Federal Government	157,291
The George Hull Centre	78,294
Donations, fund-raising, interest	230,866
City of Toronto	645,509
Region of Peel	1,338,409
The Ontario Trillium Foundation	-
Ministry of Training Colleges and Universities	136,128
Ministry of Tourism, Culture and Sport	45,090

**Total \$12,988,794**

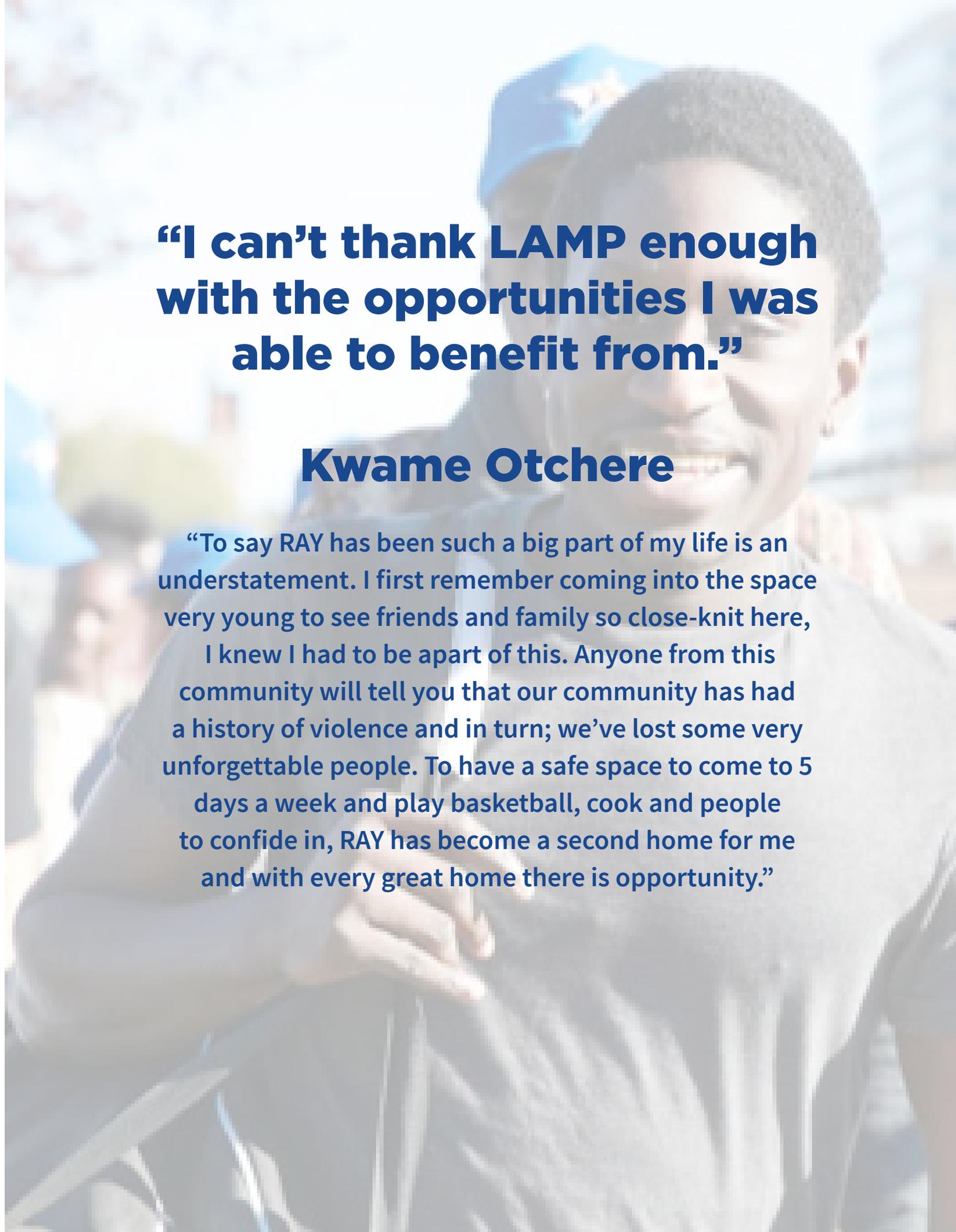
## EXPENSES

Primary Care	3,055,333
LHIN\Ministry of Health Programs	2,986,732
Physiotherapy, Chiropody and Occupational Health	1,157,319
Ontario Early Years	403,367
Other programs (8 programs under \$100,000)	500,028
Rent	539,222
Administration plus Repairs & Maintenance	669,529
ASK!	343,491
Depreciation	35,124
Among Friends\Psychiatric Sessional\Mental Health Worker	545,311
Family Centre\Brighter Futures\Family Resource	550,637
Adult Drop-in\Harm Reduction	249,589
Rathburn Area Youth Program	182,626
Street Level	110,736
Dental/Senior Dental	1,389,763
Adult Learning	136,128

**Total \$12,854,935**

Surplus \$133,859

\*included in programs under \$100k



**“I can’t thank LAMP enough with the opportunities I was able to benefit from.”**

## **Kwame Otchere**

**“To say RAY has been such a big part of my life is an understatement. I first remember coming into the space very young to see friends and family so close-knit here, I knew I had to be apart of this. Anyone from this community will tell you that our community has had a history of violence and in turn; we’ve lost some very unforgettable people. To have a safe space to come to 5 days a week and play basketball, cook and people to confide in, RAY has become a second home for me and with every great home there is opportunity.”**

**LAMP CHC Board of Directors  
2017-2018**

**Wanda Buote**

*Chair*

**Ashley Dix**

*Vice Chair*

**Rose Butler**

*Secretary*

**Kais Aziz**

*Treasurer*

**Robin Salt**

*Lakeshore Rep*

**Joy Bonas**

*EMCHC Rep*

**Charles Musa**

**Christopher Byczko**

**Deborah Grier**

**Eirini Ververi**

**Jean-Luc Marchessault**

**Kristie Wright**

**Michaelann George**

**Rob Williams**

**Sheena Taha**

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

**LAMP Community Health Centre**

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Toronto, ON M8V 2Z5

Phone 416.252.6471

Fax 416.252.4474

Executive Director

Keddone Dias

## Satellite Locations

**East Mississauga Community Health Centre**

2555 Dixie Road , Unit 7

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)**

500 The East Mall - Room 124

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!

**Building a stronger, more resilient and healthy community together.**