

LAMP Community Health Centre Annual Report 2014-2015



BUILDING A HEALTHY COMMUNITY FOR 39 YEARS

Reflections...

This past year, like many others has been a challenging one at LAMP. On one hand we have expanded the adult drop-in program, our harm reduction services, and have added a physiotherapist to our complement of services. However, we have also lost our highly successful speech and language program and have had to work through cuts to our dental program.

While that may seem as a sort of saw-off, LAMP is now well positioned to continue to grow and respond to the new challenges that face us.

We are currently working on a proposal to expand our clinical services at 185 Fifth St. so that we may provide excellent care to more members of our community. We are working in partnership with the Mississauga Halton LHIN to expand services at our Mississauga location and possibly open more centres in the future.

We have been at the forefront of providing services to the LGBTQ+ community in Mississauga and in the following year we are also hoping to expand in that area.

Our reach or purpose is not confined by the bricks that make up our walls. LAMP has been very active in the community as well.

2014-15 saw the start of a transformation process in health care and LAMP has been a significant player in that initiative. Through a LHIN funded program called “Health Links” we have assumed leadership for bringing all of the service providers together for the purpose of creating both an integrated and coordinated health care system at the community level.

We have done considerable community development work in the Lakeshore Village. We were on the ground floor of the establishment of the Integration Centre, which provides much needed orientation services to those who leave our jail. We now look forward to the opening of Wesley Mimico United Place which we believe we not only be an excellent resource for the community but an opportunity for us to provide more services in Mimico.

LAMP has and will continue to be successful because of the communities we have built around our five service locations. Whether it is staff or volunteers, we are truly blessed to have so many give so freely of their skills to assist us in our goal of building a healthy community.



Russ Ford, Executive Director

Meeting New and Emerging Community Needs

Our Primary Health Care Team was approached by Toronto Public Health to provide some essential services for new refugees arriving from Tibet. We have been working closely with the newcomers and will be involved in another new group coming later this year. The Tibetan Canadian Cultural Centre located right in our community is helping to support this initiative.

1 We expect to engage in even more health promotion activities in the near future.



In Memorium - Board Member Judith Snow

Judith Snow has been called the “Julia Roberts of the disability community.” Powerful, energetic and joyful, her passion was matched only by her commitment. Her entire life was dedicated to making a difference for people all over the world. . Born with quadriplegia, Judith advocated for and attained the first ever government funding to pay directly for her attendant care.

For almost 30 years, Judith has pioneered education and training programs that have resulted in changing the lives of thousands of people labeled ‘disabled’. Judith Snow suffered from a condition that eventually denied her all movement below the neck, but that didn’t stop her from leading a full and very active life.

Her accomplishments include developing Canada’s first service to support students with disabilities in post-secondary education. Her vision was to create a world in which everyone is included and contributing to their communities.

Judith Snow was a trailblazer, having led training and education programs for over 30 years throughout the US, the UK, Europe, the Caribbean and Canada. Her models have resulted in thousands of people with disabilities getting jobs, homes, new relationships and support systems that lead to full community participation and personal respect.

Working with her mother, Rita, in the 70’s, Judith was instrumental in the development of a model called Support Service Living Units. This service format has been widely adopted throughout North America.

Judith Snow was very active on LAMP’s board of directors over the past four years. She also had a passion to build a stronger community in Lakeshore Village and , as a leader of the Lakeshore Village Action Group, she wrote and secured a 30 thousand dollar grant, to create recreational opportunities for children, youth and their families in the Lakeshore this summer.

Judith Snow, a trailblazer and leader for Inclusion. A community champion and local activist.

Gone but not forgotten.

Judith Snow, October 29, 1949 - May 31, 2015

Message from the Board Chair

For the past year it has been my pleasure to be the Chair of the LAMP Board of Directors. It is a challenging position because LAMP is such a complex organization. Most organizations whether they are non-profit like LAMP or a commercial enterprise usually carry out a relatively small number of functions. They have, as they say a “niche market”.

Message from the Board Chair (cont.'d)

LAMP also has a market but our market is the community which has many needs. LAMP is not even restricted to one community. We have three geographic sites in south Etobicoke, East Mississauga and East Mall/Rathburn area as well as two sites that are specific to people with mental health or are in need of diabetic services.

One of the great challenges of being a board member of LAMP is to simply get a grasp on all of the services provided at the various locations. But LAMP does have a group of excellent and highly committed volunteer board members who have greatly assisted me in my role as chair.

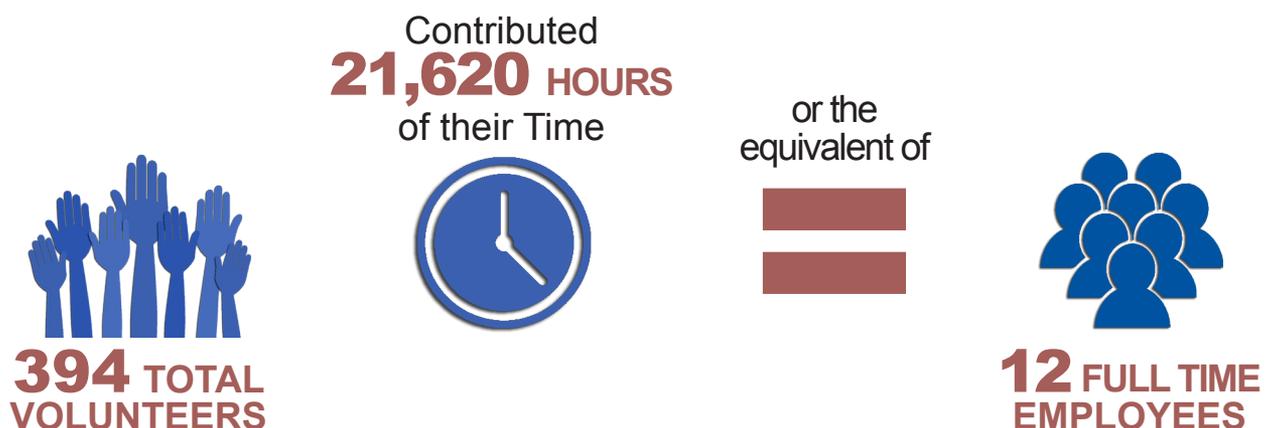
The great breadth of our services and the speed at which we are able to respond to community issues makes LAMP unique. Over the years we have grown to being the size we are today. We are now one of the largest community based organizations in the city. We have not however become a bureaucracy and we have not become insulated from our communities.

We know the future of service delivery or more precisely the future of funding will be very much tied to some form of measurement. We welcome that because we believe it will show the value of the work we do. We also know however, that not everything we do can be measured. There are limits to our understanding and ability to measure the complexity of individuals and communities.

We may not be able to measure things like “community capacity” but I see it every time I come to LAMP. I see individuals engaged in making our community the best it can be; I see groups meeting to address community concerns and I see people freely giving of their time and skills to assist others.

In its 38 year history, LAMP has faced a number of challenges and this is unlikely to change. However LAMP is a very resilient organization and will continue its mission to build healthy communities for many more years to come.

Volunteers Grow Communities



A grateful thank you to our community champions for their strong contributions to LAMP and to our community. We couldn't have done it without you!

Did You Hear the News?

1,200

customers served

\$10,000

worth of fresh, affordable fruits & vegetables sold at our **Good Food Market** from Jan. - Jul. 2015.

Highest Number

of
Lone Parent Families in Etobicoke

2,300

customers served

\$16,000

worth of fresh, affordable fruits & vegetables sold at our **Good Food Market** from Jan. - Dec. 2014.

930

income tax returns completed

13

different languages spoken at our **Income Tax Clinic** for individuals and families on a low income.

Lorraine Telford

Clinical Programs Manager was honoured with **The Political Action Leadership Award**
Registered Nurses Association of Ontario

21,700

Clients Served

201

Staff Members

48

Public Events/ Meetings Held

19

Workshops Held

36%

those in service area live alone (not necessarily seniors)

Highest Number

of lone parent families in Etobicoke

We now have **Physiotherapy Programming/ Services!**

Qualifications include adults & children who are LAMP clients with acute/chronic conditions with limited resources, not eligible for OHIP coverage.

100

Volunteer Fairs Held

Official Partner of the **Furniture Bank**

26%

those in service area have **annual income less than \$20,000**

SEYA

was honoured with **West Youth Impact Award**
Rotary Club of Toronto
Youth Group of the Year Award
Etobicoke-York Parks & Rec.
Community Partnership Award
Lakeshore Collegiate Institute

1,079

forms, true copies & affidavits completed in ASK!

9

male youth learned basic **cooking skills** &

7

received **Safe Food Handler Certification** in The Guys Can Cook! program.

What Our Clients Are Saying...

"I came to LAMP's Adult Learning with no experience on computer. The staff have treated us with respect. And the learning sessions are effective. I now can use internet and email for various things."

Adult Learning Participant



"This is an easy place to come to. The staff are exceptionally patient and very knowledgeable. I would highly recommend this program."

Adult Learning Participant

"I am in such a beautiful place now: I am very sure I will succeed with small steps towards signing up for a creative writing continuing education certificate at U of T."

Adult Learning Participant

The Adult Learning Program is free for people 19 - 65 years old who want upgrading in reading, writing, numeracy, and basic computer skills.



Computer assisted learning and online learning is also available.

Learn in a relaxed, supportive group setting with trained volunteer tutors and supportive staff.



"Thank you for the work you do to help people learn. You help them to uplift themselves toward their future"

Adult Learning Participant

"I would refer and recommend the services at LAMP as they offer a very unique, client centred service that has restored my faith in the health care system."

For more information and for program updates:

Ontario Early Years Centres
A Place For Parents And Their Children.



www.lampchc.org/earlyyears



@LAMPoeyc



LAMP Ontario Early Years
LAMP Parent Connection



Centres de la petite enfance
Un endroit pour les parents et leurs enfants.

As [my child] gets older she looks forward to coming, and has gained self-confidence in her participation, i.e. circle time. She feels this is her place.”

Parent/Caregiver from the LAMP Family Centre.

“Very thankful to have so many resources in our area. This helps me, as a stay at home mom, to provide socialization, learning opportunities, and fun activities for my boys.”

Parent from our Mimico Library
Early Years Satellite Drop-In

“I have learned so many things about good parenting and teaching young children over the last 7.5 years – I wouldn't be the same parent without it.”

Parent from the LAMP Family Centre.

“My children and I really enjoy participating in LAMP programs. It has been very valuable as a parent (I have learned a lot about parenting resources available), and my children have participated in activities they would otherwise not have been exposed to. The registered age-appropriate programs have been a learning experience for both parent and child. Everything I've learned and advice from staff and special guests has enhanced my parenthood experience. I rave about LAMP programs to every new parent I meet.”

Parent from our Franklin Horner
Early Years Satellite Drop-In.

Please share your thoughts, comments and/or questions by filling out one of our comment cards in our lobby area.

We love hearing from you!



Over 100 families
(243 individuals)
attended our 12th
birthday celebration.

Doors Open Toronto

Occupational Health was honoured to host the Life Quilt as part of LAMP's Doors Open 2015 event. The quilt depicts 100 youth from across Canada who were killed at work. It serves as a beautiful, sad and powerful reminder of how vulnerable youth are when they enter the workforce. Unifor Local 1459 made a generous contribution in support of Life Quilt during its display. Occupational Health offered quick fact handouts for youth to



remind them of their rights as workers in Ontario. LAMP's Occupational Health has specialist physicians who diagnose the work-relatedness of injuries to assist Ontario workers in obtaining WSIB benefits and advising with healthy returns to work.

Building Healthy Communities

This summer, Lakeshore Village Park bustled with activities. Thanks in great part to a group of residents called the Lakeshore Village Action group, who applied for and successfully received a City of Toronto PAN/PARA AM Grant. Every Wednesday recreation and sports activities, reflecting both the PAN AM and PARA AM games, were offered in the park. One mother described her 8 year old's eager anticipation in these words, "she has been waiting all day for the games to begin". Dozens of families and children generated the attendance of 2000 contacts. LAMP has been working with Lakeshore Village Action Group since 2013.

LAMP, in partnership with Humber and The GARDENS, (a group dedicated to the enhancement of community gardens in the Lakeshore) has initiated a process to develop urban agriculture opportunities for South Etobicoke. This collaboration is working to find creative solutions to serious issues such as food security, poverty, and environmental reclamation. (Photo) With the help of Humber students, a vision model for the Lakeshore Urban Farm was created and is on display on the lawn at LAMP, giving the community a chance to give feedback. You can share your comments or ideas by writing on the trailer's walls. The project has sparked a lot of interest and countless possibilities.

LAMP received \$1,000.00 grant (Central Neighbourhood House) to promote and encourage residents to vote. Youth, newcomers, people living on fixed and limited income historically

Building Healthy Communities (cont.'d)

do not exercise their most basic democratic right, the right to vote. Through a series of events, lunch and learns and talking to people on the street, 700 people received current information about why voting is important and “how” to vote for the first time. Hundreds of people filled out our questionnaire “Why they Vote” and “Why they Don’t Vote”. Ward 6, in the last 2014 municipal election had the highest voter turnout ever.

Advocacy: Lower Gym Permit Fees Achieved for Programming

LAMP’s children and youth programming gym costs going down by 53%!

It takes time but well worth the effort! Back in 2010 LAMP Youth Programs staff, LAMP’s Community Relations/Health Promoter, and youth participants started advocating for a re-categorization of programs like LAMP for permitting TDSB gym space. The Community Use of Space initiative was set up to provide priority access to TDSB gym space and subsidized rates to programs providing free/accessible programs to local marginalized youth in the community. Unfortunately, registered charities were categorized as the lowest priority access with the highest fees other than businesses. This meant for example, that adult groups from outside the area had higher priority than LAMP for accessing local gym spaces and these groups paid less for these spaces. Because of this system, it took the intervention of a past TDSB trustee for LAMP youth programs to even be able access gym space at Lakeshore Collegiate. Even with the few gym spaces LAMP was able to obtain, the high cost of these permits for LAMP was a significant barrier to continuing to provide free recreational activities for local youth.

By 2012 the permit rates for LAMP had increased by 75% eventually resulting in reduced recreational programming for 3 months until we were able to fundraise the full-costs. RAY youth council tried to creatively apply for their own permit as a community youth group trusted by RAY based on the recommendations of a TDSB staff person. Their permit request was denied as the TDSB wanted a program like RAY to be responsible for supervision of the group. This past September 2014 the TDSB finally changed their categorization system, for the first time recognizing that our programs and others like us, provide important services to the identified priority populations for community use of space. This fall LAMP will now be in the highest subsidized category and should be in the first priority group for accessing gym permits in the local community. This also means a 53% reduction in gym permit costs for LAMP programs. Humber Community College has also generously agreed to match this new rate. Kudos to the TDSB and Humber College for helping to reduce barriers to recreation for children and youth.

SEYA made more than one hundred “De-Stress Bags” for the LCI students taking the Literacy Test.

They were packed with Granola Bars, Juice, Sunflower Seeds, Chocolate Kisses and Cookies. Inspirational quotes were written on the decorated bags like “You Can Do It!”

Heart of the Lakeshore SEYA organized a Multi-Cultural Event @ LCI during Parent Teacher Interviews. Its purpose was to promote diversity and engage parents and their

Youth Impacting Change

Youth Impacting Change (cont.'d)

children in some multicultural experiences through the arts, ethnic foods and games.

SEYA continues to offer LGBTQ+ training to youth including trans education. In January Jers' Vision facilitated a workshop where a trans youth shared a personal story about challenges trans people face. Another LGBTQ+ workshop was offered this winter for SEYA youth to help them become more inclusive.

Partnership with SAFE & LGBTQ+ Positive Space Commitment

s a f e

SOCIAL ACTION FOR EQUALITY

We are proud to announce our partnerships with a local grassroots organization called SAFE (Social Action for Equality). SAFE is a non-profit social/recreational group based in South Etobicoke that was created to foster a climate of respect, understanding, and appreciation of our community's gender and sexual diversity, and to stand firmly against any form of gender- or sex-based bias/discrimination, while acknowledging the many intersectional aspects of society, such as race, ethnicity, class, nationality, disability, and religious identity.

SAFE has been using LAMP facilities for meetings since March 2014, and were integral to bringing a world-pride event right to our doorstep.

Activities range from movie night, karaoke night, arts & crafts, workshops, and advocacy. In collaboration with our East Mississauga CHC location, we look forward to working with them on future projects as LGBTQ+ programming and support is much needed in the city's west end.



Proud to
welcome
ALL
members
of our
community



"Building a Healthy Community"



**HAVE YOU SEEN OUR
POSITIVE SPACE
POSTERS AROUND THE BUILDING?**

**HAVE YOU WONDERED
WHAT IT'S ALL ABOUT?**

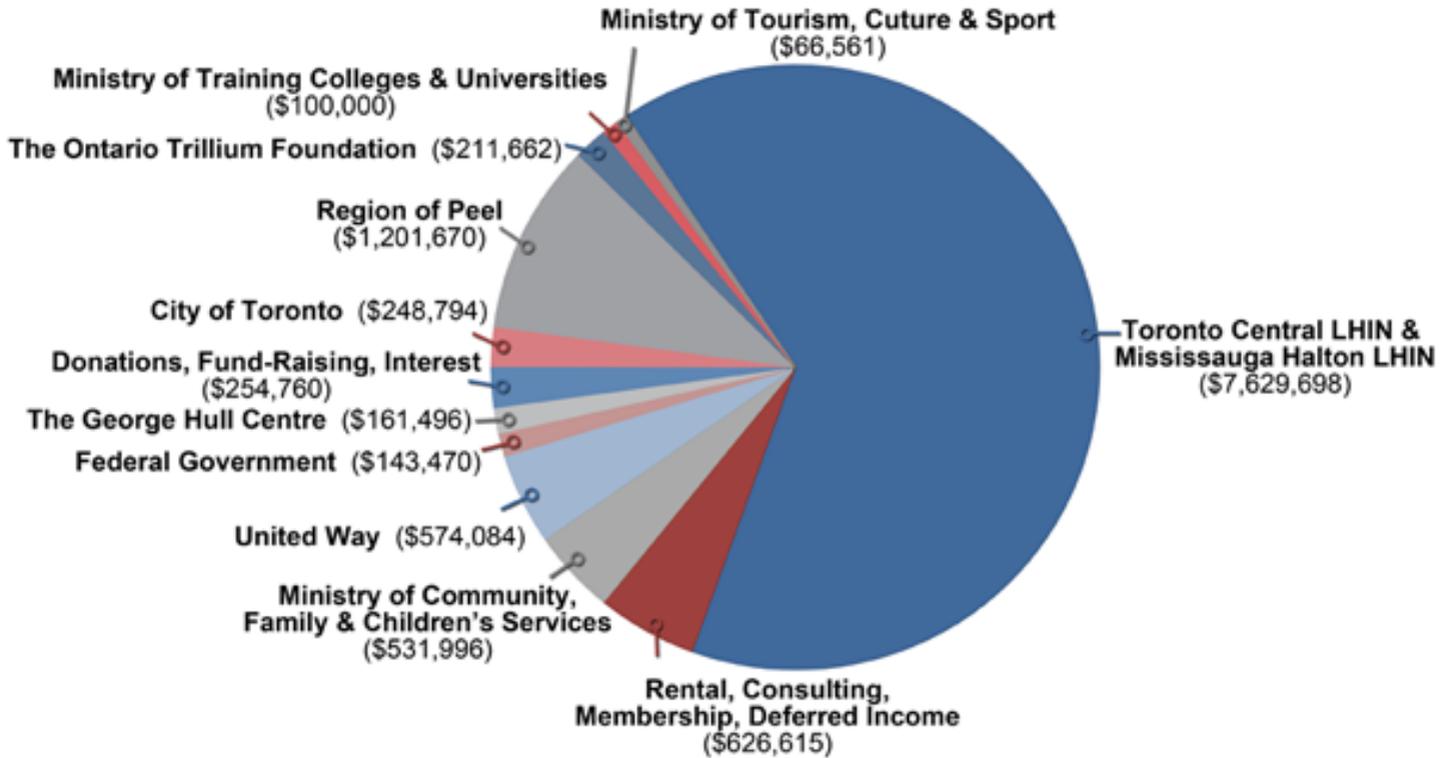
LAMP Community Health Centre is committed to providing services in an anti-oppression framework and proudly welcome ALL members of our community.

Our Community Health Centre is a place where all human rights are respected and where lesbian, gay, bisexual, transgender, two-spirited & queer people, their families, friends, and allies are welcome and supported.

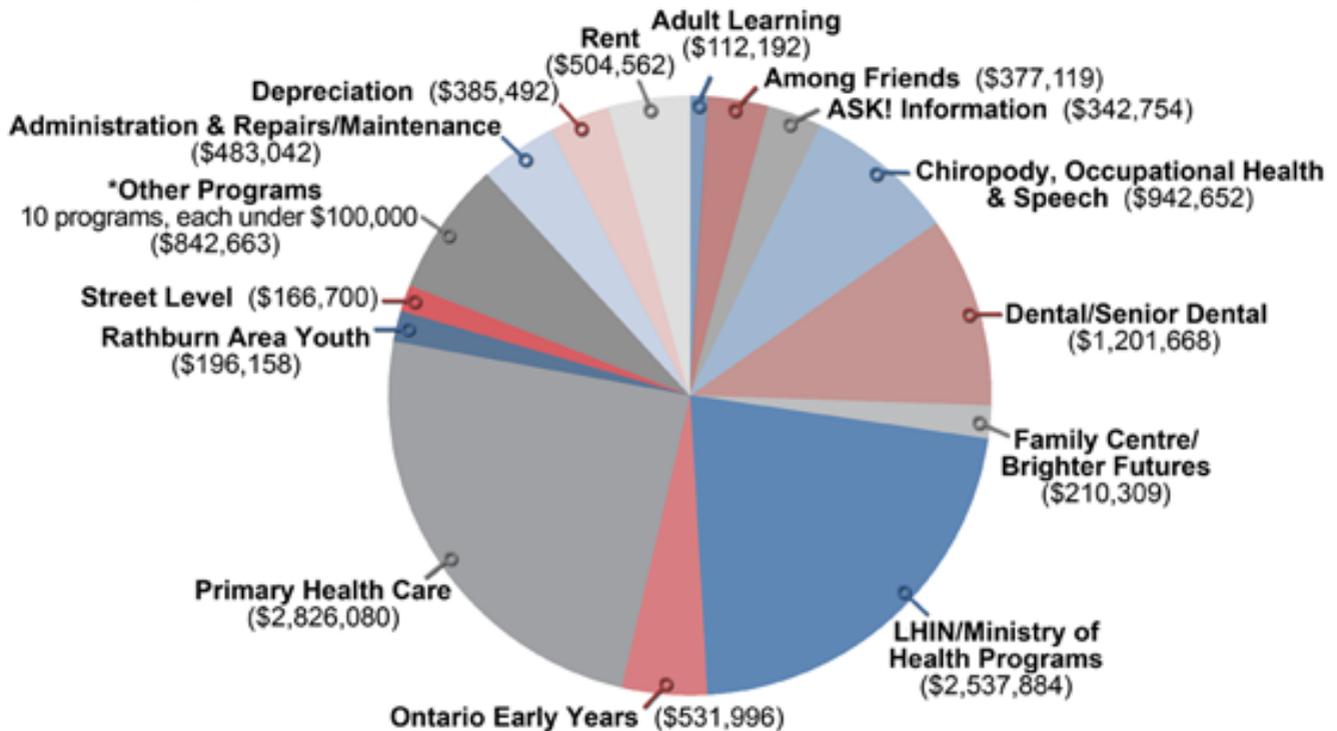
Would you like to know more? Please ask to speak to an Anti-Oppression Committee representative. We will be happy to help!

Financial Report 2014 - 2015 Fiscal Year

Where the Money Comes From...



Where the Money Goes...



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

2014 - 2015 Board of Directors

Board Chair:
Hilary Clarke

Vice-Chair:
Robin Salt

Treasurer:
Kais Aziz

Member at Large:
Joy Bonas

Ashley Dix
Christine Obwanga
Deborah Grier
Jacqueline Millie Najjuka Kiwanuka
Jean-Luc Marchessault
Jeffrey Squire
Jocelyn Beckles
Kamal Sangha
Margie Santos
Rob Williams
Wanda Buote

LAMP Community Health Centre

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www.lampchc.org

Executive Director: Russ Ford

Satellite Locations

East Mississauga Community Health Centre

2555 Dixie Rd.
Mississauga ON L4Y 2A1
905.602.4082

Among Friends

2970 Lake Shore Blvd. W.
Etobicoke ON M8V 1J7
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

