





LAMP
COMMUNITY
HEALTH CENTRE
IMPACT REPORT
2020-2021



BOARD MEMBERS

Ashley Dix - Chair
Rose Butler - Vice Chair
Ken Yap - Treasurer
Eseeri Mabira - Secretary
Rania Shuggi - Member at Large
Michaelann George
Christopher Byczko
Inga Mazuryk
Louis-Charles Lavallee
Arwen Hunter
Kristie Wright
Megan Primeau
Charles Musa
Karen Ann Smith
Asilful Islam - resigned

contemplate our

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committed to disrupting cycles of
systemic inequity and oppression.
On our journey to being a leader in
promoting and advocating for
physical, mental and social
wellbeing through inclusive,
integrated community
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services.

A MESSAGE FROM THE BOARD CHAIR

The LAMP Board of Directors would like to extend a huge thank-you to all LAMP staff and volunteers. The past year has been a tremendously stressful and challenging time for all of us. It has been especially difficult for those working on the front lines and taking care of those in our community who have been most impacted by the pandemic. The Board continues to be amazed at the resilience, flexibility and capacity that LAMP has demonstrated in support of our communities.

LAMP has been an integral part of the Etobicoke community for almost 45 years and present in Mississauga for almost 15 years. Our success lies in genuine care for the people who live and work in these communities, and we invite you to review the work done in support of our communities in this year's annual IMPACT Report 2020-2021.

LAMP's leadership in addressing health equity through our everyday work, and most notably throughout our pandemic response, has been a key factor in supporting individuals. We have been responsive to the needs of our communities by securing funds to address food insecurity, digital literacy, access to digital tools, and innovating to meet the needs of our most vulnerable clients.

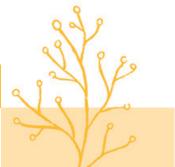
Collaboration with community partners, Community Clusters, Regional Response tables and Ontario Health Teams has been a critical success factor in our efforts over the past year, and has allowed us to expand our reach and impact.

In addition to the outstanding day to day work and COVID-19 challenges that LAMP has had to navigate, the Board is extremely proud and supportive of the role the organization has played in addressing systemic racism and oppression. LAMP has always stood for equity and social justice, and through a health equity lens we will continue to address anti-Black and anti-Indigenous racism in our communities and within the broader health system.

The Board wishes a fond farewell to Chris Byczko, Eseeri Mabira and Charles Musa who have all served tirelessly on the LAMP Board of Directors for several years. We thank them for their excellent contribution and commitment to serving our community and warmly welcome our incoming board members. This is also my final year on the board, and I am truly appreciative of the wonderful opportunity and experience this has been.

As we contemplate our "new normal", we see opportunities to build back better, stronger, and more committed to disrupting cycles of systemic inequity and oppression. On our journey to being a leader in promoting and advocating for physical, mental and social wellbeing through inclusive, integrated community programs and health care services.

Ashley Dix Board Chair



A MESSAGE FROM THE EXECUTIVE DIRECTOR

This past year, with its many challenges, provided opportunities for us to live our values in new and innovative ways that supported community health and wellbeing.

LAMP Community Health Centre remained open throughout the COVID-19 pandemic, providing services to community members in need during a time of extreme uncertainty. Through modifications across our health services and community health promotion programs, we were able to respond to issues created or exacerbated by the pandemic including food insecurity, digital equity and literacy, isolation, mental health challenges and the lack of support services as others closed their doors in an effort to maintain safety.

We moved quickly to respond to immediate needs by providing food supports, health service modifications created a combination of virtual and in-person visit options, and our health promotion programs offered virtual groups and one-to-one support, all with the safety of our staff and community members as the top priority.

As we navigated COVID-19, we were also confronted with the impact of anti-Black racism and the continued devastation of the opioid crisis, two long-standing health issues further amplified by the pandemic. In response, we joined forces with community partners locally and across the city to support the implementation of isolation hotels where we provided harm reduction services in an effort to support safer use and overdose prevention.

LAMP took on a leadership role in addressing health equity issues within our organization as well as in the broader health system with Ontario Health Team partners in West Toronto and Mississauga. Our work with partners to establish the Mississauga Halton Health Equity Community of Practice (CoP) has supported the advancement of health equity with particular focus on anti-Black racism in year one. LAMP's statement of commitment to disrupting anti-Black and anti-Indigenous racism is just the beginning, as we strive to turn this moment into a movement that embeds health equity in all that we do.

The intersection of COVID-19, the opioid crisis, anti-Black and anti-Indigenous racism, and so many other examples of health inequity, was a challenging space to be in. Our values remained our foundation and I could not be more proud of the way our organization responded in the face of such challenges. These values will guide us as we create our "new normal".

Thank you to our staff, volunteers, partners, funders, Board of Directors and community members who made this year memorable not just by the challenges we faced, but by the way we came together to support our communities.

Keddone Dias Executive Director





RESPONSIVENESS.
EQUITY.
COLLABORATION.
ADVOCACY.
RESPECT.

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COLLABORATION: LIVING OUR VALUES

Collaboration lays the foundation for a better and deeply connected community, and is a core value that has always guided our work at LAMP. This year provided wonderful opportunities to collaborate in support of community health across Peel and Toronto.

Since March 2020, a network of local agencies serving Central and South Etobicoke, coordinated by the United Way and the City of Toronto, has worked closely together to provide supports, activities, and

resources that support the most vulnerable in our communities during the COVID-19 pandemic. This collaborative network allowed us to pivot and address community needs. Together, we were able to be more flexible and responsive to issues like hunger, mental health, access to technology and low digital literacy to name a few.

computers distributed to clients

We co-created and co-delivered initiatives that enhanced community resilience and improved accessibility. Through this collaboration we increased linkages to community supports, and with our combined knowledge and resources we empowered our communities and improved wellbeing.

In Peel Region, community agencies came together at the Regional Community Response table to collectively identify challenges and create solutions that responded to the needs of residents. Over 50 agencies collaborated to address health inequity, which included the creation of sub-committees focused on Anti-Black Racism and Systemic Discrimination in relation to health care, education, and policing.

In addition, our partnerships with organizations like Conseil scolaire Viamonde. Retraite active de Peel, Early On Centres, Collège Boréal and Alliance française, Mississauga Campus allowed us to support our francophone community members, and our continued work with the Peel 2SLGBTQ+ committee, the Trans Link Network, and partners like Moyo Health and Community Services supported vulnerable members of our 2SLGBTQ+ communities.

"Alone we can do so little; together we can do so much."

- Helen Keller

SOUTH ETOBICOKE COMMUNITY CLUSTER

A network of South/Central **Etobicoke agencies and groups** supporting community















































STONEGATE

Community Health Centre











HEALTH EQUITY - A COMMITMENT TO ACTION

Disrupting anti-Black and anti-Indigenous Racism

On the backdrop of the COVID-19 pandemic and its disproportionate impact on the health of black communities, we have also been dealing with the trauma caused by the impact of anti-Black racism. Our communities, staff, and clients have felt the pain, sadness, and anger from witnessing yet another example of anti-Black racism and violence with the killing of George Floyd, and closer to home, with the tragic death of Regis Korchinski-Paquet.

As we navigate the pain and hurt of the lives lost and those being injured, as an organization we have asked ourselves this question: How do we disrupt the cycle of anti-Black and anti-Indigenous racism, and turn this moment into a movement toward health equity and justice for these communities?

Over the past year LAMP has:

- Launched our internal committee focused on collaborative development and implementation of an organizational framework to address anti-Black and anti-Indigenous racism
- LAMP Board training and education sessions internally and through participation in collaborative networks
- Engaged in an audit of agency practices (using the Toronto CHC Network Survey)
- Created (virtual) spaces for networking, healing, and support for Black staff across the healthcare and social service sectors
- Youth mental health and wellness conversation series
- Launched Indigenous Cultural Awareness and Education program for all staff through Indigenous Awareness Canada
- Created and piloted 6 participatory education and training modules focused on anti-Black racism that will be mandatory for all staff starting in Fall 2021
- Offering a COVID-19 food security initiative specifically for BIPOC community members supported by Canada Food Centres

We recognize that this is ongoing work and look forward to sharing the impact of our continued efforts with you as this movement takes hold and steers us toward equity, justice and a healthier community.



LAMP's Commitment to Disrupting the Cycle of Anti-Black and Anti-Indigenous Racism looks like:

Examining our internal systems for opportunities to address anti-black and anti-indigenous racism at all levels of the organization, and taking action on these opportunities.

Collaborating with partners to provide educational opportunities for staff, community members, and other organizations to learn about anti-Black and anti-Indigenous racism in our institutions (health, justice, employment, and education systems), and its impact on the health and wellbeing of our communities.

Advocating for policies, resources, and actions that disrupt the cycle of anti-Black and anti-Indigenous racism in support of equity, justice and the pursuit of improved health outcomes for Black and Indigenous communities.

Ensuring our work to disrupt anti-Black and anti-Indigenous racism will be an ongoing commitment for which we will be accountable to the communities we serve.

OUR IMPACT

12,629



Service Provider Interactions

47,104

Attendance at Group Sessions 16,652



Group Sessions

1,122



East Mississauga Community Health Centre's dental program has been there to support the community with their oral health needs during COVID-19 with daily onsite clinical services since the pandemic has started. From April 1 2020 up to March 31 2021, the dental program has seen:



1,533

Dental emergencies

2,458Unique clients

6,919

Dental appointments





TAKING CARE OF HEALTH NEEDS IN OUR COMMUNITIES

The Primary Health Care Teams (PHC) at Lakeshore and East Mississauga continued to respond and serve clients and community needs during the ongoing COVID-19 Pandemic.

Individual client appointments continued with all our Family Physicians, Nurse Practitioners and Registered Practical Nurses offering care through virtual appointments. Where access and equity issues prevented such virtual visits, our teams offered in-person appointments making sure that all infection prevention and client safety measures were in place to ensure the health and wellbeing of all clients, community members and staff.

A variety of direct efforts to address COVID-19 in our community have been undertaken. The Lakeshore PHC team delivered 2 community-based COVID-19 Testing Pop-Up Clinics, in collaboration with our partners from Davenport Perth CHC, Parkdale Queen West CHC, and University Health Network.

These 2 testing clinics provided an opportunity for 35 community residents - primarily newcomers, those without OHIP coverage and others facing barriers to easily access and receive COVID-19 tests.

LAMP CHC leadership and teams were also instrumental in planning and delivering collaborative, community-based COVID-19 Vaccination Clinics for local residents in South Etobicoke and East Mississauga. In partnership with Stonegate CHC, Dorothy Ley Hospice, and the West Toronto Ontario Health Team, 2 clinics were offered to clients on-site at the Daily Bread Food Bank. These clinics resulted in 99 local residents receiving their first dose of the vaccine.

Our partnership with the West Toronto Ontario Health Team has also led to the planning of weekly vaccine clinics to be delivered throughout May & June at Humber College Lakeshore. Improving vaccination access also includes collaborative work with Peel Region Public Health in the planning of focused vaccine clinics for members of the 2sLGBQT+ communities and Black, African, and Caribbean communities in East Mississauga and the broader Peel Region.



PANDEMIC RESPONSE

A year of resilience using new ways to serve our communities and deliver programs and services



in the Gardens Pod
Project produced
337lbs of fresh
local vegetables
donated to Daily Bread
and other Community
Food Programs

individuals and families received Good Food Boxes and grocery gift cards



The pandemic created hardship and increased the health needs of individuals and families from our priority populations. Poverty, a lack of access to technology, and limited technology skills left many people socially isolated. People in our community who have never been out of work before found themselves unemployed. Together, LAMP staff at all location and community partners pivoted with Rapid Response, Resilience, Strength, Collaboration, Innovation, Human kindness, Hope and Compassion, and were able to address the following Issues:

FOOD SECURITY

5,750 individuals and families received Good Food Boxes and grocery gift cards over a 6 month period through a \$110,000 dollar grant from The Community Food Centres Canada.

Another 200 Holiday Food Hampers were distributed to address hunger through the Ontario Produce Association and FEED Canada.

In May and June 2020, our Youth Programs partnered with Food Share to support 24 Central Etobicoke Families with fresh produce boxes. Central Etobicoke residents were also included in all our LAMP general food distribution efforts.

3 more months of food boxes and grocery gift certificates were distributed to LAMP clients thanks to the Campbell Soup Company of Canada and The South Etobicoke Community Facebook Group, the Kellogg Company of Canada, fundraising and individual donors. (More than 20 thousand dollars)

Stronger Partnerships with the Rotary Club of Etobicoke, All Saints Out of the Cold and other organizations and businesses helped to provide 11,500 take away meals for hungry people and families through the LAMP Adult Drop-in Program. Although the drop-in had to close their space, they served take away meals one extra day to meet the growing community needs.

We partnered with South Etobicoke Community Cluster agencies in Toronto and had great support from our Community Advisory Committee in East Mississauga to connect with families and individuals in need, identify isolated and homebound community members, and ensured that they received the supports they needed. Community members came to our various locations to pick up food supplies and we facilitated the delivery of food supplies to those who were homebound. Thanks to our partners, Advisory Committee and staff for going the extra mile to serve our communities.

COMMUNITY SUPPORT CENTRE

In the absence of the city run Out of the Cold Program, which was suspended then cancelled this past winter, LAMP and the South Etobicoke Cluster created the Community Support Centre (CSC). The CSC opened its doors in December on Saturdays, adding three more nights per week starting in February 2021. The center is operated by LAMP out of St. Margaret's church with the support of Albion Neighbourhood Services and Storefront Humber. Although not able to offer sleeping arrangements, the CSC expanded meal access to evenings and weekends. The site offered access to laundry, shower, and bathroom services for folks living on the street as well as access to onsite housing workers. Folks were also able to receive clothing, hygiene kits, menstrual purses, and referrals to other services. Harm reduction workers on site provided folks who needed it with safe use kits, naloxone kits and training on overdose response.

> **Between December 2020** and April 2021, the CSC:

Provided families with takeaway meals



Provided access to showers. **bathrooms** and laundry to

people in need



Connected 35 people with housing help and 81 people with harm reduction resources and education.

Of those regularly served, 29 were children and 187 were seniors.

THE OPIOID CRISIS

Between April-December 2020,

apparent opioid toxicity deaths occurred in Canada

increase

from the same time period in 2019.

health-infobase.canada.ca/substance-related-harms/opioidsstimulants/#deathsSection

521 fatalities in Toronto in 2020.

increase from 2019

increase from 2015

toronto.ca/news/toronto-public-health-reports-record-highnumber-of-confirmed-opioid-overdose-deaths-in-2020

Supporting Vulnerable Community Members

The pandemic has intensified the already existing crisis of fatal opiate overdoses. Isolation, reduced services, toxic drug supply and forced relocation of some folks resulted in a significant spike in overdose deaths throughout the GTA. In addition to continuing its regular harm reduction work of providing supplies, information and training, LAMP also partnered with Parkdale Queen West Community Health Centre to respond more directly to the higher rates of overdose in the many new sheltering sites where homeless folks were being housed. COSTI Services opened such a sheltering site in December of 2020 and LAMP staff were on site providing staff with critical training and education, ensuring clean supplies were always available, supporting folks with referrals and developing processes to increase safety for residents. There is now a full time Harm Reduction Coordinator on site at the hotel who has recruited and trained 4 peer workers to help build and implement policies and procedures that will reduce the rates of fatal overdoses among this high-risk population. The project will continue until the spring of 2022.

MENTAL HEALTH AND COMMUNITY WELLNESS

Increased mental health and wellness sessions were offered to build capacity in stress management, mindfulness, understanding anxiety, coping skills, promoting self-care, managing grief, sharing resources and reducing isolation. These programs were held online and participants were taught how to use Zoom by phone or computer. The topics were also integrated into community and health promotion programs as well as sessions through the Toronto West Diabetes Education program.

Sessions included mindfulness, watercolour painting, art,







yoga, Zumba and more.

MEDITATION SERIES

Corin De Sousa provides evidence-based mindfuness programs and workshops throughout the GTA. She is a certified mindfulness teacher throught the Canadian College of Educators.



SERIES DATES: 8 WEEKS | MARCH 10TH - APRIL 28TH WEDNESDAYS 3 PM - 4 PM



What was said about our Meditation series

"Thank you for this excellent meditation series. It has been a most positive and welcome addition to my meditation practice. Your soothing voice and perfect pace made for a beautiful hour that carried me into the rest of the day and provided opportunities to continue the practice on my own. Mary's nasal breathing exercise and Corin's Mindfulness class this afternoon have helped me work through my sinus migraine today for which I am very grateful to all of you. Thank you so much! Loving Corin's and Mary's classes so much!"

Pictures from the Watercolour Program for Newcomer Women









At the
Lakeshore LAMP
location, Social work and
the Primary Care Mental
Health Worker Project made the
transition to virtual care which
enabled uninterrupted and
ongoing client service.

More than 115 clients received mental health counselling and case management supports.

What was said about our Mindfulness sessions

"This was an excellent course, I learned so much about myself, and as a result my awareness grows and thus I am better able to move forward in ways that are a little more helpful to me. You are so good at what you do! A+++++++++*

- Elly F.

What was said about our Wellness Sessions

"Just wanted to thank you for your collaboration in presenting the Wellness class for all of us. It was well laid out to serve us all for the times we currently find ourselves travelling and navigating through. Thank you for the awareness to do this more calmly and more open heartedly!

- John Andres

Youth Programs piloted a 6 week mental health series "Catching My Breath" program to provide a space for Black youth to discuss the impact of the pandemic.



AMONG FRIENDS!

Our Among Friend's program provided amazing supports geared at addressing mental health needs for adults, particularly those related to isolation which became worse during COVID.

We offered virtual and in-person group programs that provided direct learning and information about mental wellness such as: "Art for Wellness", "Self Care Plan" and a "Wellness Recovery Action Plan" program which was a series of workshops held every Friday for several weeks, group chats, and virtual movie nights.

One-on-one support was offered to provide assistance with navigating service changes and restrictions, health care needs, and basic counselling around mental health challenges. Phone check-ins during lockdowns were done regularly, and in some

cases short in person visits outside the homes of members who needed additional interaction due to significant challenges or barriers.

Members continued to receive newsletters that included easy to understand updates on COVID and vaccines as well as creative and interactive activities and information on various coping strategies for mental health challenges during isolation and COVID-related anxiety.

Among Friends ran
186 GROUP SESSIONS

123 UNIQUE INDIVIDUALS also received one-on-one support

ADDRESSING DIGITAL LITERACY & IMPROVING ACCESS TO TECHNOLOGY



Seniors Wellness Program

During the pandemic we adapted to using technology to engage the seniors with the support of funding from New Horizons for Seniors. We addressed technology connectivity barriers by connecting seniors to technical devices and offering trainings to use devices and virtual tools. We organized Computer Literacy Workshops and provided individual support on how to use technology, technical devices and virtual platforms such as Zoom. To help increase accessibility to the program at East Mississauga Community Health Centre, we provided 25 seniors with laptops allowing them to attend virtual programs and connect with family while observing distancing safety measures. Ultimately, this supported seniors to participate in programming that aimed to reduce social isolation and strengthen overall wellness. By addressing technology connectivity gaps, seniors were able to access virtual programs and services which benefitted their health and allowed us to achieve project outcomes such as: improved sense of belonging, awareness of resources, enhanced knowledge and skills, reduced isolation and improved capacity to strengthen their health and wellbeing.

West Toronto Diabetes Education Program

Our program is embracing technology, e.g use of cloud-based glucose sharing platforms which is making diabetes management more efficient. The education provided to some of our more tech savvy clients is helping them increase their confidence in diabetes self-management during the pandemic.



Using technology supports, similar programs kept seniors connected at our Lakeshore site as well. As the Lead Agency on the application, we secured \$10,000 in United Way Local Love funding, allowing local agencies to support 84 individuals and families living in South and Central Etobicoke with digital tools (laptops/desktops). LAMP gave out 20 units.

- The South Etobicoke Cluster, including LAMP, developed a partnership with TechServeTO who operates a telephone support line for older adults and seniors. Trained volunteers provide instruction on the operation of laptops, desktops, and other various tools.
- A series of workshops were developed and provided for staff and clients, ranging from cyber security to making a Zoom call. Workshops are ongoing throughout 2021.
- We will be publishing Digital Fluency materials in multiple languages in partnership with Humber College and several South and Central Etobicoke agencies. Resources will be available to staff and clients with content about digital tools and access information.



LEARNING TOGETHER: HEALTH EQUITY COMMUNITY OF PRACTICE



In September of 2020, East Mississauga Community Health Centre (EMCHC) received base funding to develop and lead the Mississauga-Halton (MH) Health Equity Community of Practice. This table is inclusive of 22 organizations with a mandate to advance health equity through collaboration, capacity building, and collective impact within the membership and the broader health sector. Our work together will aim to:

- To increase the capacity of health service providing organizations to provide care through a health equity lens that considers the intersectionality of identities
- To improve the care received by diverse community users of health services
- To demonstrate the impact of our work together to address Health Equity within the broader health sector, with a commitment to transparency and quality improvement

With growing recognition that social determinants influence health, including the impact of systemic racism, the CoP chose to addressing anti-Black racism as our year one focus. As a first step, we developed an organizational self-assessment survey (informed by existing tools) to build capacity within the membership. The purpose of the Anti-Black Racism Organizational Self-Assessment is to challenge our organizations to reflect on how to address issues of systemic racism, and to identify opportunities to advance health equity.



EAST MISSISSAUGA CHC ADVISORY COMMITTEE

The EMCHC Advisory Committee functions to build East EMCHC's presence and connections in the community, and to represent the East Mississauga community by advising EMCHC and LAMP's Board of Directors on the needs and priorities of the community. The Advisory's focus this year was to build capacity to better support, serve and engage with BIPOC (Black, Indigenous, and People of Colour) communities and agencies. This was achieved through a series of capacity building education sessions including examining privilege and allyship, and participating in Indigenous Cultural Awareness education and training.



BLACK WOMEN IN PEEL

In February the Community Advisory hosted a very successful Black Women Breaking the Barriers Event focused on recognizing, celebrating, and paying tribute to the exemplary achievements of Black Women who have persevered through adversity and made invaluable contributions to their communities. This event included the Black Women in Peel Achievement awards recognizing nine outstanding women.

90 community members attended, and have since shared how much they enjoyed and appreciated coming together to celebrate, especially during the pandemic.

NURTURING OUR CHILDREN

Our EarlyON Program team pivoted to virtual programming to reconnect with families and provide some sense of normalcy as we navigated COVID-19. Virtual programming consisted of live sessions via Zoom and pre-recorded videos on our YouTube channel that families could access at their leisure. Weekly warm calls, activity kits, food supports, resources for homeschooling, and referrals are some of the many ways that the EarlyON team responded to our community needs.

204
families served by the Family Support Program

2,587Interactions



"Thank
you so very
much, we are really
really enjoying your
sessions, they are a big
highlight for our week! Your
kindness and patience is
so very appreciated!
Thank you!"

-Parent

"Debbie Bridge and many, if not ALL, other Staff members of LAMP never JUDGE Me, they make me feel ACCEPTED, INTELLIGENT and most of all... 'Validated'"

-Parent



SPECIAL INITIATIVES:

In the summer of 2020, the Children's Programs launched an exciting partnership with The Children's Book Bank to provide free books to families in South Etobicoke. Through this collaboration families received 2 books per child per month. From June 4, 2020, to March 31, 2021, 370 families have used our Book Bank and 1112 books were distributed. We are grateful to The Children's Book Bank for their support and for helping us promote early language and literacy.

370 families accessed the Book Bank

I can't thank you enough."

FINANCIAL REPORT 2020-2021



Where the money goes	
Salaries and employee benefits	\$10,543,445
Administrative & program support	\$2,338,366 —
Building operations, furniture & equipment	\$889,532
Professional & contract services	\$408,522
TOTAL	\$14,179,865









LAMP COMMUNITY HEALTH CENTRE

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EAST MISSISSAUGA COMMUNITY HEALTH CENTRE

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

Phone 905.602.4082

AMONG FRIENDS

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

Phone 416.251.8666

RATHBURN AREA YOUTH

Central Etobicoke

WEST TORONTO DIABETES EDUCATION PROGRAM

365 Evans Ave. Unit 201 Toronto, ON M8Z 1K2 Etobicoke South

Phone 416,252,1928







In Partnership with new Ontario Health Teams



