



2018-2019

# LAMP COMMUNITY HEALTH CENTRE

## IMPACT REPORT





In 2018-2019, LAMP continued to deliver excellent health care services and health promotion programs to meet the needs of the communities we serve in South Etobicoke, Central Etobicoke, and East Mississauga. It was also a year filled with reflection on who we are as an organization, and looking ahead to what we aspire to be through the development of our new Strategic Plan for 2019-2022. Developed through a robust process that included clients, staff, community and funding partners, our new Strategic Plan builds on the strength of the past 42 years, with a focus on a future full of opportunities and challenges. Guided by our Vision, Mission, Values and Priorities, LAMP is committed to continued excellence in service provision that positively impacts the individuals and communities we serve.

The Annual Impact Report provides example after example of the work we do in collaboration with you and all of our partners. It enriches lives, builds community, and positions us to achieve the priorities set out in our Strategic Plan. We look forward to the next three years with enthusiasm and purpose, as we build on the great work shared with you in this report!

I want to thank our amazing staff team who always put the needs of our clients front and center, our dedicated volunteers who so graciously give us their time and talents, our committed Board of Directors, community partners, funders and community members who each year, work together to ensure the communities we serve have access to integrated health promotion and primary care services focused on improving community health and well-being.

Thank you.

A handwritten signature in black ink, appearing to read 'Keddone Dias'. The signature is fluid and stylized, with a long horizontal line extending to the right.

Keddone Dias  
Executive Director



It has been my pleasure to serve as the Chair of LAMP Community Health Centre's Board of Directors for the past two years. I am proud to be a part of an organization that strives to improve quality of life by supporting people to reach their fullest potential. Our IMPACT report for 2018 - 2019 is an opportunity for us 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. LAMP's strength is based on our ability to coordinate with partner agencies, elected officials, volunteers and the community to collectively increase services and connect people who face complex health conditions. We know that increasing access to inter-professional primary care and social programs is essential not only to improving our client outcomes, but to increasing the sustainability of our health system and increasing economic development.

LAMP CHC's Board was busy over the past year. Our biggest achievement was supporting our Executive Director during a unique time in our health care system as well as completing our new Strategic Plan. After a robust process which included contributions from clients, staff, partners, funding partners, and community members, this plan serves as a guide for LAMP staff to plan and deliver programs and services that address the current and emerging needs of the communities we serve in South Etobicoke, Central Etobicoke and East Mississauga. We are excited about the three years ahead, as we build on LAMP's over 40 year history of providing excellent programs and services in these communities.

Our board wants to specifically thank LAMP's team of dedicated, creative and passionate staff, volunteers and Management Advisory Services (MAS). We are saying goodbye to a few members of the Board of Directors who have served our community over the past several years: Deborah Grier, Joy Bonas, Jean-Luc Marchessault and Kais Aziz. We want to thank them for their dedication, invaluable work, insights and support. You will be missed. We also want to welcome our newest board members.

*Wanda Buote*

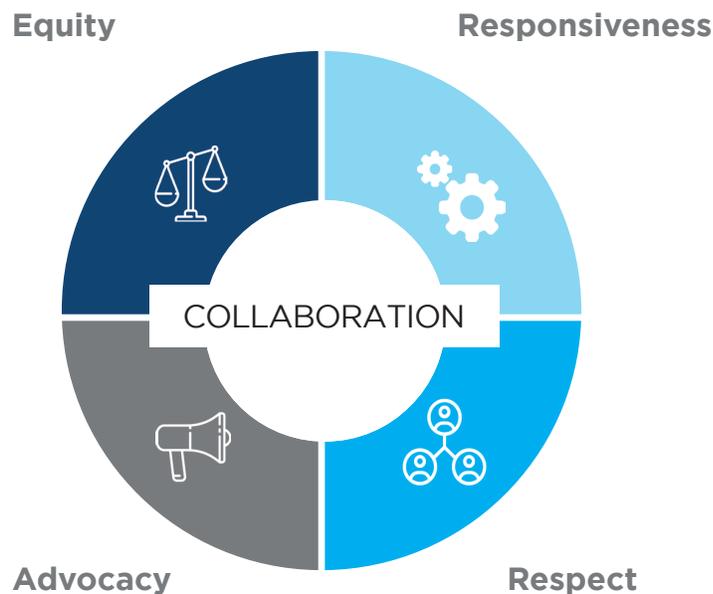
Wanda Buote  
Chair of the Board

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# LAMP STRATEGIC PLAN 2019-2022

LAMP Community Health Centre is pleased to share with you a snapshot of our Strategic Plan 2019-2022, which was approved by our Board of Directors on June 20, 2019. For the full Strategic Plan Report, please visit our website at [www.lampchc.org/strategicplan](http://www.lampchc.org/strategicplan)

## VALUES



## MISSION

A leader in promoting and advocating for physical, mental and social well-being through inclusive, integrated community programs and health care services.



## VISION

Achieving community health and well-being together

## THE BOARD



■ Wanda Buote (*Chair*)  
Ashley Dix (*Vice Chair*)  
Rose Butler (*Secretary*)  
Kais Aziz (*Treasurer*)  
Jean-Luc Marchessault  
Chris Byczko  
Louis-Charles Lavallee  
Fernando Costa

■ Ken Yap  
Kristie Wright  
Eseeri Mabira  
Michaelann George  
Joy Bonas  
Charles Musa  
Deborah Grier

# COMMUNITY HEALTH & WELL-BEING

BY THE NUMBERS

**14132**

INDIVIDUAL  
CLIENTS SERVED

**540**

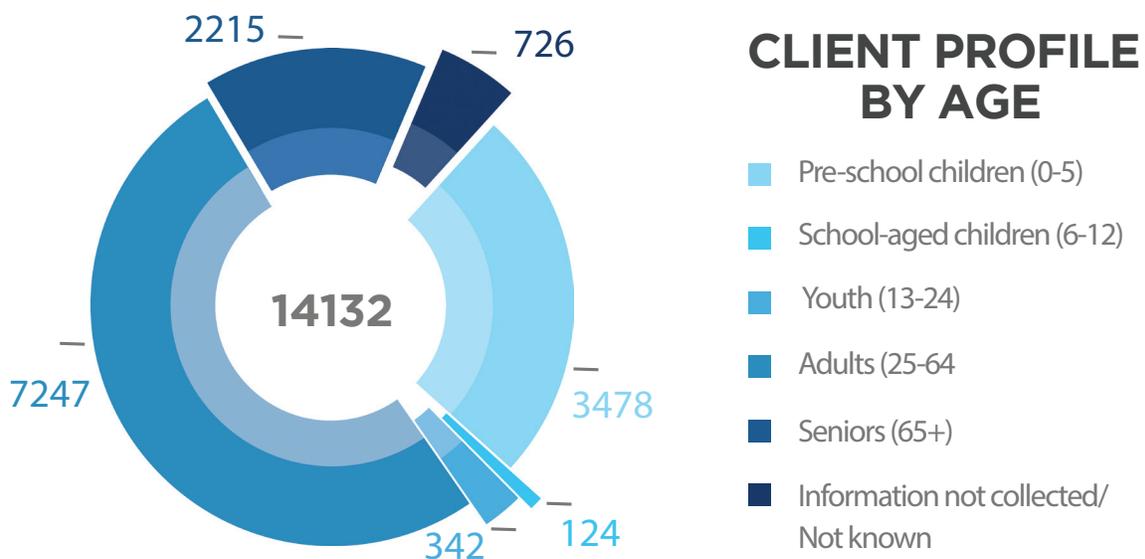
CLIENTS ACCESS  
MENTAL HEALTH/  
COUNSELLING SERVICES

**1780**

CLIENTS ACCESS  
INTER-PROFESSIONAL  
DIABETES CARE

**2641**

CLIENTS SERVED BY  
OUR PRIMARY HEALTH  
CARE TEAM



## CLIENT EXPERIENCE SURVEY RESULTS

**QUALITY** ■

**89%** Reported receiving  
of clients high quality of care

**OUTCOME** ■

**87%** Feel LAMP has a positive  
of clients Impact on their community

# DENTAL CARE IMPROVING HEALTH

The EMCHC Dental Health Clinic provided emergency dental care services to clients who would have otherwise sought care in the Emergency Department (ED) of a local hospital. This support within the health centre helped to avoid **257** visits to the ED, which translates to savings of approximately **\$131, 841**.



## IMPACT



**257**

Emergency dental visits to EMCHC (\$513 for every ED visit)



**2951**

Clients seen



**8885**

Visits (dental appointments)

We were also very excited to offer a new **Denture Reline Program** for Seniors! This program offers seniors new services of denture relines, and some emergency services. 55 clients were served in the Reline Program through a total of 169 appointments.

**55**

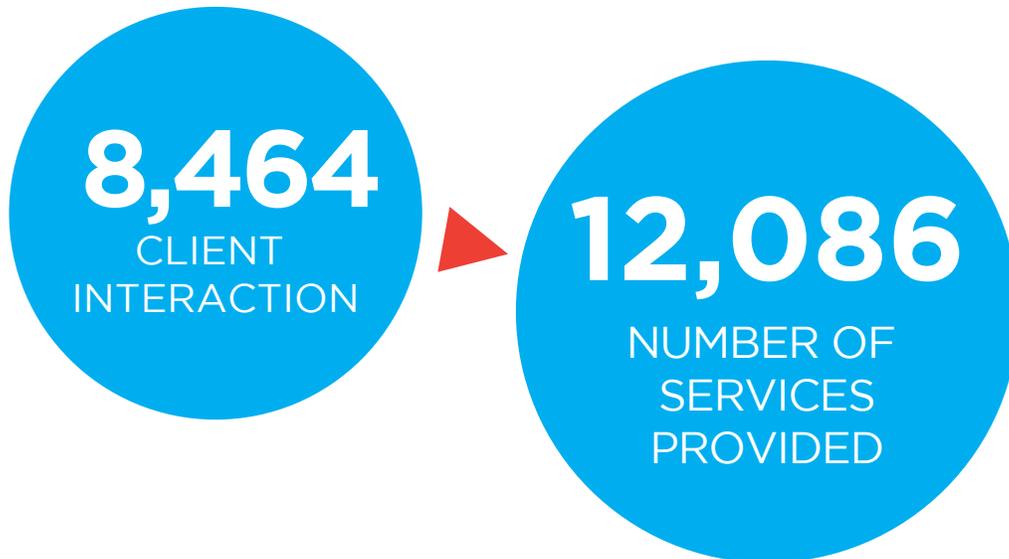
CLIENTS SERVED

**169**

TOTAL APPOINTMENTS

# ASK COMMUNITY INFORMATION CENTRE

Operating since 1969, ASK! Community Information Centre provides a variety of services to support community member's access to community and government services.



## THE TOP THREE REASONS PEOPLE COME TO ASK

- 1 Lack of financial resources for basic needs
- 2 Facilitating access to government programs, services or benefits
- 3 Legal advice and information

270  
LEGAL SERVICES PROVIDED

1514  
NEWCOMER SETTLEMENT SERVICES PROVIDED

## FORM FILLING

### ALL FORMS (NOT INCLUDING TAXES)

Primarily: Pension Applications, ODSP and Ontario Works, ID documents, Housing Income Reviews and Co-op Income Affidavit, Ontario Seniors Drug Benefit Co-Payment Applications, Permanent Resident Renewals and Citizenship Applications.

581  
FORMS FILLED

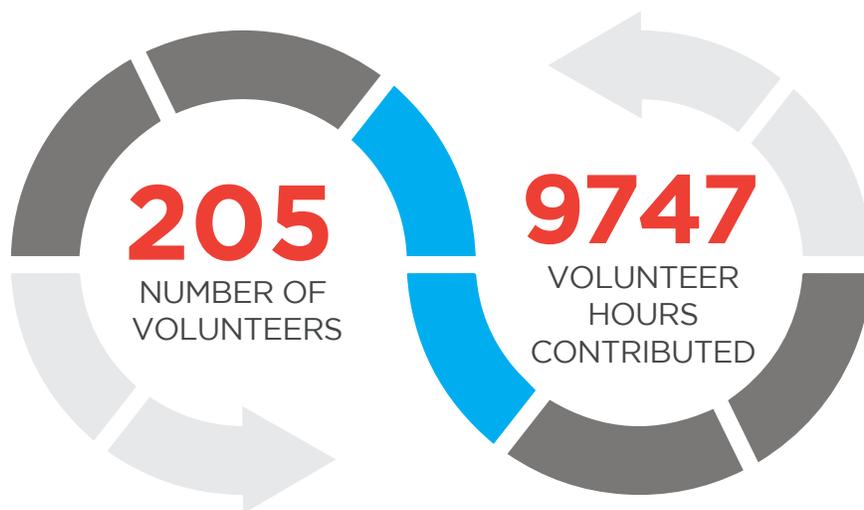
## INCOME TAX CLINIC

**\$3 Million in benefits** received by low income people as a result of their tax return being filed. This includes refunds, GST credit, OTB, Child Tax Credit Benefit. It also supported many people in maintaining their housing and pension supplements.

**The income tax clinic is largely supported by volunteers!**

1,230  
RETURNS COMPLETED

# VOLUNTEERISM IN ACTION!



*Thank you to our volunteers who give so much in support of their community!*

## WARM DAYS OF CARING

After noticing that a significant number of **EMCHC** clients needed winter clothing, the EMCHC Advisory Board, with the help of the Client Advocate, decided to hold a **Warm Days of Caring event** on Saturday, December 8th. **LAMP** and EMCHC staff were asked to donate any gently used winter apparel (winter coats, gloves, scarves, hats, boots, etc.) and they did not let us down.

A huge amount of clothing and

winter gear was donated, and shared with community members in need, including a number of families from nearby shelters. Following the success of the first event, a follow-up warm days of caring was held on Saturday, March 2nd. Both events were well attended, and ideas around future events, such as a back-to-school drive, are being discussed. Well done EMCHC Advisory Board. It was a cold winter and the winter gear came to good use.



# COLLECTIVE COMMUNITY ACTION



**The Lakeshore Affordable Housing Advocacy & Action Group (LAHAAG)** is a community led group of residents working on solutions to the affordable housing crisis. LAHAAG was formed over a year ago as a partnership between LAMP, Albion Neighbourhood Services, Toronto Public Health, Humber College, Daily Bread Food Bank and community residents. The community led initiative was born out of a LAMP AGM on affordable housing with a call to action and collectively, we have responded. To date, the group with more than 100 active members has led key engagement activities including:

- A joint meeting with Etobicoke Lakeshore Councillor Mark Grimes' office, the City of Toronto Affordable Housing Office and the City of Toronto Planning Department
- A community consultation and report to inform the Housing-TO action plan
- A community meeting with Etobicoke Lakeshore MPP Christine Hogarth about affordable housing issues and a submission to the Ontario Government's Consultation: Increasing Housing Supply in Ontario.
- Tenant's Rights workshops with South Etobicoke Legal Services and Tenant Organizing with The Federation of Metro Tenants' Associations. Today LAHAAG is coordinated by a core group of devoted individuals who guide the group's action and direction. To get involved contact Jasmin Dooh at 416-252-6471 ext. 308.

# 15,364

Meals and snacks served in eight locations throughout South Etobicoke

# 489

Home visits to high risk families were completed by our Family Support Workers

# 4935

External referrals made to services for children and families in the Greater Toronto Area.

# 193

Specialized programs /workshops

# 54,345

Visits to LAMP's EarlyON Child and Family Centres in South Etobicoke

# 7365

Children and 6286 parents/ grandparents/ caregivers participated in our programs

## EARLY ON - A HEALTHY START!

LAMP's EarlyON Child and Family Centres offer free drop-in and registered programs for children up to six years old and their parents/caregivers. Giving children a healthy start in life, developing their capacity, and helping them to achieve their full potential is the focus of LAMP's Early On programs. Throughout this year, 47 families accessed the School Readiness Program (April 1, 2018-March 31, 2019), with 100% of parents reporting that their child was better prepared for school, and had a smooth transition to kindergarten as a result of their child attending the School Readiness program.



## ADDRESSING FOOD SECURITY:

Research shows that when children have enough to eat, they feel energized, concentrate better in class and perform better in school.

LAMP has been coordinating the Morning Meal program at Second Street Junior Middle School and Twentieth Street Junior School for the past 20 years. For the 2018-2019 school year, the dedicated Morning Meal team served 65,680 nutritious meals to 480 students.

# HOW HAS THE EARLY ON PROGRAM MADE A DIFFERENCE FOR YOU AND YOUR FAMILY?

*“I would not have survived the first years of being a mother if I did not know about these programs”*

**(Second Street Drop-In Participant)**

*“It has allowed us to enroll our child in **beneficial programs** that we otherwise could not afford. It has also helped **prepare our children for school**. It helps our children and us build a sense of community. The night and weekend programs allow my husband to come with the kids and us to come as a **family**”.*

**(Family Centre Drop-In Participant)**

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## FRENCH LANGUAGE SERVICES

In July 2018, EMCHC launched the FLS Health Promotion Program to improve the health of Francophone Immigrant, Refugee, Ethnocultural & Racialized (IRER) populations. Activities offered included a drop-in program for Parents and Tots, physical activities (Zumba, Zumba 55+, Zumbini and Dans-esanté) and educational sessions. We served 134 unique individuals, through 558 client interactions in FLS programming throughout the year. There are now three programs offered on a regular basis (Entre parents, Activité physique pour les aînés and Entre femmes – for Francophone immigrant women).

## ADULT LEARNING

The Adult Learning program at LAMP provides upgrading opportunities for adults in reading, writing, life skills, and basic computer skills and digital learning. Our small groups are facilitated by trained volunteer tutors/mentors and staff. If you know someone who wants to “get back to learning” or someone who wants to volunteer and tutor adults, please contact staff at 416-252-9701 ext. 243.

- LEARNER SUCCESS! LAMP is lifelong learning
- Learner age 33 graduated Computer classes and was accepted into the culinary program at YMCA!
- Learner age 29 attended Computer classes to familiarize herself with online testing and successfully passed her driving test (G1 and G2)!
- Learner age 62 graduated Computer classes and received her first “job interview” after 5 years of applying”. She included her updated computer skills!

# HEALTH PROMOTION

The East Mississauga Health Promotion department's programs and services (i.e. LGBTQ+ Programs, Seniors Wellness, Newcomer Programs, and French Language Services, Social Work and Client Advocacy) served 600 clients in 2018 through a variety of existing and new programs.

The Activate It program funded by The United Way of Greater Toronto provided mental health and wellbeing programs to 134 LGBTQ+ clients and newcomers, immigrants and refugees to Canada. 2SLGBTQ+ clients from the QX program and Trans and gender-diverse clients from the Transactivate program continue to meet weekly throughout the year and played an active role in organizing EMCHC's yearly PRIDE BBQ.



A new once monthly drop-in program was also developed to serve Trans identified individuals who were 45+ years of age, filling a gap in service for Trans seniors.

We also established several new programs this past year including Under the Shade, a program where newcomer women discussed settlement, newcomer experiences, and receive the support needed to thrive. This program was developed in partnership with Artist in Momentum.

***“This program introduced me to new friends and art. I feel a lot more connected to community and the people around me.”***  
***(Newcomer Client)***

## Breaking the Barriers to Active Living

***“When I started, I had high blood pressure and severe arthritis. Since I joined the program, my lifestyle changed, and my health has improved so much.”***  
***(Seniors Client)***

In 2017, East Mississauga Community Health Centre (EMCHC) received a two year funding grant from the Ontario Sports & Recreation Community Fund Program to develop and execute Breaking the Barriers to Active Living for Inclusive and Diverse Communities' (BTB). The project, delivered in partnership with the Afghan Women's Organization, Moyo Health and Community Services and Brian W Fleming Public School, promoted active living and supported lifelong enjoyment of sports and recreation activities to the 381 individuals who participated in the program.

# GARDEN POD HIGHLIGHTS

The Pod Project is a community garden concept using raised beds which are easy to maintain and are dispersed across various locations within South Etobicoke. Organizations and residents engage in the project through planting, maintaining and harvesting of the planters. Community members have the opportunity to participate in free educational workshops throughout the season.

## 17% INCREASE IN POD SITES

More organizational pod site providers across Ward 6, including 5 NEW sites, all donating into South Etobicoke neighbourhood, the Daily Bread Food Bank and LAMP CHC Good Food Market. Visit [gardenslakeshore.ca](http://gardenslakeshore.ca) for 2018 sites



## MORE WORKSHOP PARTICIPANTS

Over the course of 10 educational community free workshops, like Family-friendly Cooking and Container Gardening, there were 129 workshop attendees - a 28% increase in participation from 2017



## SUMMER EMPLOYMENT OPPORTUNITIES

3 seasonal employment positions including an Operations Coordinator and Supervisor with the support of Canada Summer Jobs and Humber College



## 200+ KG HARVEST

205kg (452lbs) of fruits and vegetables harvested in 2018 between the 14 sites



## VOLUNTEER WITH US

The GARDENS Advisory Council is looking for persons to serve on the council and general volunteers to support the Pod Project.

Students and community members are welcome

Become part of the installation, pod maintenance and harvesting process



Email  
[info@gardenslakeshore.ca](mailto:info@gardenslakeshore.ca)

follow us on



Project Partners





*Kamoya Preston – RAY Youth Space participant*

## STREET LEVEL YOUTH SPACE – Building Capacity!

Cye dropped out of school a year ago and that's when they first started volunteering with Street Level Youth Space. Cye is a member of the LGBT community, and when they first came to the program other participants would miss-gender them frequently, and the reaction from Cye was one of frustration. With the guidance of staff, having conversations with Cye about teachable moments and using the opportunity to educate their peers, they developed the tools necessary to address those situations in a positive way. After becoming comfortable with staff they started to come out to other programs, and from there began to develop positive and meaningful relationships with staff and other participants. Within the last 6 months Cye has become a great asset to our team. They have helped Street Level with outreach at the local highschool (LCI), worked with us for 6 weeks with our nutritionist in a cooking program, and they also started a DND (dungeons and dragons) night that has attracted new youth participants to the program. Cye has really come a long way with their leadership and self-confidence and we are extremely proud that they are a part of Street Level. Cye is now planning to return to school and pursue further education!

*These are just two great examples that when young people are supported and nurtured, their potential is unlimited!*

## RAY YOUTH SPACE - Unlocking the Potential!

The RAY and Street Level Youth Spaces continue to work with youth and their families to unlock the potential within our communities. In partnership with the City of Toronto Youth Spaces, we work with youth to support their healthy development.

As a newcomer arriving in 2018, Kamoya Preston would find Canada to be quite different from her home country Jamaica. Leaving behind friends, family and the only life she knew, Kamoya was faced with a number of challenges and setbacks early into her journey. She quickly discovered the RAY Youth Space, and found it to be a safe and supportive place, filled with resources and allies. Kamoya became a dedicated volunteer, and took on a leadership role on the Youth Council. Kamoya recently graduated high-school and was accepted to Ryerson University, where she will become the first person in her family to enter University. She also earned a \$10,000.00 scholarship along with a number of awards including the African Heritage Educators Network Award and the Social Science & Humanity Award.



*Kamoya continues to learn, grow, and give back to her community with the support of the RAY Youth Space*

# FINANCIAL REPORT

## REVENUE

18-19

Toronto Central LHIN & Mississauga Halton LHIN	9,493,745
Rental, Consulting, membership, deferred income	329,288
United Way	491,762
Federal Government	156,775
The George Hull Centre	78,864
Donations, fund-raising, interest	130,960
City of Toronto	1,184,043
Region of Peel	1,144,945
Ministry of Training Colleges and Universities	123,569
Ministry of Tourism, Culture and Sport	52,364

## TOTAL

\$ 13,186,315

## EXPENSES

Primary Care	3,337,510
LHIN\Ministry of Health Programs	2,997,268
Physiotherapy, Chiropractic and Occupational Health	1,232,584
*Other programs (8 programs under \$100,000)	429,504
Rent	528,734
Administration plus Repairs & Maintenance	708,057
ASK!	334,554
Depreciation	26,360
Among Friends\Psychiatric Sessional\Mental Health Worker	551,361
Family Centre\Brighter Futures\Family Resource	1,129,629
Adult Drop-in\Harm Reduction	247,164
Rathburn Area Youth Program	179,030
Street Level	132,203
Dental/Senior Dental	1,161,643
Adult Learning	123,569

## TOTAL

\$ 13,119,170

## SURPLUS

67,145

\*included in programs under \$100k

# LAMP COMMUNITY HEALTH CENTRE

## IMPACT REPORT 2018-2019

### SATELLITE LOCATIONS

#### LAMP COMMUNITY HEALTH CENTRE

185 Fifth Street  
Toronto, ON M8V 2Z5  
Phone 416.252.6471  
Fax 416.252.4474

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

#### EAST MISSISSAUGA COMMUNITY HEALTH CENTRE

2555 Dixie Rd Unit 7,  
Mississauga, ON L4Y 4C4  
Phone 905.602.4082

#### RATHBURN AREA YOUTH (RAY)

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

#### AMONG FRIENDS

2788 Lake Shore Blvd W,  
Etobicoke, ON M8V 1J7  
Phone 416.251.8666

#### WEST TORONTO DIABETES EDUCATION PROGRAM

365 Evans Ave Unit 201,  
Toronto, ON M8Z 1K2  
Etobicoke South  
Phone 416.252.1928

