



LAMP COMMUNITY HEALTH CENTRE

# 2022-2023 IMPACT REPORT

RENEWAL

# Message From the Executive Director and Board Chair



**KEDDONE DIAS, Executive Director**

LAMP Community Health Centre has had a wonderful year of *Recovery and Renewal*, connecting with those we serve, and encouraging community members to get together again.

We've seen the needs of the community evolve throughout the year and our team employed both strategies and creative thinking to provide service and programs responsive to these needs. We've listened and responded as we always do, to deliver the right care, grounded in our values of Equity, Responsiveness, Respect, Advocacy, and Collaboration.

Our Primary Care and Allied Health teams continued to provide necessary care to community members, while ensuring that preventative screenings delayed during the pandemic were once again a priority. We provided new methods to engage through online booking and secured additional one-time funding for diabetes education to respond to increased demand for services.



**RANIA SHUGGI, Board Chair**

Over the years, there has been a large demand for our dental program, especially our Ontario Seniors Dental Care Program (OSDCP). We were delighted to be approved for expansion, and will add three new dental operatories, allowing us to serve more clients and help them avoid seeking care in emergency rooms.

Mental health and wellness supports also remained a significant need for service. Throughout the year, we provided counselling to our clients as well as patients of local solo physicians; we offered a variety of mindfulness, wellness, and physical activity sessions that nurtured overall well-being; and were able to increase the number of people served through these initiatives with one-time funding that came at the very end of the year.

The work we do is a team sport and built on collaboration internally, but also with system partners. LAMP is proud to have led and contributed to efforts with

Ontario Health Teams in Mississauga and West Toronto. Our work to advance health equity has been shared across the province, and our leadership of the High Priority Communities Strategy in West Toronto has connected people to the health and social supports they need to live healthy lives. We look forward to moving further faster towards health equity with our partners.

While this year has been extremely successful, it has not been without challenges. Community members continue to face systemic barriers to accessing basic needs such as affordable housing and nutritious food. Advocacy efforts this past year have raised awareness of these issues through community mobilization and capacity-building; the convening of our elected officials at all levels of government in South Etobicoke and Mississauga; and focused research on affordable housing in South Etobicoke with our partner, Humber College.

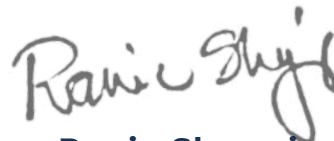
These are significant challenges, and we will continue to further collaborate with community and partners to effect positive change.

We would like to thank our Board of Directors for their steadfast leadership this year, with special thanks to Rose Butler, who left the Board earlier this year, and Inga Mazuryk and Nicholas Goldhawk, who will be leaving the Board this fall. Inga and Nick have assisted various Board committees to advance initiatives that have strengthened our governance.

As you share in these and all the highlights captured throughout this annual report, please know our work is made possible by our dedicated staff and volunteers who give selflessly to our communities and clients who trust us to be partners in their care. As we focus on recovery and renewal, we look forward to continued collaboration and new partnerships to meet the challenges and opportunities that await us.



**Keddone Dias**  
*LAMP Executive Director*



**Rania Shuggi**  
*LAMP Board Chair*

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**BUILDING**  
A HEALTHY COMMUNITY





# OUR IMPACT



RENEWAL



**37,016**

Service Provider  
Interactions

**15,085**

Individual  
Clients Served



**21,500+**

In Attendance at  
Group Sessions

**1,000+**

Personal Development  
Groups

68.9%

of clients report household incomes lower than StatCan's low income cut-off.

\*\*StatCan's low income cut-off = \$42,110 for 3 persons and the market basket measure = \$55,262 for 4 persons

38%

of clients indicate that 3-8 household members are supported by this income.

## Top 10 Languages Spoken

23.8%	Spanish; Castilian
15.3%	Polish
13.5%	Russian
8.2%	Italian
7.9%	Portuguese
7.6%	Ukrainian
7.1%	French
7.1%	Arabic
5.6%	Hungarian
3.8%	Urdu



25+ languages reported, overall!





# 2022-23 Client Experience

## Access

"say when suitable, virtual care offered saved them time and still addressed their health concerns."

97%

"think staff are friendly and listen to their concerns."

96%

## Quality

"positively report overall satisfaction with the care received at LAMP."

94%

"reported feeling treated with dignity and respect."

## Outcomes

96%

"of clients would refer family or friends to LAMP."

94%

"say LAMP has a positive effect on the community."



“

*Just love you all!  
Great resources for  
our community.*

-Client Feedback

# EarlyON Program

## Recognizing the needs of diverse communities.

After nearly two years of virtual programs, the EarlyON families and dedicated staff were overjoyed to finally resume in-person programs. We had a significantly large return to visits and in-person engagement with our families at our seven indoor sites and home visitation locations. Additionally, the Fairfield Seniors' Centre now houses a new EarlyON space in the Norseman neighbourhood, which is the ideal location for early intervention and prevention programs for families with children ages 0 to 6.



Visits and in-person engagement serve as valuable opportunities for children to engage in learning and developmentally appropriate activities while fostering social bonds in a supportive environment. The parents and caregivers also take part in high-quality initiatives that promote positive adult-child relationships, support parent education, and foster healthy child development.

## Home Visiting Program

**73**  
Caregivers

who actively sought assistance and guidance, were supported through the Home Visiting Program.

This program focuses on empowering and equipping parents with essential skills and resources to effectively nurture their children's development.



**17,013**  
visits by children to  
EarlyON programs,  
overall!



# Parent Relief Program

By offering respite care and support through this program, parents were able to reduce parental stress, take a break, and recharge while their children were engaged in enriching activities and well-cared for in a safe environment.

Recognizing the community's different needs, the EarlyON team connected with families and made formal and informal referrals, which served as gateways for families to access a wide range of essential services and resources, ensuring that they received comprehensive support suited to their individual circumstances.

The dedication of the EarlyON staff, the active participation of families, and the availability of various support systems have collectively fostered a renewed environment of growth, resilience, and support within the community.

***“I was a stay-at-home mom struggling with postpartum depression. This program helped me get out there with my baby, connect with other parents, and overall spend time out of the house. I will forever be grateful for this opportunity.”***

**-Program Client**

***“This program has been so beneficial for my mental health and babies' social skills, I recommend EarlyON to everyone I know.”***

**-Program Client**

**15,000+ Referrals**



# Community Nutrition Program

**650+**  
Clients Served

## Response to Community Needs

### New programs and activities included:

- Monthly food demos at Adult Drop-In using available food bank items
- Regular cooking demos in partnership with health promotion, promoting easy, healthy themed recipes
- Purchase and distribution of grocery gift cards shared with clients to assist with food security
- Hosting a virtual presentation series about "Healthy Eating on a Budget" with COSTI employment services

## Cross-Program Collaborations

### New programs and activities included:

- Regular visits to various EarlyON programs to discuss healthy eating; infant nutrition; toddler/child nutrition; picky eating with parents and caregivers; and school readiness
- Cooking demonstration workshops with Health Promotion
- Nutrition education alongside our Physiotherapy Falls Prevention program
- Monthly food demonstrations with our Adult Drop-In clients using affordable, accessible ingredients

**50+** Group Sessions  
Organized

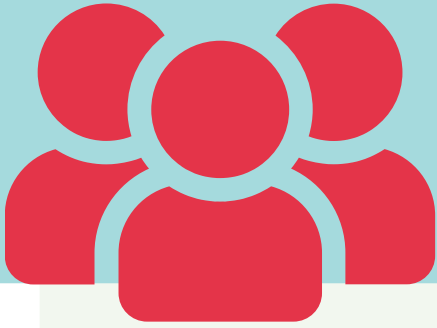
## The Growing for Change Community Garden continued management and engagement.

Gardeners grew their own organic food and new gardeners have joined for the 2023 growing season, stating that they are excited to join to help offset the rising costs of food.

**24**  
Plots

**19**  
Gardeners





# Social Work

Providing meaningful support to clients.

Our mental health and well-being team has significantly supported our Social Work clients across South Etobicoke and Mississauga. Assistance was given to the community through referrals processed from local solo doctors. In addition to the counselling services provided as part of our individual and group sessions, we were able to:

- 1 Engage in ongoing advocacy on behalf of clients, which resulted in several clients securing housing.
- 2 Improve accessibility by offering virtual and telemedicine options in addition to in-person counselling.
- 3 Secure new partnerships to provide better access to group counselling.

All of this resulted in positive feedback from clients and their families about the care they received at LAMP.

## Our Impact

**2,000+**  
Client  
Interactions

**550+**  
Clients  
Served

**20**  
Solo  
Physicians  
Referring  
Clients

**12**  
Clients  
Successfully  
Secured  
Housing

# Adult Learning

Throughout an extended pandemic, our Adult Learning program's renewal efforts evolved in the form of a pivot to hybrid service. This marked the highly anticipated return to in-person services while we continued providing virtual learning. Renewal also meant reconnecting with prospective learners, tutors, LAMP programs and staff, and with our community. Initiated in the spirit of collaboration, we prioritized building new partnerships in order to creatively integrate service and meet a growing need, particularly for individuals eager to develop digital skills.

Growth manifested through the expansion of our programming and tutoring team; outreach at the Adult Drop-In program; and a 5-week mobile devices series hosted for members of Among Friends. Volunteers joined our team and successfully completed specialized training developed with our West TO Collective in order to serve as tutors and empower both themselves and our new Learners.

# 100%

- **Progression made by learners who furthered their learning and training.**

- **All learners achieved their goals in basic computer skills, including smart phone and iPad use; reading and writing; and wellness life skills.**

- **All learners were connected to multiple referrals.**





# Cultivating Roots for Success

We are thrilled to announce our upcoming Immersive Digital Learning program, a Skills for Success pilot designed to bridge the digital divide while strengthening learners' connections to culture, nature, and well-being.

Wrap-around services were also offered by the Adult Learning program using a strengths-based and comprehensive approach to case management as an avenue to help learners overcome barriers to learning such as a lack of access to technology, affordable housing, and insufficient access to food or healthcare. These resources assisted learners in enhancing their lives and achieving success on the paths they have chosen to pursue.

“

***LAMP consistently nurtures meaningful collaborations to support innovation. Five LAMP Learners and their tutor/staff acted as field consultants for our Smartphone in Workforce project.”***

**-Metro Toronto Movement for Literacy (Network Organization)**



## Learner-Generated Community Word Cloud

First Steps Growth  
**New Beginnings**  
**Inspiring Challenge**  
Feel Energized Fun Patience  
**Together Stronger!**  
Respect and Dignity Learning  
**Inclusive** Confidence



# Youth Programs at LAMP

*Renewal* is at the heart of our youth programs.

**1,200**  
Youth  
Participants

**157**  
Youth Group  
Sessions Offered

This year has been a testament to the transformative power of providing a dynamic in-person youth space for Central and South Etobicoke. One essential aspect of our programs has been providing tutoring and homework support. Our participants had the necessary resources and guidance to excel academically. Our dedicated tutors worked to ensure that each youth received individual attention and assistance to overcome challenges and reach their full potential.

We offered a diverse range of recreational activities that promote physical fitness, teamwork, discipline, and self-expression. Through engaging in activities such as basketball and martial arts, our youth have discovered the thrill of healthy competition and the opportunity to refine their skills in a supportive and encouraging environment. Furthermore, in conjunction with partners such as Toronto Community Housing 44

Willowridge Tenant Council, Bikes Without Borders, and Toronto Police Services, we organized several special events over the year to enhance the experiences of our Central and South Etobicoke youth participants and their families.

## EVENT HIGHLIGHTS



**Bicycle Giveaway**



**South Etobicoke Health & Wellness Fair**



**Backpack Drives**

# 300

**Youth and Families Supported!**

Youth have expressed that our programs offer them a safe space to engage with their peers, develop life skills through programs offered, and form bonds that transcend social barriers.



*It is within these spaces that our youth have found a renewed sense of belonging and belief in their abilities to be leaders in the community.*





# Among Friends

Renewal, defined as “the resumption of an activity or state after an interruption”, aptly describes our current phase as we navigate reopening and evaluate the changes brought about by the pandemic. At Among Friends, we are thrilled to welcome more members back while being mindful of the pandemic's impact. We aim to retain beneficial changes that enhance accessibility and promote comfort while addressing our members' needs.

During the pandemic, we successfully introduced social media groups, newsletters, and virtual programs to foster connections and combat isolation. As we refocus on recreation and support, our members have thrived with the resumption of meetings and referrals.

## Our Reinstated Programs

Coffee & Chat

Lunch n' Learn

These programs cater to our members' recreational and basic needs while providing educational opportunities and vibrant discussions, and addressing food security concerns. We are excited to integrate students from Humber College into our space, fostering new experiences and connections for our members. Simultaneously, we aim to create a supportive environment for the students to apply their learning.

We are renewing our connections with the community through partnerships with local merchants like Funny Bones, as well as other agencies such as our local legal clinic and libraries. To strengthen these connections, we will develop new promotional materials and actively seek opportunities to educate and advocate for mental health in the community.

Overall, we are leveraging our knowledge and experiences, applying them while adapting to best serve our members. We eagerly embrace this phase of renewal and remain committed to providing exceptional support and optimal care in our community.

**600+**  
visits which  
connected  
us with  
clients

**400+** Program  
Sessions



# Chiropody

**“After another set of visits...I am able to walk more, feel comfortable on my feet which means no pain and more energy!” -Client**

The Chiropody teams at the Lakeshore and East Mississauga sites made significant efforts to keep access to services open and maintain sound infection and control procedures as we navigated the initial and ongoing challenges presented by the pandemic. Though the need for service expressed by clients exceeded our capacity levels, we were fortunate to secure one-year funding to recruit a part-time chiropodist to expand our support in the East Mississauga community.

However, with these challenges in mind, there was positive feedback from clients, who were very appreciative of the opportunity to access LAMP services and receive outstanding care from their providers.

**2,000+**

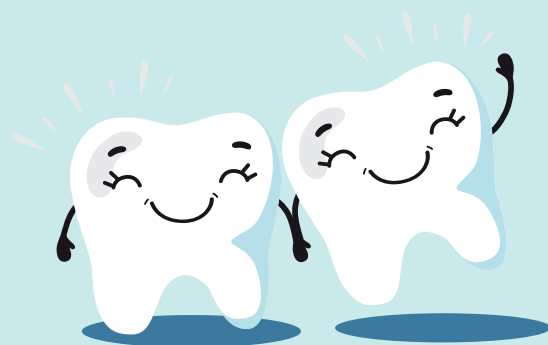
Footcare Interactions

**“I used to have lots of foot pain, now I am better [with] my walking and can exercise easily!” -Client**

**700+**

Clients Served

# Dental Health Care Program



LAMP CHC's Dental Health Care (DHC) program is happy to announce increased funding awarded to LAMP over the past year to expand our clinic! We look forward to an expansion of **3 new operatories** and anticipated service access this fall season. This is a great achievement, meaning the DHC team will nearly double our capacity both in space and volume as we welcome a rate of **3,000+ new senior clients**, who we are eagerly looking forward to serving.

## Our Successes



**8,502**  
Total Visits\*

**4,951**  
Total Clients Served

**1,274**  
Emergency Dental Care Services Provided

*\*One-time funding accounted for 15% of OSDCP access*

**100%**

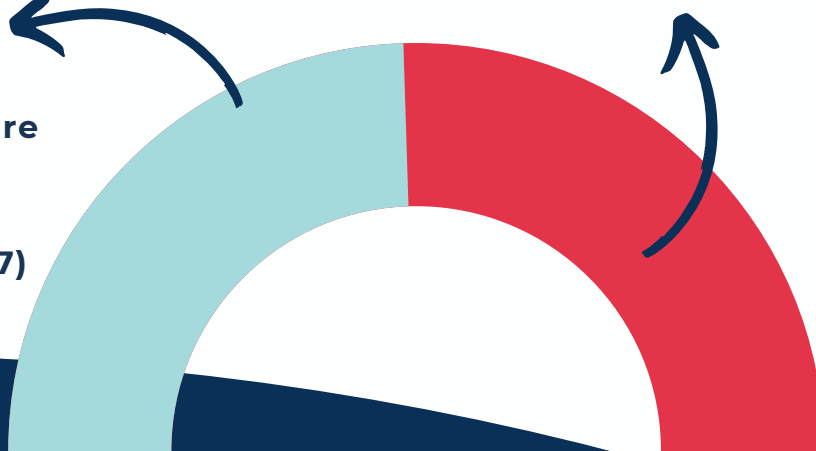
LAMP DHC team members who are proud to be of service!

**51%**

of those served are from Ontario Seniors Dental Care Program (clients age 65+)

**49%**

of those served are from Healthy Smiles Ontario Program (clients ages 0-17)



# Caring Together

In collaboration with EarlyON, Rexdale CHC, and Bridgeway Family Centre, the DHC team provided necessary and informative educational sessions for the Healthy Start and Feeding with Love programs; and EarlyON's Prenatal, Postpartum, Toddler, and School Readiness events. We were also out actively serving our communities and raising oral health awareness in partnership with the Black, African and Caribbean (BAC) Health Fair, Dixie Bloor Neighbourhood Centre Summerfest, Celebrating Pride events, Peel Pride, and LAMP's Back-to-School event.

## Further Highlights

756

\$732,000+

in estimated savings generated by preventing the same emergency service in hospitals!\*\*

*\*\*based on approximate cost of \$575/visit*

happy seniors that can now smile, eat, and talk again with new dentures, relines, and repairs

## Client Feedback

*"We enjoy the educational approach with the dentist."*

*"Everyone is knowledgeable and you can tell they care."*

*"Big benefit to our community."*

88%

of clients said Dental Health Care was a positive impact.

# Health Equity

## Prioritizing our commitment to addressing Anti-Black Racism (ABR) and Anti-Indigenous Racism within the communities we serve.

LAMP has intentionally sought out ways to follow through on our commitment to disrupt anti-Black and anti-Indigenous racism. This continues to be a priority for our organization, as we know that by meeting the needs of our Black and Indigenous communities, we will also improve our ability to meet the needs of many other marginalized groups.

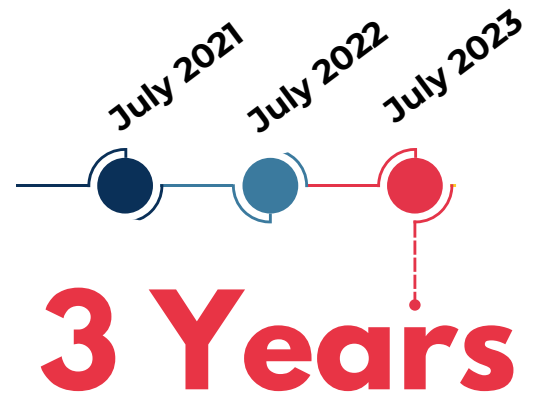
2022-2023 Fiscal Year

## ABR Highlights

**90+**  
PARTICIPANTS  
TO DATE!

Developed & Deployed an In-Depth 6-Session Anti-Black Racism Training Series for our Organization and Partners

- LAMP expanded opportunities for our partner organizations belonging to the Mississauga and West Toronto Ontario Health Team (OHT) member organizations to participate in our Anti-Black Racism Training, and share information, resources, and solutions.
- LAMP offered Indigenous Cultural Awareness Training to improve capacity to serve the Indigenous community.



*since the formation of our ABR Committee, and our intentional commitment to this work.*

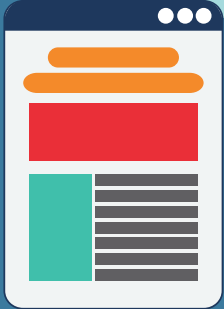




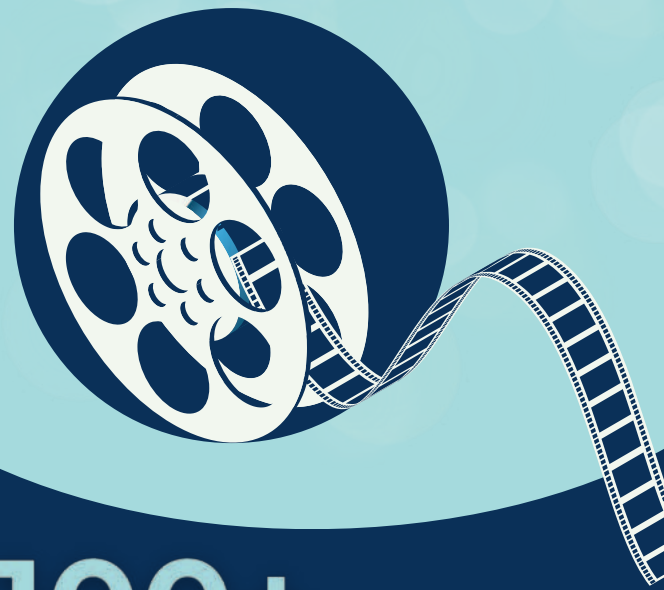
2022-2023 Fiscal Year

# ABR Highlights

Continued...




ABR Policy Template distributed for use across Ontario in health and social service organizations.



## 100+ TOTAL ATTENDEES

at the ABR Committee community screenings of "African Redemption: The Life and Legacy of Marcus Garvey".



Space and time dedicated for our staff to discuss health.

Special Discussion on Truth & Reconciliation, in partnership with Leader Joan McDougall and Toronto Council Fire Native Centre.

Started hosting the Affinity Spaces for Black staff as part of the South Etobicoke Cluster of Agencies.



## 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 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 well-being 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.

# Adult Drop-In Program

A beacon of support, compassion, and empowerment for all who seek our services.

While reflecting on the past year, it is with gratitude that we express our heartfelt appreciation to the community, our dedicated staff, volunteers, and funders. Without their unwavering support, our accomplishments would not have been possible. Together, we forge a path of renewal.

Much has transpired this past year, including relocation to a bigger, better-equipped space in our new home at St. Margaret's Church. This raised our capacity, enabling us to better serve our community. Through Adult Drop-In's Beyond Meals initiative, which strives to foster connections and combat isolation among unhoused or precariously housed community members, we provided referrals and critical resources such as hygiene kits, menstrual supplies, and access to facilities like bathrooms, showers, and laundry sites. During the winter and spring, we increased access for service and addressed food security concerns. Within our new program space, we welcomed individuals to join us in person and offered take-out for those who were in need but unable to stay on site.

We also supported meeting the needs of the complete family by partnerships and community donations, including

**259 furry friends** receiving access to free pet spaying and neutering, pet food, and supplies, which developed a more inclusive and compassionate environment for the individuals we served.

Our program's advocacy, respect, and commitment to equity are paramount. We responded to the evolving needs of our community, by ensuring our services are both highly accessible and impactful. Meaningful collaborations with community partners have made a tangible difference in the lives of those we serve. We would like to especially thank the City of Toronto, Daily Bread, and SnypTruck for their continued support to the work we avidly do together to uplift our community.

**8,500+**  
Meals Provided

Nearly  
**20,000**  
Wrap-Around  
Supports

# ASK! Community Information Centre

Throughout the previous year, ASK! Community Information Centre demonstrated unwavering support for the community, embodying LAMP's values of Advocacy, Respect, Equity, Responsiveness, and Collaboration.

## Enhanced Accessibility

Our staff returned to the office, ensuring in-person and responsive assistance while remaining flexible to accommodate those who preferred remote methods of communication and services.

## Empowering Newcomers

Our settlement worker played a vital role in supporting newcomers, including Ukrainian refugees. Through in-person, remote, and flexible service hours, we helped them navigate the challenges of starting a new life in Canada.

**475** Newcomers Assisted

## ASK! Information and Referral Services

Our dedicated team of specialists supported **4,617 community members** facing various barriers. Through client-centered needs assessments, we connected individuals to healthcare, income support, education, housing and more—tailoring each referral to specific client needs.

## Successful Tax Clinics

With both seasonal and year-round services, our tax clinics achieved remarkable success. We provided drop-off and in-person assistance. ASK! also partnered with other organizations to enhance their capacity and we provided valuable mentorship to new tax clinics.

**983** Tax Clinic Clients Served

**1,109** Tax Returns Filed

**\$2,565,875**

Total amount of dollars accessed in vital government income support programs

# Lakeshore Health Promotion

Lifting **spirits**.  
Strengthening the **body**.  
Calming the **mind**.

Over the year, Lakeshore Health Promotion engaged in improving the physical and mental health and resilience of our clients through hybrid programs and events involving health and wellness and the arts.

## Health Promotion Program Highlights



Chair Yoga



Mindfulness



Wellness



**142** Health Promotion  
Group Sessions



**3,593**  
Session  
Participants

## Value and Impact

Our programs promoted increasing stronger connections and informal social support; reducing social isolation and improving well-being; and integrating clients' skills, interests, goals, and needs with multidisciplinary care, comfort, and support. Our multifaceted team championed the transformative power of meeting basic needs through social connections, knowledge, capacity-building, and encouragement. This is the foundation and model of care for community health centres—*our prescription for renewal*.

*"I love your programs and one outcome of participating over the last three years is that I've made a new friend..."*

**-AJ, Program Client**





# Improving Food Security in South Etobicoke

## PODMASTERS PROJECT

The GARDENS project is a collaboration between LAMP CHC and Humber College, with oversight by the GARDENS Advisory Council (GAC), which is a grassroots group comprised of residents, agencies, and community leaders in Etobicoke-Lakeshore. The primary goal of the GARDENS project is to improve food security in South Etobicoke while engaging, educating, and empowering the community through access to sustainable food and hands-on training and learning experiences.

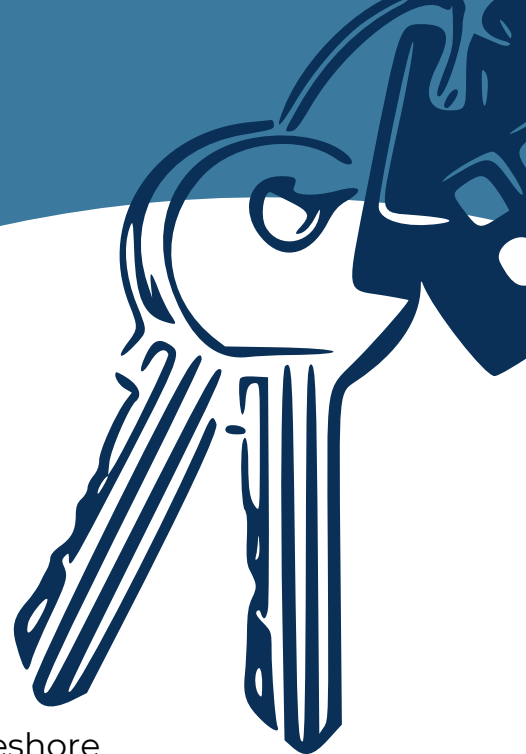
## HARVEST LOCATIONS

Pods at Birds & Beans Café  
Father John Redmond TCDSB  
James S. Bell Middle School  
Long Branch Toronto Public Library  
LAMP Community Health Centre  
LAMP EarlyON Centres

CF Sherway Gardens  
L.E.G.S. at the Daily Bread  
Humber Fashion Institute  
Humber Indigenous Education  
and Engagement



# Affordable Housing Action in South Etobicoke



Action and collaboration resulted in some key achievements to locate and develop affordable housing in South Etobicoke this past year. In January, LAMP and LAHAAG (The Lakeshore Affordable Housing Advocacy and Action Group) hosted all three Etobicoke-Lakeshore political representatives to address the issue. Ward 3 Etobicoke-Lakeshore Councillor Amber Morley, MPP Christine Hogarth and MP James Maloney exchanged ideas with community organizations and resident leaders.

The result was an agreement to share a list of all government-owned properties in the area at a town hall in the spring. A meeting with Councillor Morley and the housing secretariat is being formed to investigate which sites of city-owned land can be unlocked for affordable housing. Both Federal MP James Maloney and MPP Christine Hogarth agreed to lend their support once the land was secured.

## Annual Achievements

- Currently forming a land trust working group to create a non-profit organization which will own and manage land for affordable housing.
- Affordable Housing Action in South Etobicoke was awarded a new **\$50,000 grant for the LAHAAG** to support local tenants and expand the affordable housing movement in South Etobicoke.







## Education and Health Promotion Workshops Included:

- How to Access Rent-Geared-To-Income Housing in Toronto
- Land Trusts
- Housing Co-ops
- Community Leadership and Advocacy

**22** Tenant's Rights  
Workshop Sessions

**351** Individual  
Visits

## Advocacy on Affordable Housing Highlights:

- LAMP hosted a National Housing Day community engagement event to mobilize the community and build advocacy around the affordable housing crisis.
- The 3-year Natural Sciences and Engineering Research Council's (NSERC) federally funded research study on "Affordable Housing Needs in South Etobicoke" was published. This study was a partnership between Humber College and LAMP Community Health Centre.
- The Roadmap for Redevelopment, a new project launched by CP Planning, aims to confront systematic racism through working with hub communities. LAMP is one of several GTA partners benefitting from the impact of CP Planning's new funding. Our hub community, South Etobicoke, is receiving planning support to help address affordable housing issues through the development of land trust and other initiatives.

**70** Participants  
**12** Volunteers



# East Mississauga Health Promotion

## ActivateIT Program for Newcomers, Immigrants & Refugees



The ActivateIT Programs for Newcomers, Immigrants & Refugees offers wellness programs to the East Mississauga community. These programs include:



### BIPOC Grief & Immigration

A 6-week program discussing the experiences of grief relating to the process of immigrating to Canada and leaving behind one's friends, family, and home.



### Social Justice Book Club

A 7-week program where participants discussed the books "Read This to Get Smarter: about Race, Class, Gender, Disability, & More" by Blair Imani, and "Beyond the Gender Binary" by Alok Vaid-Menon.



### Creating With Nature Workshop & Program

Over a 5-week period, participants practiced mindfulness concepts by connecting with nature and creating art using natural materials along with art supplies such as pencil crayons. While applying mindfulness techniques, participants improved their creative skills.







## Zumba Program

We offered a 4-week family Zumba program at Brian W. Fleming Public School, where participants could engage in physical activity with their children.



## Mental Health Workshop Series

Our Mental Health Workshop series covered the experiences of various diagnoses, including depression, anxiety, post-traumatic stress disorder (PTSD), borderline personality disorder (BPD), obsessive-compulsive disorder (OCD), and attention-deficit/hyperactivity disorder (ADHD), with the goal of empowering participants to have an increased understanding of their mental health, and be better informed about treatment options.



*"It was amazing. I didn't know that I had experienced so much grief. Now that I know, I'm able to acknowledge it and work through it/hold space for it...This group (I hope) has made me a better community member. I've been talking about grief openly. It's been great. Being able to start those conversations."*

**-Participant, BIPOC Grief Program**

## 2SLGBTQ+ Programs

In collaboration with LAMP's EarlyON program and EMBRAVE, we received funding from the Community One Foundation to pilot a new program to support QTBIPOC and trans-led families at the EarlyON Centre. We facilitated drop-in groups twice a month and celebrated with an open house. We also hosted an intersectional event for Black History Month and a Family PRIDE BBQ. From this work, we also established a partnership with Dixie Bloor Neighbourhood Centre (DBNC) and began facilitating a Queer Family Drop-In program once a week at DBNC's EarlyON Centre; and hired a well-known 2SLGBTQ+ facilitator to assist with 2SLGBTQ+ family planning workshops as well as Peel-wide training for EarlyON staff in working with queer and trans (QT) families. We also strengthened our partnership with Moyo Health & Community Services and began a new partnership with the Brampton Library via hosting a Trans Day of Visibility event at the Brampton Library.

### Based on yearly 2SLGBTQ+ program evaluation:

**88%**

of participants increased their awareness of other community supports and resources.

**94%**

felt more connected to community by attending programming.

**88%**

felt an increase in ability to manage stress and mental wellness.



“

*I have made connections to my community and experience less social isolation. The staff running this program supported me in learning about and accessing other programs and services in the community (for example: information sharing/referrals about medical programs/services, community group programs and events, local resources).*

**- QX, Program Client**

# Advocating for Those We Serve



**134** Clients Served

**617** Total Visits

**100+** Clients Supported by Client Advocacy Program

From April 2022 to February 2023, Social Work at EMCHC was offered 3 days per week, supporting clients in:

- Managing/maintaining mental health and wellness
- Stress management
- Accessing community information and referrals
- Learning strategies to cope with/address anxiety, depression, and many other mental illnesses

The Client Advocacy program responded to diverse client needs by providing the following services:



*The client advocate is very kind and helpful...She found a daycare for my daughter and helped me to apply for ODSP so that they could pay for my child's daycare...Thank you and your staff for all the support to me and my daughter.*

-Program Client

Clients who do not have status were connected to FCG Refugee Centre and South Asian Community Legal Clinic to assist them in applying for humanitarian and compassionate grounds and to help with the legal aid application process. By writing letters of support for clients, one client was accepted and is now in the process of applying for permanent residency. Clients were also assisted when applying for supportive housing through Services and Housing in the Province (SHIP), LOFT Community Services, WoodGreen Community Services, and Halton Access to Community Housing (HATCH). In the process of working with LAMP's Seniors Wellness program, we were able to get a bed and sofa for a client without a bed who had been sleeping on a broken couch for 20 years. Several clients were also supported with applying for Ontario Works, Ontario Disability Program; Canada Pension Plan and Old Age Security; and the Trillium Drug Benefit Program.

In response to the pandemic, our program offered a range of supports to vulnerable families, creating greater access to food resources. Overall, **30 clients received emergency gift cards**. Referrals and delivery arrangements were also made with Mississauga Food Bank, Kingdom Covenant Church and Cawthra Baptist Church's Open Hands Food Program, and Sai Dham Meal Program to deliver food to East Mississauga residents.

The client advocate works with interdisciplinary teams and partner agencies such as: Dixie Bloor Neighbourhood Centre, FCJ Refugee Centre, SALCO, Mississauga Food Bank, Catholic Cross-Cultural Services, MIAG, Sai Dham Meal Program, Open Hands Program at Cawthra Baptist Church and LAMP's Seniors Wellness Program.

# Seniors Wellness Program



Reconnecting our clients together after the pandemic was crucial for their well-being and maintaining a sense of community. By providing seniors with opportunities to stay active, connect with others, and access resources for maintaining their health, our Seniors Wellness program played a crucial role in supporting their overall health and well-being. Getting back to our pre-pandemic sessions opened the door for a renewed sense of empowerment and independence among older adults, allowing them to age gracefully and live fulfilling lives.

Our Seniors Wellness program went from virtual sessions during the pandemic, to hybrid mode, to finally fully resuming in person. Some of the ways we reconnected with our clients included our Seniors Luncheon held in early 2022. Since this luncheon was previously hosted in 2019, they were overjoyed to be back and celebrate together after a long pandemic.

Currently, the Seniors Wellness program offers exercise classes with an **average of 35 attendees daily**, educational workshops, and other opportunities for social interaction and community engagement.

**60**  
Seniors  
Luncheon  
Attendees



**“This program has been instrumental in keeping my husband and I moving...The classes very much focus on the group’s ability to move safely and engage us in activities that incorporate our everyday tasks.”**

**- Senior A, Program Client**



# Francophone Health Promotion (FLS) Programs

**125** Francophone community members

**57** sessions offered overall to clients



Over the year, the FLS program has continued to serve Francophone community members whom identify as belonging to immigrant, refugee, ethnocultural, and racialized communities. Through different partnerships with organizations serving the Francophone community, we were able to adapt, plan, and coordinate activities that respond to the needs of clients (i.e., Conseil scolaire Viamonde, Retraite active de Peel, EarlyON Centres, Collège Boréal, and the Credit Valley Family Team).

Our activities focused on strengthening the physical, mental, and social well-being of our clients. Zumba, Yoga sur chaise, art, nutrition, santé mentale et bien-être, Yoga pour enfants, session de Pleine conscience were among the most popular programs offered between 2022-2023. These programs aimed to increase our community's knowledge on various topics related to their health, break isolation, increase access to community resources available in French, and to positively impact their overall health. Participants reported having acquired tools that will help them to improve their well-being to be more connected to others and raise awareness of the resources available in French.

*Votre engagement envers la communauté et votre volonté de nous informer ont eu un effet significatif sur notre vie. Votre disponibilité et votre dévouement ont été une source d'inspiration pour nous, nous permettant de nous sentir soutenus et informés. Grâce à votre travail, notre bien-être s'est amélioré et nous sommes plus activement impliqués dans notre communauté. Nous tenons à vous remercier chaleureusement pour tout ce que vous faites."*

*"Your commitment to the community and your willingness to inform us has had a significant effect on our lives. Your availability and dedication have been an inspiration to us, allowing us to feel supported and informed. Thanks to your work, our well-being has improved and we are more actively involved in our community. We would like to thank you warmly for all that you do."*

**-Nihal H., Program Client**



*Merci de nous offrir une bonne variété d'activités intéressantes et pertinentes. Dans un milieu minoritaire c'est très apprécié de pouvoir les vivre en français. Les activités permettent de découvrir de nouvelles habiletés et de se garder en forme physiquement et de maintenir une bonne santé mentale.*

*Thank you for providing us with a good variety of interesting and relevant activities. In a minority environment, it is very appreciated to be able to experience them in French. Various activities help us to discover new skills and to keep physically fit and maintain good mental health."*

**-Édith G., Program Client**

*"Encore une fois cette année, Retraite active de Peel a bénéficié d'une belle collaboration avec le Centre de santé communautaire d'East Mississauga grâce au travail de Christiane Fontaine, la promotrice de la santé en français. Ce soutien est d'une grande importance pour notre organisme puisque nous sommes gérés à cent pour cent par des bénévoles et comptons sur les subventions et la générosité de nos partenaires pour permettre à nos activités de répondre aux besoins des aînés Francophones de Peel.*

*"Once again, this year, Retraite active de Peel benefited from a great collaboration with East Mississauga Community Health Centre through the work of Christiane Fontaine the French-language health promoter. This support is of great importance to our organization since we are one hundred percent volunteer-run and rely on grants and the generosity of partners to enable our activities to meet the needs of Francophone seniors in Peel."*

**-Lorraine Gandolfo,  
Retraite active de Peel (LAMP Partner)**



# Harm Reduction

## Fostering a renewed sense of hope and resilience.

In the spirit of renewal, our Harm Reduction program embodies LAMP's values of Advocacy, Respect, Equity, Responsiveness, and Collaboration. We have been dedicated to promoting safety and well-being, providing vital resources and unwavering support to individuals facing substance use challenges.

**6,700** Client Interactions  
& Outreach Efforts

**287** New  
Clients

**6,800** Harm Reduction  
Kits & Supplies  
Distributed

To enhance accessibility, we partnered with a local pharmacy, extending our reach beyond LAMP operating hours. This collaboration ensured equitable access to harm reduction kits and supplies, breaking down barriers, and empowering individuals with necessary care.

Renewal takes many forms, and we responded to the ongoing overdose crisis by introducing access to drug testing kits, including fentanyl testing strips. Through workshops, we educated individuals on their effective use, preventing overdoses and reducing harm. This approach reflects our commitment to advocacy and respect for the rights and dignity of every individual.

In addition, we delivered nine workshops covering overdose response, Naloxone (Narcan) use, wound health, and harm reduction techniques. By sharing knowledge, we promoted self-advocacy and resilience, empowering individuals in the areas of health and well-being.

Inclusivity remained at our core, and we launched a pilot drop-in program tailored to the 2SLGBTQ+ community. This initiative fosters a safe and welcoming space, providing tailored harm reduction services and support. Upholding the principles of equity and respect, we ensured all individuals received the care they deserve.

We tirelessly advocate for the rights and well-being of those we serve, forging meaningful connections with community partners. We extend gratitude to our community, staff, and volunteers for their unwavering support. Together, we renew lives, foster hope, and build a future where safety, respect, and equity prevail.

# West Toronto Diabetes Education Program

This year brought significant changes to the West Toronto Diabetes Education Program (WTDEP) while in recovery from the pandemic. Our team grew and despite challenges of returning to in-person care, our providers made sure services were flexible and client-centered, by offering in-person, video, and telephone visits as well as group education sessions.

We raised awareness about how financial and food security issues affect diabetes management and how we may help to alleviate the difficulties our clients face. We provided much-needed knowledge on accessing community resources, like food banks and compassionate supply programs, while WTDEP provided self-management tools including glucose meters, test strips, and lancets with some access to groceries and medication support to alleviate the burdens of experienced strains.

## Other ways we connected...

This year our outreach focus was on the rebranding of WTDEP and reducing barriers to access for people at risk of developing or living with diabetes. As COVID-19 restrictions were lifted, we were more proactive in our engagement efforts. With the redesign of our WTDEP website page, new or improved flyers and forms, and a new WTDEP introduction video, we expanded our reach and increased accessibility.







Our efforts for Nutrition Month in March and Diabetes Awareness Month in November were greatly appreciated by the communities we serve. We facilitated energizing ways for clients and the community to stay inspired to manage their diabetes. Our Healthy Eating on a Budget information boards were one of many well-received resources with positive feedback. Displayed at all six locations, this resource supported community members living under the pressure of the housing crisis and rising costs of living.

**156%** Increased Traffic to WTDEP Social Media Pages

We created content to combat diabetes stigma and improve overall understanding of the value of diabetes education through our online participation. This year, our strategic social media efforts resulted in strengthening awareness of risk factors for diabetes, ways to live well, and standard information about WTDEP.



# Physiotherapy

At the onset of the pandemic and throughout the year that followed, in-clinic services were vastly reduced across the sector, including those offered by the LAMP Physiotherapy program. As pandemic restrictions eased, LAMP's policies adapted and post-pandemic caseload management improved. As such, we were able to increase availability and capacity of in-clinic services offered. One-to-one in-clinic service resumed to full status, further ensuring that our clients were seen in an appropriate and timely manner. In-person group physiotherapy programs also resumed with programming being offered for low back pain and falls prevention.

**“[I] feel more connected and supported.”**

**-Client**

The services offered by our Physiotherapy program traditionally target vulnerable populations and those with limited access to services and/or resources. Many clients who received our services reported not being able to access physiotherapy outside of LAMP, highlighting the importance of serving these priority populations. Also, individual and group-based services were positively received by LAMP clients, with **100% of clients surveyed reporting being “satisfied” or “very satisfied”** with the services they received.

**650+**  
Group  
Participants

**950+**  
Individual  
Interactions

# Primary Health Care

The Primary Health Care teams (PHC) at Lakeshore and East Mississauga sites continued to serve our communities, ensuring that low-barrier services were provided to all, especially for vulnerable populations.

Our teams of family physicians, nurse practitioners (NP), registered practical nurses (RPN), and medical office assistants (MOA) offered accessible care to our clients through in-person, virtual, and telephone appointments. Interdisciplinary collaboration between PHC, Allied Health, and Health Promotion teams across the organization reduced barriers for clients needing access to multiple health supports due to complex health needs. Increases in the need for mental health counselling has highlighted the significance of the partnership between our internal PHC and Social Work teams, and the relationship between our Social Work team and solo practitioners in our communities.

The work of our PHC teams has meant access to excellent quality of care, low-barrier services, and improved health outcomes for those we serve. In this challenging environment, where demand for primary care and mental health services exceed capacity, we are always looking for opportunities to further increase access to care.

We are also excited to share that the Canadian College of Naturopathic Medicine (CCNM) has returned to LAMP, after an extended absence due to the pandemic. Welcome back!

**14,278**  
Client Interactions

**2,783**  
Clients Served



# Supporting Staff Well-Being

The physical, emotional, and mental wellness of our employees is something we value at LAMP, and we strive to build a positive workspace culture that supports that. Our Human Resources, Facilities, Administration, and Leadership teams continue to be dedicated to carrying out a variety of tasks, often unseen, to aid our staff and make it possible to serve the community.

With the goal of empowering employees to feel heard, we asked for their feedback on what our organization is doing well, our overall successes, and what needs more attention in order to strengthen LAMP's initiatives and drive positive organizational performance. We are pleased to report that despite the pandemic leading to increased client complexity and other associated administrative burdens, the results of our most recent Employee Engagement Survey were impressively high in most areas.

To accomplish our organizational objectives and keep loyal employees who feel a sense of purpose and belonging, we embrace this mentality. Here at LAMP, we plan to continue being proactive, investing in people and being ready to share outcomes. We have actively developed a sincere people-first culture and remain responsive to needs by focusing on what our workforce has to say and contribute collectively.

We also listened and considered feedback areas that reflected room for growth, such as developing a more clear vision for LAMP's future state and fostering an innovative culture. As the pandemic delayed our planning efforts, we agree that now is the time to look to the future with renewed vigor.





We launched the Calm app this year, a wellness tool that helps with mindfulness, sleep, and stress management. This self-care tool offers a personalized, self-directed wellness experience for staff whether within or outside of the workplace.

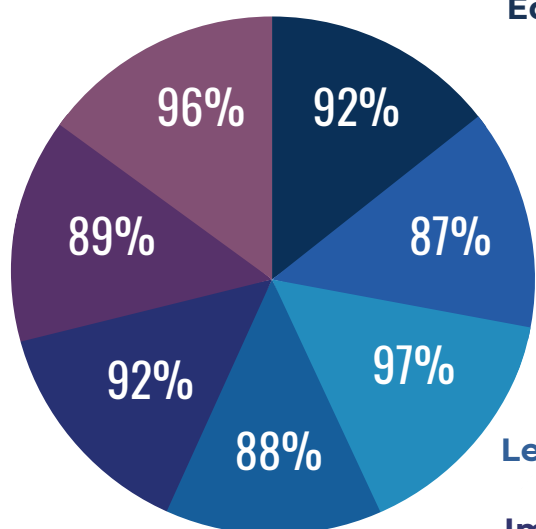
Motivosity was also implemented as a tool to foster our culture of community and belonging, enabling a connectedness where coworkers and leadership may all participate in expressions of appreciation for one another in simple yet thoughtful ways.

We have the utmost respect for the LAMP team. Throughout a very trying time, staff have worked together to support one another and made sure our clients always received the quality care they have come to rely on.



## Employee Engagement Results

### In these areas:



### Equity and Inclusion

### Mental Health

### Safety

### Senior Leadership

### Immediate Management

### Work Enablement

### Professional Growth

### Staff agree that...

Diverse identities, ideas, and ways of thinking and working are valued at my organization

My workplace has a good understanding of the importance of employee mental health

Our organization takes steps to protect my safety at work and provides appropriate information to do my job safely

Acts consistently and confidently in their ability to achieve organizational goals

Encourages me to share opinions and ideas and involves me in decisions that affect my work

I have materials and equipment to do my job right

Opportunities exist to do what I do best everyday and to learn and grow professionally

# We are ACCREDITED!

After a rigorous accreditation process, we are pleased to share that LAMP Community Health Centre is once again accredited by the Canadian Centre for Accreditation.

## What does this mean?

It means that our organization's operations and service delivery approach meet leading practice guidelines for our sector and that the care we provide is evidence-based and centered on the needs of our clients. Thank you to our incredible staff team, volunteers, clients, and community partners who are responsible for our successful accreditation.



## Donor Highlights

LAMP thrives on community connection and collaboration, and earned an Etobicoke Gem Award for our work in 2022! We appreciate the recognition and this year, we would like to recognize two of our local partners.

### Kellogg's Canada

In 2022, the Kellogg's team gifted the children we serve with brand new bikes! And, in recognition of our 15-year history of partnership, Kellogg's also donated **\$15,000** to LAMP! Thank you!



### Pay It Forward Group

Keeping it hyper-local, we would like to thank the Pay It Forward Group—who host the Annual Tee Off for Mental Health Golf Tournament—for their donation of **\$2,200** to LAMP's Among Friends program!

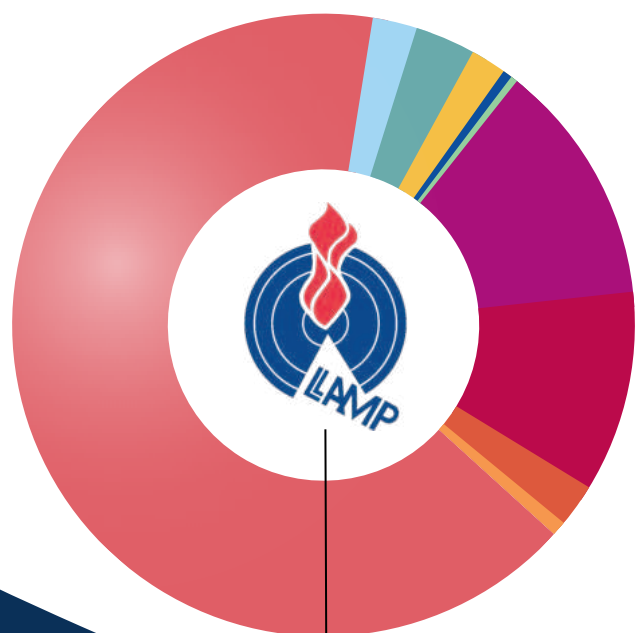


***Thank you for your support!***

# Financial Report

2022-2023 (Fiscal Year)

## Where the money comes from...



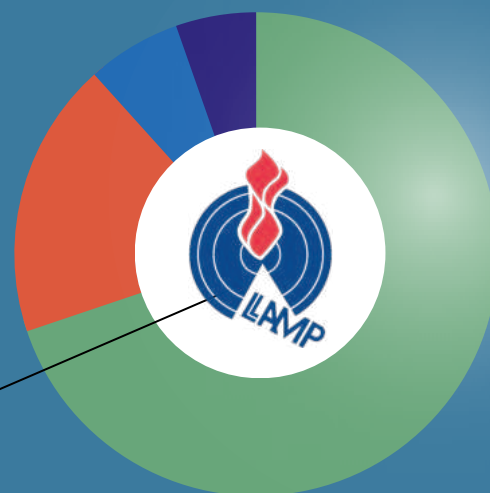
\$10,649,083	Ontario Health - Toronto Central LHIN & Mississauga-Halton
\$373,532	Rental, Consulting, Membership, Deferred Income
\$505,611	United Way
\$300,101	Federal Government of Canada
\$78,864	The George Hull Centre
\$57,989	Donations, Fundraising, Interest
\$2,042,296	City of Toronto
\$1,689,765	Region of Peel
\$361,232	The Ontario Trillium Foundation
\$123,569	Ministry of Training Colleges and Universities

**TOTAL: \$16,182,042**

## Where the money goes...

Salaries and Employee Benefits	\$11,259,292
Administrative and Program Support	\$2,982,839
Building Operations, Furniture and Equipment	\$1,016,375
Professional and Contract Services	\$866,392

**TOTAL:**  
**\$16,124,898**  
**\$57,144**  
**SURPLUS**







## LAMP Board of Directors 2022-2023

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M8V 2Z5

**Phone:**  
416.252.6471

### East Mississauga Community Health Centre

2555 Dixie Road  
Unit 7  
Mississauga, ON  
L4Y 4C4

**Phone:**  
905.602.4082

### Among Friends

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

**Phone:**  
416.251.8666

### Rathburn Area Youth Space

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

**Phone:**  
416.626.6068

### West Toronto Diabetes Education Program

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

**Phone:**  
416.252.1928



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