



LAMP COMMUNITY HEALTH CENTRE



2023-2024

Impact Report

Message From the Executive Director and Board Chair



Keddone Dias,
Executive Director



Rania Shuggi,
Board Chair

As we look back on the past year, we are thrilled to share the significant strides made by LAMP Community Health Centre during fiscal 2023-2024. Our progress is a result of dynamic collaborations and new initiatives aimed at enhancing equitable access to care for everyone, especially those most in need.

This year, we proudly launched the Black Health and Social Services Hub in Peel through partnerships with Roots Community Services and CMHA Peel-Dufferin, bolstering support for Black communities in the region. Our collaboration with the Region of Peel allowed us to expand our dental suites from three to seven at our East Mississauga site, significantly reducing wait times for essential dental care for children and seniors. In partnership with Unity Health Toronto, funding was

secured to establish a vital mental health support program for youth in South Etobicoke.

Our efforts with the West Toronto and Mississauga Ontario Health Teams have focused on enhancing health system planning and service delivery in chronic disease management, improving connections to primary care, and increasing cancer screening rates. Our leadership in health equity has also led to several publications in peer-reviewed journals, influencing broader system planning. We remain deeply engaged with local partners through the Community Cluster and Regional Community Response Tables in West Toronto and Peel Region, ensuring that the voices and needs of our clients are heard and addressed.

While we continue to celebrate these accomplishments, we also recognize the

challenges we face. The encampment at our Lakeshore site has highlighted the urgent need for affordable housing—a crisis affecting our entire community. As strong advocates for affordable housing, we are dedicated to collaborating with all levels of government and the community to find sustainable solutions.

We are deeply grateful for the continued support and feedback from our community, which inspires and motivates us daily. This year, we were honoured to receive the City of Toronto Community Champion Award, an accolade made even more meaningful by the fact that we were nominated by you, our community. This recognition reflects the dedication of our staff and volunteers, who truly embody the spirit of community champions.

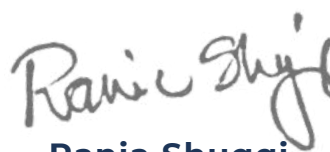


Keddone Dias
LAMP Executive Director

We extend our heartfelt thanks to our Board of Directors for their steadfast leadership and commitment. A special thank you goes to several board members whose time on the board has concluded: Louis-Charles Lavallee, Megan Primeau, and André Tran. Along with general director roles, Louis-Charles also served as Treasurer, Megan served as Vice-Chair, and André served as Chair of our Governance Committee. While their time as board members has come to an end, their invaluable contributions will continue to be of great benefit to LAMP.

With gratitude and optimism, we look forward to continuing our journey together, working towards a healthier and more equitable future for all.

Warm regards,



Rania Shuggi
LAMP Board Chair

OUR LAND ACKNOWLEDGMENT

LAMP honours the land that we are on, which has been the site of human activity since time immemorial. It is the traditional territories of the Huron-Wendat, Anishinabeg, the Chippewa, the Haudenosaunee Confederacy and most recently, The Mississaugas of the Credit River First Nations.

Ontario is covered by 46 treaties and agreements, and is home to many Indigenous Nations from across Turtle Island, including the Inuit and the Metis. These treaties and other agreements, including the One Dish with One Spoon Wampum Belt Covenant, are agreements to peaceably share and care for the land and its resources. Other Indigenous Nations, Europeans, and newcomers, were invited into this covenant in the spirit of respect, peace, and friendship and a responsibility to care this land and each other.

We are mindful of broken covenants, the oppression experience by the community and many lives lost due to systemic violence and we strive to be accountable to make this right.

We are all Treaty people. We have come here as settlers, immigrants, newcomers in this generation and of generations past. I would like to also acknowledge those of us who came here forcibly, particularly as a result of the Trans-Atlantic Slave trade. Therefore, we honour and pay tribute to the ancestors of African Origin and Descent.

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Our Impact

40,520

Service Provider Interactions



14,298

Individual Clients
Served



1,700+

Personal Development
Groups

29,000+

In Attendance at
Group Sessions



Top 10 Languages Spoken

22% Spanish; Castilian
16% Polish
14% Russian
9% Italian
9% Portuguese

8% Ukranian
8% French
6% Arabic
5% Hungarian
3% Urdu

2023-2024

Client Experience Survey Insights

209 additional languages indicated = to less than 3%

Impact ★★★★★

99%

Strongly Agree / Agree



"I would refer family or friends in the community to LAMP"

"LAMP's programs and services have helped me improve my health and well-being"

"LAMP has a positive impact on my community"

Satisfaction

"I am treated with dignity and respect at LAMP CHC"

"I am involved as much as I want to be in decisions about my care and treatment"



97%

Always / Often



Areas for Improvement

29%

"indicated when worried about a health problem or concern they did not get an appointment on the day they wanted..."

18%

"felt things could be explained in easier ways to understand..."



Feedback & Comments

"Thanks for your being an important part of the community."

"I really enjoy and benefit mentally from programs and communication with LAMP."

"I am blown away by the courtesy and efficiency of the staff; thank you for being you!"

"So happy that LAMP has so many choices for health and well-being. Most importantly, the staff and fellowship are especially appreciated."

Among Friends

This year, Among Friends connected and collaborated with our program members to accomplish amazing things. We hosted a successful Art Café where members of Among Friends and the Adult Drop-In program showcased and sold art pieces with the support of the LAMP community. In addition to creating student placement opportunities, we provided our members with a platform to volunteer and voice their opinions in programs like our Mental Health Advocacy Group, 2SLGBTQIA+ Group, and monthly planning meetings.

We have strengthened our partnership with Funny Bones Games Café, who created a safe environment for some casual fun; and together with community volunteers, we continued our efforts to help keep the Lakeshore Asylum Cemetery clean. We hope to continue increasing participation and partnership through these wonderful, collaborative community initiatives.



Our Community Partnerships

Ridley's Funeral Home | Lakeshore Affordable Housing Advocacy & Action Group | SECLS | Gus Ryder Pool & Health Club | Humber College

LAMP Volunteers



6,000+ Hours

Total Time Contributed by Volunteers



92

Volunteers

We extend our sincerest gratitude to our dedicated team of volunteers whose unwavering commitment and generosity have made a profound impact on our organization this year. Together, you have collectively contributed your time to help us run our programs, services, and events, ensuring their success and efficacy. Your selfless efforts and invaluable contributions have not only enriched the lives of those we serve but have also strengthened the very fabric of our community. Your dedication exemplifies the spirit of collaboration and service, and we are profoundly grateful for the positive difference you continue to make each day. Thank you for your outstanding support and for being an integral part of our mission.

Adult Drop-In

Through additional funding from the City of Toronto's Shelter and Support Services program, we extended our drop-in hours throughout winter. Our hours of service were increased on Fridays, raising our capacity to provide a safe, warm space four days a week. We continued to operate Tuesday to Thursday throughout summer and fall following our four-month funding period.

With rising costs of living and food insecurity, our program has become a vital community support. We actively offered adults facing homelessness or isolation a welcoming space to enjoy hot meals, access free WiFi, laundry, showers, computers, and phones while they connected with community services. In collaboration with the Among Friends program, we also provided creative, art-based workshops.

With the support of community donations and food contributions, we continued to ensure both individuals and their pets received necessary care during challenging times.

Adult Drop-In Program Overview

21,438 Client Meals Served

17,622 Client Visits

Snyk Truck Partnership

170 Pet Food Supports

124 Spays and Neuters



Harm Reduction

As Toronto continues to face a severe drug toxicity crisis, with overdose rates alarmingly high in our community, LAMP's Harm Reduction program remarkably expanded its outreach and support efforts in response.

This year, our program reached a substantial number of individuals in need. With the unwavering dedication of all our incredible volunteers and peer workers, we were committed to providing access to and training on the use of naloxone and harm reduction kits—crucial tools in preventing overdose deaths. Naloxone kits, available in nasal and injectable forms, were readily accessible to all community members at LAMP.

4,650

Client Interactions

334

Naloxone/Narcan Kits
distributed in effort to combat
overdoses and preserve lives

Social Work

LAMP's Social Work program continues to support the community by advocating, providing mental health counselling, and key supports to clients navigating the system. Recently, our program piloted a six-week grief peer support group to address the needs of clients experiencing loss. We are exploring ways to enhance this group and facilitate another session in the fall.

With one-time funding, we held three cycles of virtual group-based programs for 43 individuals, teaching mindfulness and cognitive behavioural therapy skills. Additionally, our department teamed with other LAMP programs, including EarlyON and Among Friends, to offer mental health psychoeducation.



We are dedicated to enhancing community wellness through ongoing LAMP-based collaborations as we see a growing need for timely, respectful, and culturally-centred mental health and addictions support. Our clients, who have experienced life-changing outcomes from the care they receive at LAMP, continue to inspire us.

Outreach (Allied Health)

Outreach is an incredibly important ingredient to the success of our Allied Health team. By being responsive to community needs and using information about programs and services that LAMP or other partners offer to best meet client needs, our outreach efforts contributed to supporting individual empowerment. Our efforts revolve around maintaining an active and informed presence in the community, which includes attending events and supporting information sharing on a diverse range of topics. Our teams connected community members to programs of their interest and provided outreach initiatives ranging from supporting the Mississauga Diabetes Strategy to informing individual physicians in our communities about Allied Health supports.

1,000+
Outreach
Interactions



30+ Events

Members of the Allied Health team engaged in a range of community events, such as wellness circles, Our Wellness Fair, a Black, African, and Caribbean centric event in Peel, healthy aging and active adult fairs, senior health fairs, and screening events for diabetes, high blood pressure and cancer prevention.



Dental Health Care

There has been exciting progress within LAMP's dental health department. After years of effort, planning, and advocacy, there was a site expansion leading to the creation of three new treatment areas to serve additional clients as part of the Ontario Seniors Dental Care Program (OSDCP). With construction starting in late 2023 and ending in March 2024, we are proud to say that we continued to deliver valued care to our community without our services being majorly affected!

We also welcomed new staff – a new dentist and two new dental assistants. More efforts are also underway to hire other oral health care professionals. We can confidently say this staffing addition raised access to dental services most needed by clients and, as such, we will be positioned to provide more timely assistance to address their concerns.

2,342 Healthy Smiles Ontario (HSO)
Clients Served (Ages 0-17)

2,018 Ontario Seniors Dental Care
Program (OSDCP) Clients
Served (Ages 65+)

Total estimated savings of
emergency dental visits in
hospitals at \$575 per visit = **\$392,725**



BLACK HEALTH & SOCIAL SERVICES HUB PEEL

As a leader in community health services, LAMP Community Health Centre (LAMP CHC) is proud to be at the forefront of a groundbreaking initiative in the Peel region. On September 13, 2023, the Ontario government announced a \$25 million investment to establish the Peel Black Health and Social Services Hub, a project that aligns perfectly with our mission to address health inequities in our communities.

Alongside our partners Roots Community Services and CMHA Peel-Dufferin, LAMP will play a crucial role in bringing this Hub to life. The Hub will focus on providing integrated Primary Care, Mental Health and Addictions, and Social Service supports that prioritize the needs of Black, African, and Caribbean populations. By offering culturally-affirming and responsive services, we aim to tackle the disproportionate health outcomes experienced by these communities.

This project is a significant step towards realizing the goals outlined in Ontario's Black Health Plan. It demonstrates a commitment to actionable change in reducing health disparities that impact Black communities across the province.

We believe this initiative has the potential to transform healthcare delivery for Black communities in Peel and serve as a model for culturally responsive care across Ontario. We look forward to updating our community on the progress of this vital initiative as we work towards a healthier, more equitable future for all.



Working for you
à votre service



City
News

ONTARIO'S FIRST BLACK COMMUNITY HEALTH HUB TO
OPEN IN PEEL REGION

LAMP Community Health Centre Wins 2024 Toronto Community Champion Award!

We are thrilled to announce that LAMP Community Health Centre has been honoured with the prestigious 2024 Toronto Community Champion Award! This award celebrates the extraordinary contributions of community organizations that enhance the health and unity of Toronto's residents.

In 2024, the Toronto Community Champion Award (TCCA) recognized 25 exceptional organizations for their collaborative efforts within the community. This year's ceremony held on May 16th, provided an opportunity to spotlight and celebrate the impactful work being done across the city.

What makes this award even more special is that LAMP was nominated by members of our own community. This recognition is a testament to the powerful impact of our collective efforts and the deep connections we have built with those we serve.

A heartfelt CONGRATULATIONS to our dedicated staff and volunteers—you are the driving forces behind this achievement. It is your passion and tireless efforts that have made this award possible and reflect the true spirit of LAMP.

As we celebrate this honour, we extend our gratitude to everyone who supports and believes in our mission. Thank you for being an integral part of this remarkable journey. Let's continue to build on this momentum and strive for even greater impact in the years to come!



ASK! Community Information Centre

Information, Referral and Advocacy:

We continued to expand and further open our services to our community this year. These services included individual advocacy, information and referral, and form filling, all in support of our community's highest needs and most vulnerable members.

14,012 Essential Services Provided

6,500 Clients Served

Income Tax Clinic

This year, our Income Tax Clinic marked another successful season, notably returning to in-person filing. This volunteer-driven initiative was completed in collaboration with the Canada Revenue Agency's Community Volunteer Income Tax Program, who supported us by helping to screen volunteers to ensure client security, and by providing essential resources, training, and software. Additionally, our year-round tax clinic served 272 clients and filed 331 returns.

ASK! Income Tax Clinic

1,340 Total Tax Returns Filed **1,218** Clients Served

CRA Community Volunteer Income Tax Program

22 Dedicated Volunteers **721** Total Hours of Volunteer Service

Booked **77%** of total Income Tax Clinic clients **Completed** **75%** of total tax returns filed

\$3,011,656.55

secured in benefits, rebates, and tax credits for low-income households





East Mississauga Health Promotion Seniors Wellness Programs

Through strategic partnerships with local organizations, healthcare providers, and community volunteers, our Seniors Wellness Programs at our East Mississauga site greatly enhanced the scope and impact of our services while strengthening our commitment to supporting the well-being of our senior clients.

Our exercise classes, attended by approximately **100 seniors** each week, were led by a professional fitness trainer. Additionally, programs like our international folk dance classes and art classes, held in collaboration with Peel Art Gallery and Archives (PAMA), offered creative outlets and cultural enrichment for our seniors. Our collaborative approach has significantly improved our seniors' well-being, demonstrating the profound impact of working together.

55 Seniors
in attendance at the Seniors
Christmas Party 2023

“ Testimonials



“Personally, I am glad I attended all programs. They were very helpful and especially to seniors in a time when things are always changing. It also brings people together...”

“I am highly inspired by the information and simple and basic tests done by the fitness trainer. She is such a friendly, knowledgeable person...Now I feel I am on [the] right track...with [a] few lifestyle changes.”

“Thank you very much Awa and all the other administrators for so effectively and efficiently organizing these different programs.”

French Language Health Promotion Programs

The French Language Health Promotion programs have been busy this year. We have increased the number of Francophones who accessed our programs and received our services. Throughout the year, our clients participated in one of the 75 activities offered (i.e., Zumba, yoga for children and adults, arts, mindfulness, nutrition, wellness, French Book Club). These activities aimed to increase client knowledge related to their health, break isolation, and raise access to community resources available in French. Participants reported gaining knowledge and tools that will help them to improve their well-being and become more connected to others.

This year, we built stronger relationships with our partners (Entité3, Ontario Health, Conseil scolaire Viamonde, Retraite active de Peel, Children's Book Bank, EarlyON Centres, and the Credit Valley Family Team). We particularly worked with the Groupe d'action sur les services de santé pour les aînés de Peel to ensure that Francophone seniors had access to long-term care and home and community support services in French.

With funding from Ontario Health, we launched our project **Transforming Knowledge to Action to Advance Health Equity: Embedding Active Offers in Health Care Delivery for Diverse Francophone Communities**. This project allowed us to establish a community of practice for professionals that offer healthcare and social services in French and to strengthen the Active Offer training by incorporating health equity from the diverse lens of the Francophone community.

1,052

Client Visits



Cooking with Seniors

122

Individuals
Served

75

Sessions
Offered

French Language Health Promotion Programs Testimonials

Retraite active de Peel (RAP) relies on the commitment of volunteers to support its mandate and offer activities to Francophone seniors in our region. We are grateful to our partners in this adventure and especially for the support of the East Mississauga Community Health Centre through Christiane Fontaine. The activities offered contribute to improving the quality of life and the autonomy of our members by providing them with stimulating and distinct activities. In addition, we also had his support during special activities for our members. There is no doubt that all of this contributes to the well-being of our community. Retraite active de Peel is proud of this partnership and greatly appreciates it.

Lorraine Gandolfo,
President, Peel Active Retirement

Retraite active de Peel (RAP) s'appuie sur l'engagement de bénévoles pour soutenir son mandat et offrir des activités aux aînés et jeunes retraités francophones de notre région. Nous sommes reconnaissant à nos partenaires dans cette aventure et surtout pour l'appui du East Mississauga Community Health Centre par l'entremise de Christiane Fontaine. Les activités offertes contribuent à l'amélioration de la qualité de vie et à l'autonomie de nos membres en leur procurant des activités stimulantes et distinctes. De plus nous avons également eu son appui lors d'activités spéciales pour nos membres. Il ne fait aucun doute que tout ceci contribue au mieux-être de notre communauté. Retraite active de Peel est fière de ce partenariat et l'apprécie énormément

Lorraine Gandolfo
Présidente, Retraite active de Peel



Pic-Nic | July 14, 2023



Arts | June 5, 2023

ActivateIT! Program for Newcomers, Immigrants and Refugees

The ActivateIT! Program supported the mental and social wellness of newcomers, immigrants, and refugees in our community, providing them with new skills while fostering a sense of belonging and connection. Programs such as trauma-sensitive yoga and watercolour painting helped clients cope and manage stress and anxiety. These initiatives offered usable skills that supported them in enhancing quality of life while increasing knowledge of therapeutic techniques through art therapy, mindfulness in movement, self-care, and understanding the mind-body connection. By exploring creativity, there were opportunities for clients to build upon their strengths and capacity, while some clients revisited old skills. They improved their knowledge and awareness about conflicting emotions, stress, and grief around immigration and assimilation into a new country through our grief workshops which explored a variety of topics that impact newcomers such as housing, family separation, food insecurity, building relationships, and loneliness.

Program Sessions

- Community Advisory
- Watercolour Painting Series
- Trauma Sensitive Yoga
- Family Zumba
- BIPOC Grief Workshops
- Youth Diasporic Dance

"The program helped me find time for myself, and I enjoyed relaxing techniques."

135 Total # of Unique Clients Served

42 Group Sessions

344 Total # of Session Participants

Watercolour Painting Series: Client Artwork

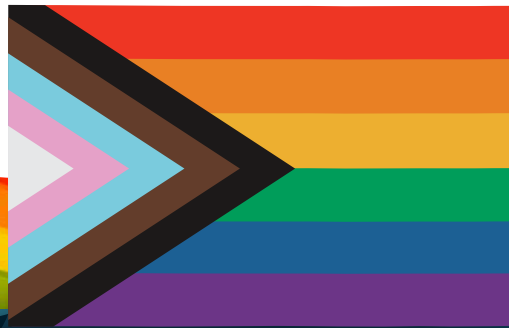


"The program allowed [us] to get away from the daily stress...[I] liked being part of the group....Teacher and hosts were amazing and very accommodating."

2SLGBTQ+ Programs

Our East Mississauga site (EMCHC) continued to expand our programming for 2SLGBTQ+ participants. We collaborated with the Harm Reduction team at our Lakeshore site by piloting a monthly drop-in for 2SLGBTQ+ individuals in our Etobicoke catchment area during the spring of 2023 along with hosting a PRIDE BBQ in June 2023. Individuals attending the drop-ins had access to harm reduction items, no-cost gender gear, and support with filling out name and gender marker change forms. EMCHC also partnered with two well-known queer community practitioners to offer new programming.

Continuing LAMP's efforts to remain sensitive to the needs of 2SLGBTQ+ communities, we developed and delivered a 6-week closed support group acknowledging the burden, impacts, and influence that anti-2SLGBTQ+ speech places on mental health and the daily living experience of individuals within these communities. Additionally, we launched a 6-week course on supporting people in becoming parents through adoption, surrogacy, or pregnancy, which was added to our selection of 2SLGBTQ+ family-focused programs.



Adult Learning

This year, our program continued to provide high-quality, free education opportunities for adults wishing to upgrade their literacy skills in reading, writing, and basic computer/digital devices. We were awarded a Skills for Success grant by Employment Ontario to pilot **Immersive Digital Learning in a Vibrant Space**. We designed this to bridge the digital divide while strengthening learners' connections to culture, nature, and social well-being.

Collaborations and meaningful community engagement by our learners with the use of smart phones/mobile devices happened in and outside of the classroom. Through curated partnerships and community volunteer support, we enhanced the impact of our services.

Digital Technology

Over 44 learners and 6 tutors in small groups embarked on 10-week courses encompassing the basics of digital technology: safety, navigation, and art toolbox/photo making. Learners explored and applied these skills in their daily lives and during our field trips.

Themed topics included local history (guided tour of Montgomery Inn); Indigenous cultures talks and installation “Broken Forests” (Assembly Hall); and Pop Culture at the Art Gallery of Ontario (AGO). Additionally, we all came out in full force to celebrate at the International Women’s Day luncheon held by LAMP. Through interactive collaboration and self-paced reflections and creations, Learners refined their critical thinking, teamwork and digital literacy skills, culminating in some amazing creations.

88%

Learners connected to multiple referrals: food supports, health/counselling, and more.



100%

of learners achieved goals to further their education, training and social opportunities.



Learner Testimonials

“I have more freedom in different ways, now that I understand and can use my smartphone—I can connect with friends and family.” -M

“Thorough training and meeting my fellow volunteers both in-person and online—very supportive.” -R

“My greatest learning achievement is feeling relaxed in the classroom setting, I am comfortable asking questions and don’t feel intimidated...”

Primary Health Care

As more and more individuals need quality care, we are constantly revisiting our processes and procedures so that we can offer service in efficient and practical ways allowing us to serve more. We are pleased to announce that we have "axed the fax" by implementing a digitalized system for transmitting and receiving e-faxes. We also provided virtual appointment access, expanding the possibilities for our clients to connect for care. While these wonderful developments are consistent with Ontario's digital health strategy, we know that additional funding is required to sustain this system and its features.

In addition to increasing staff efficiency, we expanded our capacity by hiring new medical office assistants, nurse practitioners, and physicians at our sites, allowing us to demonstrate community health leadership in expanding safe and exceptionally high-quality gender affirming care (GAC). LAMP believes that delivering inclusive, culturally safe, and high-quality primary care is critical to our mission. We were able to serve our community by prioritizing services for vulnerable, unattached, and marginalized clients in both of our primary sites.

14,000+

Appointments Completed



Nearly
3,000

Complex Clients Assisted



Community Nutrition

At the heart of community nutrition are partnerships!

Alongside LAMP's Health Promotion program, Community Nutrition ran cooking workshops approximately once per month. Each session was free and open to the public. The sessions focused on making up to three recipes that included nutrition recommendations for certain conditions (i.e., heart health, mental health, osteoporosis, gluten-free). We also made recipes from certain regions around the world, including East Asia, South Asia, and Southeast Asia. This symbolized our commitment to health equity as we provided culturally safe services that placed client needs first.

We teamed up further with LAMP's Adult Drop-In program at St. Margaret's Church to run cooking demos using low-cost ingredients that can be found at food banks; we also served hot meals. Understanding how vital it is in today's economy to provide healthy and budget-friendly food choices, we exercised our voice to raise awareness about the issue of food insecurity—which has become a growing risk factor in our communities due to limited resources and supports.

Moreover, the Community Nutrition program has also connected with LAMP's EarlyON program to address infant and toddler nutrition through drop-in programs around South Etobicoke, and through programs like the Baby Club, Little Bakers, and Baby Yoga, which have received very positive client responses.

Chiropody

Footcare is a service that many of our clients consider essential to their overall health and well-being. While there have been major hiring efforts that steadied near the end of the fiscal year, we are proud to say that program access has expanded and our waitlists are lowered.

While prioritizing client safety and completing thorough infection prevention and control (IPAC) requirements, we are exploring new ways to improve care and enhance access to services in the community by working with other LAMP programs while sharing our program capacity levels with partners who may be interested in referring clients. Overall, our client feedback was very positive in describing the quality of care received and the expertise and professionalism that our team showed during each appointment—placing each individual's needs and questions at the centre of each service.



2,500
Service
Appointments
Completed

700+
Clients
Assisted

Physiotherapy

The Physiotherapy program continues to provide individual client care as well as community and group-based services. Clients who received care have continued to report high levels of satisfaction and deeply value the benefits of the services we offered—especially in an accessible, culturally safe primary health care setting.

It is important to note that our program also exceeded our funder's targets for the number of clients seen and the number of client-clinician interactions expected to be completed. While these results are encouraging and show LAMP's continued commitment in this area of healthcare reflected through our team's passion, we recognize opportunities for more funding supports and increased capacity to provide services, as requested by new clients.

100% of Clients Surveyed
reported it is "Important", "Very Important, or "Extremely Important" to have physiotherapy as part of their primary health care team.

92% of Clients Surveyed
reported being "Satisfied" or "Very Satisfied" with the physiotherapy services they received.

West Toronto Diabetes Education Program (WTDEP)

This year, the West Toronto Diabetes Education Program (WTDEP) continued to provide client-centred care to people living with prediabetes and type 2 diabetes to further support them in maintaining their health. Our program received new client requests or referrals on a daily basis. We ensured equitable services by measuring food security and access to affordable medications. We also directed clients to local food security resources and assisted them with making budget-friendly diet changes.

We continued to advocate for marginalized and vulnerable community members as social and financial factors have an ongoing growing impact on the communities we serve. Understanding how financial concerns strongly impact one's ability to access care and achieve health-related goals, our approach positioned us to connect clients with compassionate supply programs to secure client access to affordable medications and diabetes supplies.

Nearly

3,000 Clients Served

Close to

7,000 Appointments Completed



EarlyON

LAMP EarlyON Centre provided free high-quality programs across our seven locations over the past year. Our programs supported parents/caregivers in their role(s) as their children's first teachers; we aided in strengthening their relationship with their children, enhancing their well-being, and enriching their knowledge about early learning and development. Our centres continue to be inclusive and welcoming environments where children have access to play and inquiry-based learning opportunities that foster positive developmental health and well-being.

Community Collaborations

This year, we teamed with Toronto Public Health, Toronto Public Library, Toronto Preschool Speech & Language Program, Lumenus, George Hull Centre for Children and Families, Braeburn Neighbourhood Place, and numerous community agencies, local business owners, and different departments at LAMP to serve and engage our clients and community.

Funding Opportunities

EarlyON was a recipient of the City of Toronto's Innovation Grant: **Reimagining Early Years Programming for Black Children and Families**. The grant was essentially created in response to the recommendations offered by Black communities to address anti-Black racism within the system. In partnership with the two other EarlyON centres in Etobicoke—George Hull and Braeburn, \$450K was allocated to create, develop and implement targeted, culturally safe, and responsive programs that support Black children and their families in Etobicoke and the Weston community. LAMP is the project lead for managing this grant.



36,272

Total Visits

3,236

Unique Individuals
Served

Home Visit and Parent Relief Program

52 Children (18 months - 4 years old)
accessed Parent Relief Program

129 Parents benefitted from
the Home Visiting Program

1,602 Informal
referrals made

Learning & Growing Together Program for Black Children & Families

773

Total # of
visits made

Total # of
families
served:

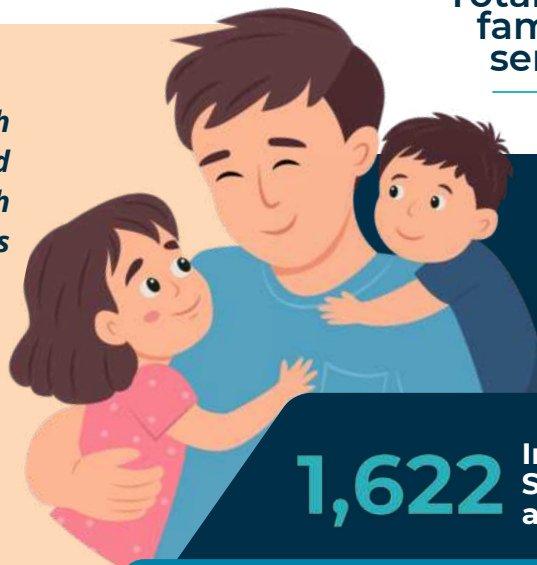
95

Testimonials

"I was a stay-at-home mom struggling with post-partum depression. This program helped me get out there with my baby, connect with other parents...I will forever be grateful for this opportunity."

"We are new immigrants here...EarlyON is like a ray of sunshine for my baby...Our settling period was very difficult for us... but this program help[s] us to make things quite feasible."

"I don't know what I would do without this program, it has impacted my mental health and well-being in the greatest of ways."



1,622

Individual Family
Support Specialist
appointments made

We used a hybrid model to help individuals meet personal and family goals, including health, food, mental health, and advocacy support.

Lakeshore Health Promotion Programs

Wellness Programs

LAMP's seniors made great strides over the past year in getting their fitness goals met and gaining new social connections. A **total of 218 Health Promotion group sessions** were facilitated, which helped raise the spirits of participants while improving their overall well-being. A highlight was the one-on-one Senior Fitness Assessment Program which was intended to identify individual fitness levels, track health changes, and provide tailored exercise and health improvement plans. Older adults in our programs enjoyed the new Seniors Social Hour and special events such as our health and wellness fairs, Repair Café, and holiday parties. Our active seniors continue to gain new friendships and improve their mental health and well-being through community engagement every day. Today, we have a new group of older adults volunteering and contributing to our programs and events!

Our Wellness Programs



Mindfulness



Chair Yoga
& Mobility



Drumming



Ukelele



Art



Latin
Dance

Affordable Housing Action in South Etobicoke

The Health Promotion department at our Lakeshore site spent the year engaged in a partnership with CP Planning's Roadmap for Redevelopment Plans to Confront Systemic Racism as a Community Hub for Etobicoke-Lakeshore. As part of this work, **LAMP engaged over 250 community members** in affordable housing advocacy this year through our National Housing Day event, Black History Month focus group, and Building Affordable Housing workshop series.

A key accomplishment this year was the creation of the South Etobicoke Community Land Trust (SECLT), developed by LAMP staff to provide an opportunity for community-led grassroots affordable housing advocacy with an eventual goal of community land ownership. By March 2024, the SECLT incorporated as its own independent organization with 90 members, all of whom were connected to the SECLT by LAMP.

Advocacy made with partners and the support of:

South Etobicoke Community Land Trust | CP Planning | Humber College | Co-operative Housing Federation of Toronto | South Etobicoke Community Legal Services | LAHAAG (Lakeshore Affordable Housing Advocacy Group) | Deputy Mayor Amber Morley's Office



Affordable Housing Crisis Hits Home

This past spring, we noticed an increase in individuals experiencing homelessness setting up temporary shelters in our LAMP parking lot. Since then, we have been working closely with key stakeholders, including the City of Toronto and Councillor Amber Morley, to address the situation.

We understand that our parking lot is not a suitable or sustainable living environment. This issue reflects the broader housing crisis in Toronto, where over 10,000 people experience homelessness each night*, whether on the streets, in shelters, or other temporary accommodations. This highlights the urgent need for comprehensive solutions. As tenants in a city-owned building, our direct ability to resolve this situation in our parking lot is limited. Nevertheless, we are dedicated to collaborating with both housed and unhoused members of our community to find a safe and effective resolution.

Our main focus is on identifying both immediate and long-term solutions, advocating for affordable housing, and ensuring that everyone is treated with respect and dignity throughout the process. We appreciate the community's patience and continued support as we navigate this challenging issue.

Statistics

10,000+

of homeless people are sleeping outdoors, in shelters and emergency respite centres, and in health and correctional facilities every night

98%

occupancy rate in Toronto shelters every night

89,800+

people are on the subsidized housing waitlist

75%

experiencing homelessness struggle with mental illness

46%

of the homeless population are aged 25 - 44

75%

of seniors and youth both represent the homeless population

**10
Years**

average waitlist for affordable housing

Source:

FredVictor.com. "Homelessness in Toronto - Facts and Statistics - Fred Victor." Fred Victor, 8 Aug. 2024, www.fredvictor.org/facts-about-homelessness-in-toronto/#:~:text=There%20are%20over%2010%2C000%2B%20people,just%20to%20name%20a%20few.

† Statistics courtesy of [City of Toronto](#), [Homeless Hub](#), [Wellesley Institute](#)

Youth Programs

This year, the RAY (Rathburn Area Youth) and Street Level Youth programs continued engaging and empowering youth in South and Central Etobicoke. We also developed leadership capacity building opportunities and increased educational supports for youth. Recognizing a rise in youth participation in our spaces, our team continued to strengthen access while focusing on culturally responsive mental health and wellness.

We incorporated a range of workshop facilitators and interactive programs to further support the needs of youth—focusing on mental health, recreation, and education about food security. The programs we offered encompassed culinary and food education; leadership, recreation, and arts; mental health and wellness; the young women and young men's program, along with our youth council.

Special thanks to: Our Donors and Sponsors

- **Second Cup Café (1050 Islington Ave.)**
- **Cineplex Odeon (The Queensway)**
- **Sherway Gardens**
- **Tim Hortons**



Health Equity Committee & Initiatives

LAMP is committed to creating fair and equitable opportunities for our communities to reach their fullest health potential. To create a better health system for all, we have dedicated time and resources to build our capacity to serve our priority populations—Black, Indigenous, and 2SLGBTQ+ communities—and we collaborate with our health and social service partners to make these opportunities possible.

Learning and Education

This year, we provided opportunities for health and social service providers to improve their understanding of anti-Black racism. We are also creating a “Confronting Anti-Black Racism” eLearning course, anticipating completion in 2025-2026. In addition, we encouraged hands-on learning about Indigenous communities through staff discussions, especially during Indigenous Heritage Month and National Day for Truth and Reconciliation.



Research

In partnership with Humber College, Roots Community Services, and Delta Family Resource Centre, we are conducting a study to understand how health and social service organizations can improve mental health care to unpaid caregivers.



Improved Services

LAMP works with local health and social service providers to offer programs to our priority populations across our sites, including sessions for Black families, queer and trans families, and Black/Indigenous 2SLGBTQ+ youth.

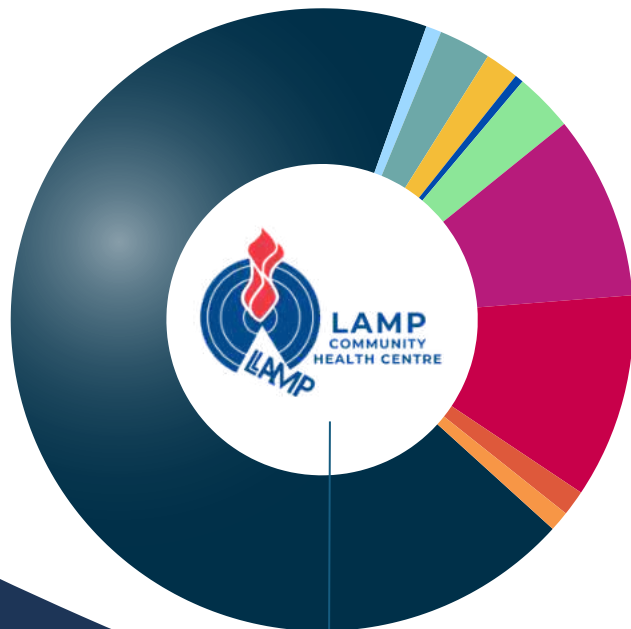
We are partnering with Roots Community Services and the Canadian Mental Health Association Peel Dufferin to design, develop, and implement an integrated health and social services Hub with and for the Black, African and Caribbean (BAC) communities in Peel Region. LAMP is responsible for providing primary health services that holistically addresses the physical, mental, social, and cultural needs of BAC communities, and seeks to eliminate disparities and inequities. To achieve our goals, we recruited qualified providers and resumed service delivery near the end of summer 2024.



Financial Report

2023-2024 (Fiscal Year)

Where the money comes from...



\$12,091,980	Ontario Health - Toronto Central LHIN & Mississauga-Halton
\$141,829	Rental, Consulting, Membership, Deferred Income
\$475,023	United Way
\$307,155	Federal Government of Canada
\$78,864	The George Hull Centre
\$536,120	Donations, Fundraising, Interest
\$1,683,430	City of Toronto
\$1,869,100	Region of Peel
\$232,051	The Ontario Trillium Foundation
\$182,842	Ministry of Training Colleges and Universities

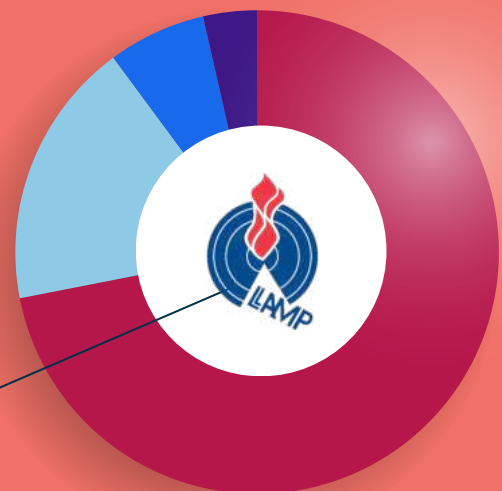
TOTAL: \$17,598,394

Where the money goes...

Salaries and Employee Benefits	\$12,487,235
Administrative and Program Support	\$3,110,533
Building Operations, Furniture and Equipment	\$1,135,195
Professional and Contract Services	\$624,931

TOTAL:
\$17,357,894

SURPLUS: \$240,500





Thank you

for reading our 2023-2024 Impact Report!



LAMP Board of Directors 2023-2024

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Megan Primeau, Vice Chair
Erika Deutsch, Treasurer
David Thornley, Member-At-Large
Julet Allen, Secretary

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Annette Heatherington
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East Mississauga Community Health Centre

2555 Dixie Road
Unit 7
Mississauga, ON
L4Y 4C4
Phone:
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Among Friends

2788 Lake Shore
Blvd. West
Etobicoke, ON
M8V 1J7
Phone:
416.251.8666

Rathbun 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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