



2024-2025

Impact Report

Message From the Executive Director and Board Chair



Keddone Dias,
Executive Director



Rania Shuggi,
Board Chair

We are pleased to share some of the highlights from this past year and invite you to explore our 2024–25 Annual Impact Report.

It was a year of both celebrations and challenges, and through it all the care, compassion, and commitment of the LAMP team never wavered. Across every program, including primary care, health promotion, early years, youth, seniors' wellness, adult services, and the teams working behind the scenes, everyone played a part in supporting community health and wellbeing.

A major highlight was the official launch of our expanded East Mississauga dental clinic. With seven suites now in operation, we've been able to reduce wait times and ensure more seniors can get the care they need. This has meant less pain, improved nutrition, restored confidence, and prevention of unnecessary emergency visits for our clients.

Our seniors' programs in South Etobicoke and East Mississauga were more vibrant than ever, with activities ranging from fitness, social programs, drumming and ukulele to yoga, dance, and art. These programs have kept our senior clients active, connected, and thriving. Our EarlyON and youth programs also had a wonderful year, giving families and young people space to learn, grow, and enjoy themselves.

This was also the year when an encampment developed at our Lakeshore site, a visible reminder of the housing and affordability crisis facing our city and country. It was not easy to navigate, but we are grateful for the many people who came together: community members, City staff, elected officials, Toronto Police neighbourhood officers, our dedicated staff, the LAMP Board of Directors, and importantly, the residents of the encampment. Together, we worked to approach this complex issue with dignity, care, and compassion.

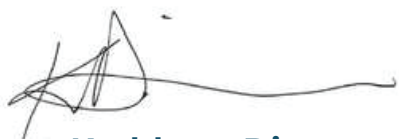
We also marked important milestones. We celebrated the retirements of Debbie Bridge and Johanna Milic, who dedicated decades of service to LAMP and left a powerful legacy. We also said goodbye to Shervanthi Rajah, who served LAMP for 30 years, and Wendy Mullinder, a valued member of our East Mississauga Advisory Committee. Both passed away in 2024 and are deeply missed.

Beyond our walls, we continued to lend our voice to health system priorities such as primary care, illness prevention, equitable access to care, and the social determinants of health, while also speaking out strongly on the urgent need for affordable housing. We ensured the needs of our clients and community members continue to drive our contributions and advocacy within the broader health system.

We are deeply grateful to our staff, volunteers, clients, and community partners for the many ways you supported our work this year. A special thanks also to outgoing Board members Rania Shuggi, Board Chair, and Karen Smith, Chair of the East Mississauga Advisory Committee, for six years of invaluable service and leadership.

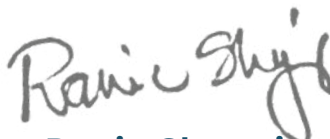
Together, we made meaningful progress this year, and we know there is so much more work to do. With optimism, determination, and the strength of our community, we will keep moving forward, focused on building a healthier, more equitable future for all.

With gratitude,

A handwritten signature in dark ink, appearing to read 'Keddone Dias', with a long horizontal flourish extending to the right.

Keddone Dias

LAMP Executive Director

A handwritten signature in dark ink, appearing to read 'Rania Shuggi', written in a cursive style.

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.

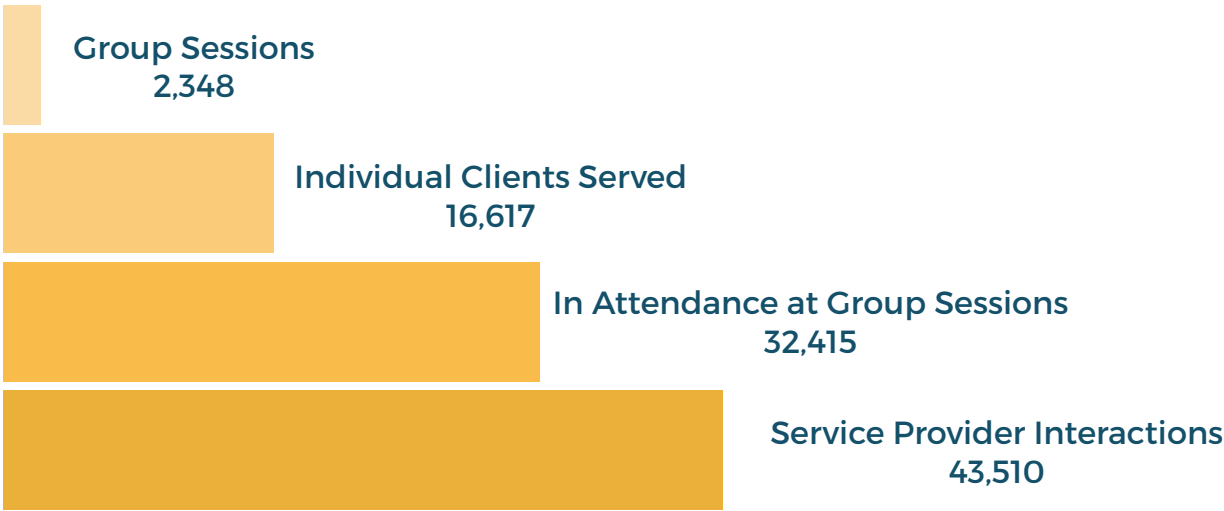
We are all Treaty people. We have come here as settlers, immigrants, newcomers in this generation and of generations past. I would like to also acknowledge those of us who came here forcibly, particularly as a result of the Trans-Atlantic Slave trade. Therefore, we honour and pay tribute to the ancestors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



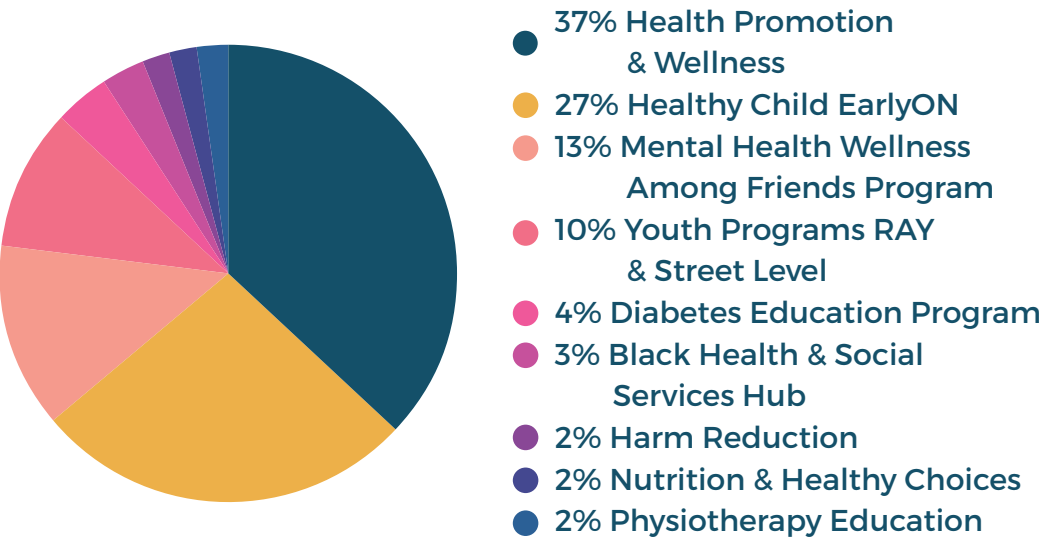
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Keeping Our Community Engaged and Healthy



Health Promotion Groups, Community Programs & Events

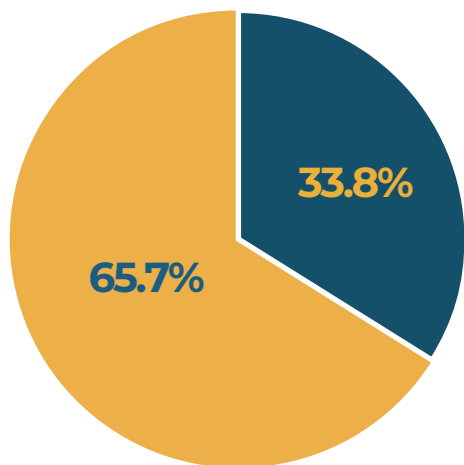


* Lower rates may reflect limited funding or resources and does not represent client need.

Top 10 Preferred Language of Service

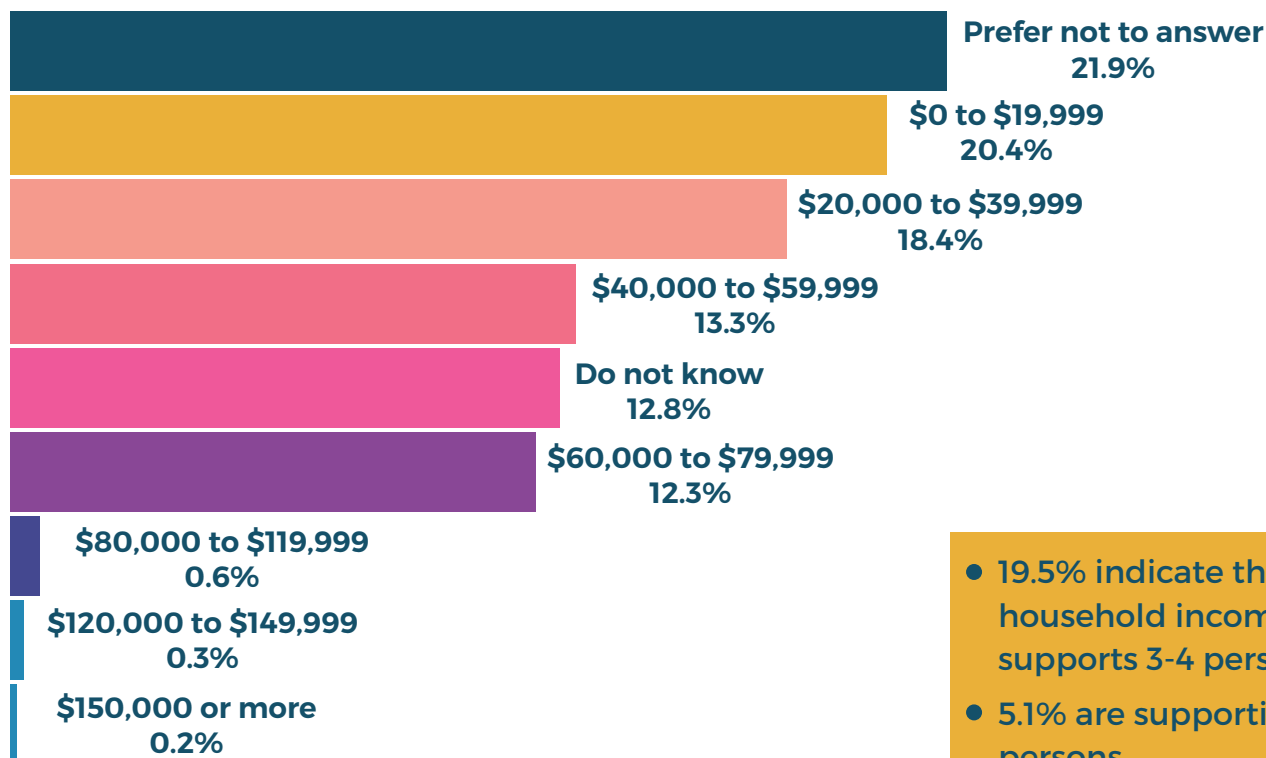
(other than English/French)

18%	Spanish	3%	Arabic
9%	Polish	3%	Hungarian
7%	Russian	3%	Albanian
7%	Ukrainian	2%	Urdu
6%	Portuguese	2%	Italian



- Clients Born in Canada
- Clients Born outside of Canada

- 65% of clients who indicated they were born outside of Canada are newcomers who have been here for five years or less.



- 19.5% indicate the household income supports 3-4 persons
- 5.1% are supporting 5-7 persons

* More families are facing difficulties in fulfilling their essential needs.

2024-2025 Client Experience Survey Insights

Our client experience survey is collected all year round and any client may submit up to twice per year. This data helps evaluate our programs and services along with identifying areas of improvement.

Where we are doing well:

100%



LAMP has positive impact on my community.

98%



I would refer family or friends in the community to LAMP

96%



Overall satisfaction with the care from LAMP. They are treated with dignity and respect. I always feel comfortable and welcome at the centre/site.

95%



Preferred language of service used at appointments, services and programs.

Where we can improve:

4%



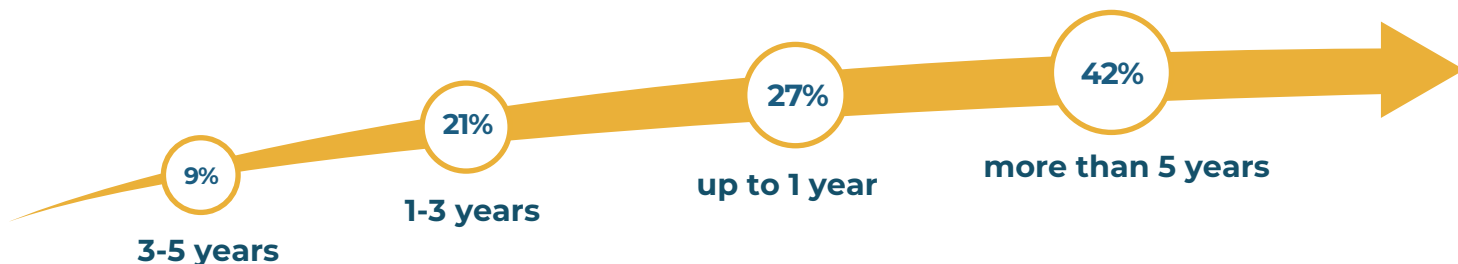
Indicated they want more involvement in decisions about their care and treatment. Indicated we could do better overall in providing our programs and services.

2%



Indicated we could be more friendly.

How long 2024 – 2025 survey respondents have been at LAMP



Feedback & Commentary:



“Keep it up! LAMP is playing a very important role for diverse communities.”

“I have received respect and dignity always. Thanks”

“Thank you for the support given to me, a low-income lonely senior”

ASK!

Community Information Centre

ASK! Program 2024-2025

ASK! Community Information Centre remained a vital hub of advocacy, respect, and responsiveness, helping thousands of community members overcome barriers and access the support they need. With 15,827 services delivered this year—including 459 instances of crisis intervention. Our team met people where they were, offering clear information, compassionate care, and trusted guidance.

Rooted in equity and collaboration, our work extended to all corners of the community. We completed 180 forms and applications to help individuals secure housing, income supports, education, and healthcare. Our free legal and affidavit clinics supported 107 people, giving them access to justice in a welcoming and barrier-free environment.

This year, our settlement worker provided tailored, flexible support to 250 newcomers helping them navigate systems, find stability, and build a new life in Canada.

At ASK!, each client is met with dignity and seen as the expert in their own experience. Through needs-based assessments, warm referrals, and timely information, we act as a bridge between people and the programs that can change their lives.

We are proud to stand alongside our community, offering support, advocacy, and connection—one conversation at a time.

LAMP Volunteers

Advancing Community Health Through Service and Solidarity



6,652+ Hours

Total Time Contributed by Volunteers



136

Volunteers

Our volunteers embody the heart of LAMP's mission—bringing respect, compassion, and collaboration to every corner of our work. This year, 136 dedicated volunteers gave over 6,652 hours of their time to support our programs, services, and events. Whether welcoming guests, assisting with food programs, offering administrative support, or helping at community gatherings, their presence has been vital to creating inclusive, responsive spaces where everyone feels seen, heard, and valued.

In a time when community needs continue to evolve, our volunteers' willingness to step in, adapt, and serve speaks directly to our values of responsiveness and equity. Their contributions have not only enhanced the quality and reach of our services but also strengthened our collective voice in advocating for health and dignity for all.

Volunteers bring diverse knowledge, lived experience, and care—reminding us that meaningful change is rooted in people coming together with shared purpose. They help us ensure that no one is left behind.

To every volunteer who stood alongside us this year: thank you. Your commitment uplifts our entire community and brings our vision of health, inclusion, and justice to life every single day.

Income Tax Clinic

Delivered in partnership with the Canada Revenue Agency's Community Volunteer Income Tax Program, the clinic prioritized client security and dignity through robust volunteer screening, training, and support.

The clinic is more than a service—it's a gateway to housing stability, health benefits, and income security. Each return filed helps to reduce poverty, increase financial stability, and affirm every person's right to access the resources they need to thrive.

Through responsiveness, compassion, and deep community commitment, our Income Tax Clinic continues to be a trusted support for those navigating complex systems. We thank our volunteers for making this critical work possible.

ASK! Income Tax Clinic

1,492 Total Tax Returns Filed **1,300** Clients Served

CRA Community Volunteer Income Tax Program

23 Dedicated
Volunteers

721 Total Hours of
Volunteer Service

\$3,500,000

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



Adult Drop-In

At St. Margaret Church: A Year of Expanded Support and Compassionate Care

Rooted in dignity and inclusion, our Adult Drop-In at St. Margaret Church on 6th Street continued to be a vital lifeline for community members facing homelessness, food insecurity, and social isolation. Operating Tuesday to Thursday year-round, the Drop-In provided essential access to hot meals, showers, laundry, and harm reduction supplies. Thanks to a City of Toronto grant, we extended our hours during the winter months (Nov 2024–Apr 2025), added a fourth service day, and distributed urgently needed survival supplies—jackets, boots, socks, hats, scarves, sleeping bags, and warmers—to those sleeping rough.

These enhancements allowed us to serve an additional 3,009 people and provide 1,959 extra meals during the coldest part of the year. In total, we welcomed 17,396 visits, including 750 individuals who were living unsheltered, and served 17,290 meals. We also made 230 referrals and provided active support to 171 clients.

In keeping with our commitment to care for the whole community, our pet services helped 208 low-income clients feed and care for their animal companions. Through our partnership with the Snyk Truck program, 69 pets received free spay/neuter services.

Together, these efforts reflect our unwavering commitment to equity, compassion, and practical support.

Adult Drop-In Program Overview

17,290 Client Meals Served
17,396 Client Visits

Snyk Truck Partnership

208 Pet Food Supports
69 Spays and Neuters

Harm Reduction

Grounded in compassion, equity, and advocacy, LAMP’s Harm Reduction Program continued to provide life-saving support and judgment-free care to people who use drugs and those impacted by substance use. Over the past year, we served 551 clients through 2,158 client interactions, offering a safe, respectful space for connection, supplies, and support.

Our team distributed 6,208 harm reduction kits and supplies, including safer use equipment and health information, while promoting dignity, autonomy, and safety. We also provided 191 naloxone kits, contributing directly to overdose prevention and community care.

In addition, 43 clients received more intensive, direct support through referrals, advocacy, provision of hygiene supplies and emergency survival gear, and training—demonstrating our commitment to walking alongside people on their path to greater stability, health, and self-determination.

Through a responsive, person-centered approach, our staff fostered trust and built meaningful relationships—recognizing that every interaction is an opportunity to reduce harm, strengthen wellbeing, and connect people to broader supports. We work in collaboration with clients, peers, and partners to advance health equity and reduce stigma.

2,158 Client Interactions

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

The early years are a critical period in a child's life, laying the foundation for lifelong learning, behavior, and well-being. By engaging families during this formative stage, our programs help create nurturing environments where children can thrive emotionally, socially, and cognitively. Investing in the early years not only supports individual children and families but also contributes to stronger, more resilient communities.

The LAMP Children's Program includes EarlyON, Parent Relief, and Home Visiting services. A dedicated team of 21 staff members work diligently to deliver high-quality programming that is both responsive to and reflective of the diverse needs of families with children from birth to six years old.

Programs are designed to meet a variety of needs, including age-specific offerings such as Feeding with Love, Baby Club, and Baby Yoga, as well as culturally specific programming for Black, South Asian, Spanish, Polish, and French-speaking families. Over 20 thousand visits were made to our programs and services, which are designed to strengthen adult-child relationships, support parent education, and foster healthy child development.

Home Visit and Parent Relief Program

45

Kids benefitted from the Parent Relief Program

689

Individual appointments with the 130 parents accessed the Home Visiting

192

Kids (0-18 years) reside in the household of the parents accessing the Family Support Specialist

Learning & Growing Together Program for Black Children & Families

233

Total # of visits made

Total # of families served:

64

Testimonials from Partners:

Our collaboration with LAMP has strengthened our ability to offer culturally responsive programming that affirms and celebrates the identities of Black families in the EarlyON sector. While the specific programming co-created for Black families have been impactful, we've also seen increased participation of Black families across all of our programs, reflecting a growing sense of belonging and trust. This has deepened relationships with the community and enriched the quality and relevance of our services -**George Hull EarlyON Manager Isobel Vallely**

We deeply value the opportunity to continue innovative programming with LAMP EarlyON that positively impacts our work with Black children and families. This partnership has provided us with additional expertise, resources and support that resulted in more comprehensive and tailored services in vulnerable neighbourhoods. It is through this partnership that we are seeing improved outcomes and a stronger sense of community and empowerment among Black children and families -**Braeburn Neighbourhood Place Executive Director Shobha Adore**

Testimonials from Parents:

"I took my little one to almost all the programs from 2 weeks old and stopped attending most at 12 months when he started daycare. We loved all the programs! Amazing staff who are knowledgeable providing a wealth of info, tips and tricks and are so supportive. Fantabulous families, cuteness overload and perfect early socialization for the littles (I think this is why my guy eased into daycare no problem!)" **(EarlyON participant)**

"We got help financially through gift cards and food giveaways in addition to advice about raising our little one." **(EarlyON participant)**



Remembering Shervanthi Rajah

This year, LAMP lost a beloved colleague and fierce community advocate: Shervanthi Rajah. Shervanthi joined LAMP in 1991 at the Lakeshore site as part of the Primary Health Care team. In 2010, she became the Client Advocate at our East Mississauga site, where she spent the next 15 years passionately supporting clients and uplifting the community.

Shervanthi truly embodied community care. Whether offering a kind word, a listening ear, or sharing her lunch so no one went without, she led with compassion and purpose. She never hesitated to support those in need and made everyone feel seen and valued. Even throughout her battle with cancer, she found peace in helping others and remained a source of strength for many.

Her legacy lives on through her wisdom, her unshakable optimism, and her unwavering commitment to service. She was deeply cherished by clients and colleagues alike, and we will continue to walk the path she carefully paved with care, compassion, and community at the center.

Though her physical presence is no longer with us, Shervanthi's spirit lives on in the lives she touched and the example she set. We are forever grateful for her service, their love, and her fierce belief in a better world.



BLACK HEALTH & SOCIAL SERVICES HUB PEEL

The Black Health and Social Services Hub (BHSS Hub) launched service delivery in Summer 2024 in collaboration with Canadian Mental Health Association of Peel Dufferin and Roots Community Services, and made an impact in the lives of many residents across the Peel region, despite the challenges of securing adequate clinical space and staffing. The overarching objectives of this project was to develop and implement sustainable equitable primary care, mental health and addiction and social services in Peel for Black African and Caribbean (BAC) residents, while contributing to improved changes in health and social systems required to drive health equity for Peel's BAC's population.

Our primary health care services were delivered by a team of family physicians and other health care providers in a culturally affirming and responsive way, and included primary health care programs and services for individuals of all ages, including treatment for high blood pressure, diabetes and other chronic illnesses. We also partnered with key healthcare stakeholder like the Mississauga Halton Central West Regional Cancer Program, Trillium Health Partners, William Osler Health Systems and the Black Health Alliance to organize targeted interventions to increase cancer screening rates among BAC communities and increase attach priority populations to Primary Care.

Over the past year we, this is what was achieved:



50 Britannia Road E,
Mississauga, L4Z 2G2,
ON.
28th November 2024

The Clinical Director,
Black Health & Social Work,
2555 Dixie Road,
Mississauga

Dear sir/Madam,

TO WHOM IT MAY CONCERN

We Just want to take a moment to express our heartfelt joy to the entire team of THE BLACK HEALTH & SOCIAL HUB for the steadfast commitment to making the life of the black community better and easy, your hard work and dedication truly keep the momentum going and outstanding

Everyday, we see the great work you do, and it never goes unnoticed. You have been of so much help to our family, you keep surprising us each day and never tried to assist in all our needs.

Your positive attitude and unwavering dedication make all the difference, and for that, we are genuinely grateful. Special thanks to Abigail Murigi for the moral support, the calls, the advice and words of encouragement, we really do appreciate.

Thank you for the fantastic job and dedication towards my family and other black families.

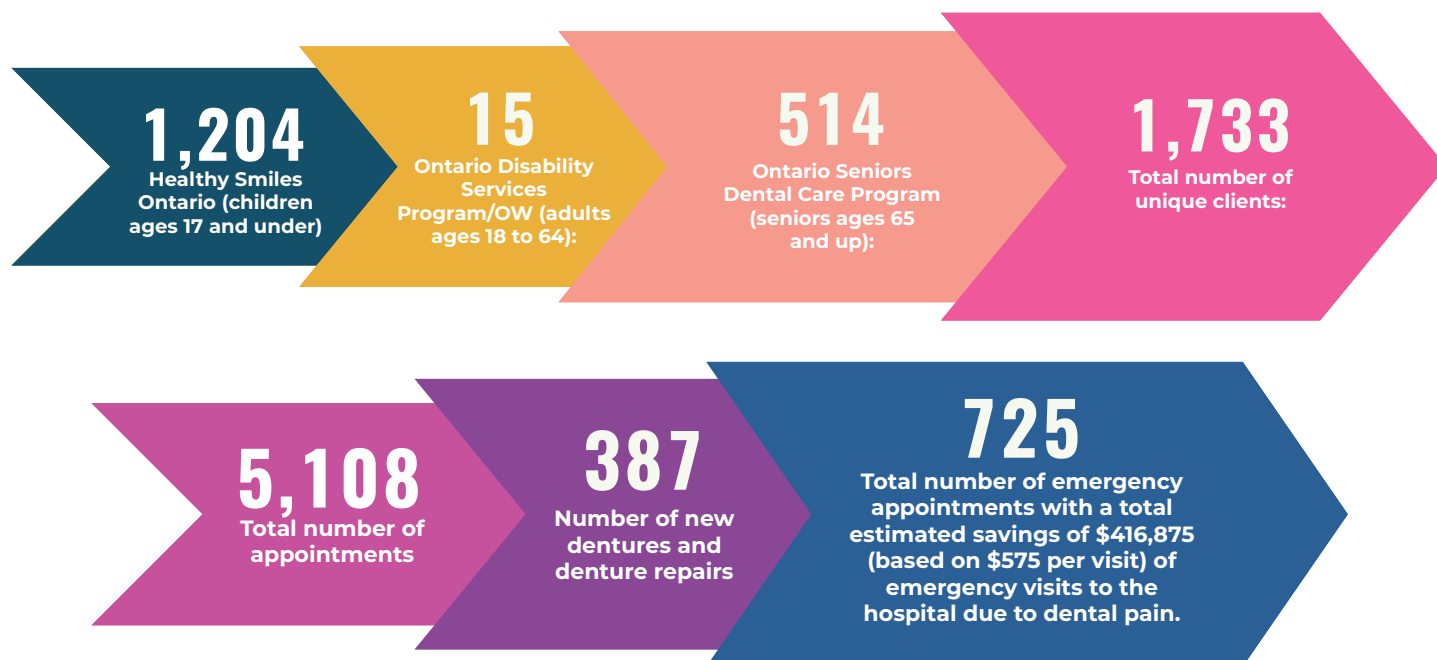
We the IGWELI family Loves & Appreciate you all.

Adanna & Michael.

Dental Health Care Program



Unique clients from April 1 2024 to March 31 2025 were as follows:



Impact of Dental Health Care

In April 2024, the dental program launched services in the newly expanded dental clinic that expanded from 3 to 7 operatories, including an operatory customized with a lab to support denture clients. The expanded clinic increased new Senior client intake by more than 150% in addition to much needed emergency dental care, improving access to care, and eliminating barriers.

The Official Dental Launch of the Expanded clinic – ‘Healthier Smiles, Healthier Community’ was celebrated in January 2025, with community members, partnering agencies and politician joining the celebration ceremony to share stories and connect on the importance of oral health. Ribbon cutting was performed by Dipika Damerla, Ward 7 City of Mississauga Councillor, Stephen Dasko – Ward 1 City of Mississauga Councillor, Peter Fonseca, MP for Mississauga East-Cooksville, Joanne Hedge, East Mississauga Community Health Centre Community Advisory Committee, and Paul Sharma, Director, Chronic Disease and Injury Prevention for the Region of Peel.

The dental team collaborated with EarlyON, Summerville Family Health Team, and Mississauga Seniors Centre to provide educational sessions on Healthy Aging, Seniors Oral Health, Infant Oral Health, Post Natal care, and School readiness.

Throughout the year, the dental team could be seen in the community raising oral health awareness and supporting the community at events such as Black, African and Caribbean Health Fairs, Pride events, and Preventive Care Program events, including a Courtside Care event hosted with the Raptors Social Impact Team, with the aim of empowering Black Families.



Dental Health Care Program Testimonials

"I think it is a wonderful gift to help the elderly to keep smiling."

"Heartfelt thanks for the positive change you have made in my life."

"Thank you so much for helping my Dad with his denture. We appreciate so much all the help. He'll enjoy eating again with his new denture."

"Thank you for all you do, and your care is very much appreciated. We are in excellent hands!"

*"Dear Ms.Thoba,
Please convey my sincere thanks and appreciation to Dr.Tam and Ms.Deepa for the excellent service provided with my Dental issues. Dr.Tam is highly professional. Ms. Deepa cleaned my teeth so well that it was shining white. I have been cleaning my teeth in the past at a cost in private Dental Clinics but it was never anywhere close to what I experienced yesterday."*

"Dr.Tam and Ms.Deepa will definitely enhance the reputation of your organization although it is not a profit-making institution. Kindly wish them continued success and advancement in their career."

"(Sent from the Region in Oct 2024 and the Region forwarded it to us with their "thanks to the entire team for all the care and support you show!") I visited Dental Clinic, division of the East Mississauga Community Health Centre. These visits took place on October 23 and 25, 2024. My problem had been fixed and I would like to express my deep gratitude and appreciation to the staff of the Dental Clinic for the great job they are doing for the people like me, covered by the Ontario Seniors Dental Care Program. Special thanks to the Dentist Dr. Tam and Dental Assistant Ms. Dragana, as well as the receptionists Ms. Najlaa and Ms. Yolanda."



Scan QR Code

Instagram link to Raptors Court Care event in Mississauga



YOUTH PROGRAMS

RETURN. RENEW. REVITALIZE

The pandemic marked a crucial turning point in how service providers deliver programs, resources, and supports to youth in our city. LAMP Youth Programs RETURNED for its second full year of programming with the mission of strengthening relationships with participants who regularly attended before the pandemic, while also nurturing new bonds with youth who aged into the program over the past four years.

Creating a youth space that offers responsive care and support requires RENEWAL. We continued to facilitate after-school programs that provided youth with access to academic support, employment training, civic engagement opportunities, life skills development, and recreational activities. In total, we delivered 1,144 sessions across Central and South Etobicoke in our youth spaces Street Level and Rathburn Area Youth Space (RAY) locations.

As we continue to deliver engaging and innovative activities and initiatives, we remain committed to REVITALIZING our youth program as a comprehensive hub where youth and their families can access resources, services, and supports. This program refresh is a necessary evolution of our long-standing efforts, ensuring we continue to adapt to the changing needs of youth in our communities while also strengthening our partnerships with other community agencies that support youth development.

LAMP Youth programs would like to acknowledge and thank the Rotary Club of Etobicoke, CF Sherway Gardens, Clore Beauty, Cineplex Queensway, SVP Sports Steeles (Etobicoke) and Hair Granted Beauty Supply for the continual support that ensures we are able to provide program supports to families in Central and South Etobicoke.



Primary Health Care(Lakeshore & East Mississauga)

The Primary Health Care (PHC) Teams at the Lakeshore and East Mississauga sites of LAMP Community Health Centre continued to accept new patients, with a focused commitment to priority populations, including but not limited to individuals without a primary care provider, uninsured clients seeking access to health services, and vulnerable community members living within our catchment areas.

Our Family Physicians, Nurse Practitioners, and Registered Nurses provided ongoing care through a blend of in-person, virtual, and telephone appointments. Both PHC sites ensured that all in-person services were delivered in accordance with strict infection prevention and control protocols, safeguarding the health and well-being of clients, community members, and staff alike. Notably, Gender Affirming Care is now available at both locations, further enhancing our commitment to inclusive, person-centered care.

Recognizing the increasing mental health needs within the community, our dedicated team of social workers at both locations continued to deliver a range of supports, including counselling, case management, advocacy, and resource navigation for clients referred by primary care providers.

As part of the Primary Care Mental Health Project, our Lakeshore-based social worker offered counselling and case management to clients referred by physicians serving the Mimico, New Toronto, and Stonegate-Queensway areas. Additionally, in partnership with Stonegate Community Health Centre, psychiatric clinics were hosted at our Lakeshore site to support clients with complex mental health needs.

Complementing our clinical services, we continued our partnership with the Canadian College of Naturopathic Medicine (CCNM). This collaboration provided free naturopathic care at the Lakeshore site under the supervision of a licensed Naturopathic Doctor, offering clients holistic support as part of an integrated care model.



Our Primary Health Care team

Community Nutrition

At the heart of community nutrition are partnerships!

The Community Nutrition Program provides a unique opportunity to work closely with other LAMP programs and local organizations to deliver tailored nutrition workshops for various populations, ensuring that clients receive relevant, culturally appropriate information. From managing chronic conditions like hypertension to offering guidance on healthy eating and budgeting, each interaction is rooted in the individual's lived experience and goals.

This focus on personalized care supports clients in making sustainable health choices and fosters trust, especially among populations who may have previously felt underserved or misunderstood by the healthcare system. By centering clients in program planning and delivery, the Community Nutrition Program embodies LAMP's mission to treat each individual with respect, empathy, and understanding, ultimately improving both health outcomes and client satisfaction.

The program offers frequent cooking workshops, visits to the Early ON Program, a community garden program with the Daily Bread food bank and collaborations with health promotion.

Chiropody Program

This past year the Chiropody program, we expanded access at the East Mississauga location with the addition of a new chiropodist, allowing us to serve more clients and reduce wait times. Our program plays a critical role in diabetes-related foot health, a key area of concern for many of our clients.

The Chiropody team remains focused on prevention, early intervention, and holistic care, aligning with LAMP's vision of providing services that are person-centred, integrated, and community-driven. The team continues to deliver impactful care, maintaining high-quality service delivery while navigating the challenges of a stretched system—demonstrating resilience and dedication to our clients' health and well-being.

West Toronto Diabetes Education

The West Toronto Diabetes Education Program continues to reflect our values of accessibility, client-centeredness, and adaptability. Over the past year, the program has made a deliberate shift to offer hybrid appointment options, including in-person, phone, and virtual visits, to better accommodate all situations clients may face. This has reduced barriers and improved client engagement. Clients can now benefit from e-visit appointment scheduling, secure email communication via Ocean, and soon email appointment reminders.

Group education sessions have returned in person, increasing community engagement and working towards greater health literacy. The WTEDP team remains focused on providing consistent, high-quality diabetes education and support, using every available tool to meet clients where they are. This program's evolution reflects LAMP's unwavering commitment to ensuring services are reachable, relevant, and responsive to the diverse realities of our community members.

Physiotherapy

LAMP's Physiotherapy Program has grown significantly in both scope and impact, reflecting our values of innovation, partnership, and client-centred care. By mid-year, the program had already achieved 84% of its annual service delivery target, demonstrating both its effectiveness and increasing community demand.

Client feedback has been overwhelmingly positive, praising the physiotherapist for their clarity, empathy, and effectiveness. Testimonials highlight the transformative impact of personalized care, reinforcing the importance of therapeutic relationships in achieving better health outcomes.

Client feedback has been overwhelmingly positive, praising the physiotherapist for their clarity, empathy, and effectiveness. Testimonials highlight the transformative impact of personalized care, reinforcing the importance of therapeutic relationships in achieving better health outcomes.

"I also met Binny who is the physiotherapist and I have needed his services a few times and he is wonderful helping me a lot."

"Binny has been very nice, grounded and straightforward. He communicated my health very well and give me advice I don't think other would have."

The program has expanded its impact through innovative partnerships, such as working with LAMP's Health Promotion Department to lead a summer walking group and participating in local health fairs to raise awareness and encourage access to physiotherapy services.

Our physiotherapist has extended the program's reach through active collaboration. Internally, the program partnered with the Health Promotion Department to offer a summer walking group, promoting mobility and community connection. Externally, participation in health fairs has increased visibility and encouraged engagement from broader populations. The falls prevention program now runs for a longer duration allowing participants to cycle through a series of sessions while also allowing others to join.

East Mississauga Health Promotion

The East Mississauga Health Promotion Program offers a range of programs and services focused on promoting physical, mental and social health and wellness for EM Priority populations: 2SLGBTQ+ communities, Francophone communities, Newcomers/Immigrants/Refugees, isolated Seniors and those who are low-income and struggling with poverty.

Our Health Promotion programs support our clients in learning strategies to improve their health and to stay healthy. We focus reducing isolation, preventing disease, reducing illness and enhancing the quality of life in the community. By taking greater control over their health, clients are better able to make decisions that impact their health and navigate and access health care resources.

Through education, skills building, and advocating for change, we foster strong supportive relationships with the community, collaborative agencies, policy makers and allies.

Big successes & win's over the past year:

1. Received New Horizons for Seniors Grant to support Mental Health Programming for Isolated Seniors
2. Developed and administered a Hate Crimes Reporting Education Tool
3. Started EarlyON 2SLGBTQ+ Family Program
4. Developed partnership with Canadian Mental Health Association
5. Developed Active Offer for Diverse Communities Training (in partnership with Entité3 and formed the French Language Services Community of Practice for Peel and Halton).

Health
Promotion
programs
have served
over
700
CLIENTS

Seniors Wellness Program Impact

This year was all about building meaningful connections, both with seniors and with new community partners who helped us grow the program in beautiful ways. Through these partnerships, we were able to offer more than ever: gentle chair yoga sessions, mindfulness and mental wellness groups, and educational workshops that touched on everything from nutrition to aging with dignity.

Our weekly exercise groups continued to thrive, especially the ones designed for seniors with mobility concerns. We also piloted drop-in social groups that became a safe and fun space for people to simply be together, sharing laughter, stories, and a few games.

One of our favorite memories from the year was taking a group of seniors to Cineplex in December to see a movie premiere. For many, it was their first time back in a movie theatre in years. The excitement, joy, and sense of belonging in that moment was something we'll never forget.

This work continues to be led by love, inclusion, and the belief that everyone deserves to age in community.



Aging with joy, strength, and a whole lot of fun

ActivateIT! Programs for Newcomers Immigrants and Refugees

Newcomers, Immigrants, and Refugee programs this year served 111 community members and connected families to their community, increased social skills, built tools for self-management of mental health and wellbeing, and strengthened family support systems. Many newcomer families expressed positive experiences around being able to participate in wellness activities with their loved ones, and make new friends within their communities, indicating that programs fostered social cohesion. Activities such as Zumba and art therapy nurtured outlets to express individuality, creativity, and advance social skills and confidence. Watercolour, trauma-informed yoga, and book club gave participants tools to manage mental health and coping skills at home or within their day to day lives through relaxing, accessible mediums of art, expanding knowledge and practices for the mind-body connection, and channeling feelings/emotions through discussions based on readings and writings. Majority of participants expressed improvements of mental wellness and increased capacity to utilize skills in their day to day living.

As a therapy for me is very good because It help to keep my mind busy also after the activity. And to be part of a group of people to share our experiences and friendship it is so important. I am very thankful.

This program was very helpful and beneficial for my mental health and balance my emotions. Last October I lost my mother and after two weeks my father was gone too. I'm in my late sixties and the pain is terrible, I been my mom's care giver, and tryed to do the best for my dad. Thank you very much for the great opportunity of being part of the program. It really helped me a lot.

I loved the energy of the instructor, he made everyone welcome. I loved the location as it's my children's school, the timing was great for us because I could pick my children up from after care and stay for Zumba. I loved moving my body. I absolutely loved that kids were allowed to participate and even allowed to just be there even if they didn't participate. It eased a lot of my stress that they were allowed to run around freely in the gym. I usually wouldn't be able to go to a class myself. I think it was so important to be good role models for our kids and show them that we as moms need to exercise and that it's a lot of fun.

Very fun way to keep fit loved the classes and due to the fact that I can bring my kid with me. Loved the environment and was happy to connect with different people. Mentally I have gained a lot by participating in my first ever book club. it encouraged me to read and discuss with others.

This program helps me with my fibromyalgia and my pinched nerve on my neck. I also suffer from inflammation on the shoulders and I have sciatica as well. I definitely learned some different techniques on these lessons. Thank you.

Yes, it's great for body stretching, mind & body relaxing, social activity with the group.

2SLGBTQ+ Programs

Through drop-in group programs such as, QXposure, TransActivate, 40+ Trans Adults, the Wellness Program, Arts Program, Drama Program, the Trans ID Clinic, EarlyON 2SLGBTQ+ Family Program and a range of supports offered through collaborative partnerships, we were able to meet the needs of 2SLGBTQ+ communities by providing programs that promote social connectiveness, health wellness, improving their stress management tools and building individual resilience. Recognizing that queer and trans communities are impacted by many forms of violence and systemic discrimination, together with community, we celebrated accomplishments and resilience of the community members on Trans Day of Visibility and on the International Day of Against Homophobia, Bi-phobia and Trans-phobia, as well as bringing community together for the Pride BBQ event in Etobicoke and Mississauga.

In the past year, we continued to enhance our partnership with EarlyON centres at LAMP CHC Horner site and Dixie-Bloor Neighbourhood to educate and support 2SLGBTQ+ families. Recognizing that significant gaps exist for families to access 2SLGBTQ+ services that are inclusive and relevant, we developed a family support program to address the social and mental wellness of families and children. In addition to supporting existing Queer & Trans families, we developed a 8 week course that specifically provided knowledge and resources to Queer & Trans individuals interested in building their families. The sessions offered included education around IVF (in vitro fertilization), surrogacy, adoption, co-parenting, legal rights etc.



“For new attendees and those who can benefit from the assistance of the facilitators in navigating various bureaucracies, the program is invaluable in terms of pointing them to various services and resources about which they might be unaware. For longer-term members, the program provides a safe space in which to share concerns and issues, to seek support and to grow friendships.”

“The program provides a safe place to seek support and feedback on issues one might be facing, and also to potentially make connections that could assist further (e.g. knowledge about jobs, apartments, resources).”

“It encourages social interaction and fosters friendships that persist outside the group.”

“The facilitators are wonderful sources for information, resources and contacts regarding many services offered around the GTHA.”

“The program is and has been an important space for socializing and social connection with other community members for going on 10 years now. I was very fortunate to find it when I was questioning and was accepted without hesitation and it continues to be a priority in my life.”

“I feel accepted “

French Language Health Promotion

The FL Health Promotion program has served 115 Francophone community members whom identify as belonging to immigrant, refugee, ethnocultural and racialized communities. FL Health Promotion has increased the number of Francophones clients who accessed our programs and received our services. Throughout the year, 847 participants to our 45 activities offered (yoga for children and adults, arts, mindfulness, nutrition, wellness, French Books Club). Our activities aimed to increase their knowledge related to their health, break isolation, and increase access to community resources available in French. Participants report acquired knowledge and tools that will help them to improve their wellbeing and to be more connected to others.

This year, we build stronger relationships with our partners (Entité3, Ontario Health, Retraite active de Peel, Children Books Bank, EarlyOn LAMP, EarlyON Halton and the Credit Valley Family Team). Collaborating allows us to increase our reach and engagement to ensure that the perspectives and needs of the diverse Francophone communities are considered. We particularly work with the Groupe d'action sur les services de santé pour les aînés de Peel to ensure that Francophone seniors have access to long term cares and home and community support services in French.



**Francophone
community
members**



**Activities
Offered**



Participants

From clients:

Thank you so much, Christiane, for all the workshops you offer us. Congratulations on the work you do for the community.

Merci beaucoup Christiane pour tout ce que tu nous offres comme ateliers. Bravo pour le travail que tu fais pour la communauté.

What I can say since our arrival here in Canada we have always left your offices satisfied and very courageous for everything you do for the community.

Ce que Je peux dire depuis notre arrivée ici au Canada nous sommes toujours sortis de vos bureaux satisfaits et beaucoup de courage pour tout ce que vous faites pour la communauté.

I really appreciate the quality of the activities offered.

J'apprécie énormément la qualité des activités offertes

We are lucky to have you. We appreciate the support you provide to us with everything we need and to foster a French-speaking community that is more interested in the various activities offered to enhance its influence. Continue to provide us everything we need and foster a French-speaking community that is more interested in the various activities offered for its influence. Finally, I wanted to thank you for all the tremendous work you do for the Francophone community in Toronto, especially in Mississauga.

Nous sommes chanceux de vous avoir. Nous apprécions le soutien que vous nous apporter pour tout ce dont on a besoin et pour favoriser une communauté francophone plus intéressée aux différentes activités proposées pour son rayonnement. Finally, I wanted to thank you for all the tremendous work you do for the Francophone community in Toronto, especially in Mississauga.

“ From partners:

Retraite Active de Peel (RAP) is the voice of Francophone seniors and retirees aged 55 and over in Peel Region. Retraite Active benefits from a partnership with the East Mississauga Community Health Centre through the French Language Services Promoter. This partnership has provided our members with access to several interesting sessions: drawing classes, chair yoga, and more. It is important for our members to feel part of a larger community, and the support of the East Mississauga Community Health Centre helps strengthen this sense of belonging.

Retraite active de Peel (RAP) est l'organisme porte-parole des personnes âgées et retraitées francophones de 55 ans et plus dans la région de Peel. Retraite active bénéficie d'un partenariat avec le East Mississauga Community Health Centre par l'entremise de la promotrice des services en français. Ce partenariat a permis à nos membres d'avoir accès à plusieurs sessions intéressantes: les cours de dessins, yoga sur chaise et autres. Il est important pour nos membres de sentir qu'ils font partie d'une plus grande communauté et l'appui du East Mississauga Community Health Centre contribue à renforcer cette appartenance.

On behalf of "ON y va Halton," I would like to express our sincere gratitude for your valuable collaboration throughout the recent events and activities we have conducted together. Your commitment, dedication, and support have greatly contributed to the success of these initiatives. Thanks to you, we have been able to offer meaningful and enriching experiences to our community and reach a greater number of people. It is always a pleasure to work with such a dedicated and passionate organization. We sincerely hope that this wonderful collaboration will continue in the future and that together, we will continue to make a difference by developing meaningful and valuable projects. Thank you again for your trust and partnership.

Au nom de "ON y va Halton", je tiens à vous exprimer notre sincère gratitude pour votre précieuse collaboration tout au long des derniers événements et activités que nous avons menés ensemble. Votre engagement, votre dévouement et votre soutien ont largement contribué au succès de ces initiatives. Grâce à vous, nous avons pu offrir des moments significatifs et enrichissants à notre communauté, et toucher un plus grand nombre de personnes. C'est toujours un plaisir de travailler avec un organisme aussi investi et passionné. Nous espérons de tout cœur que cette belle collaboration se poursuivra dans l'avenir et qu'ensemble, nous continuerons à faire une différence en développant ensemble des projets porteurs de sens et de valeur. Merci encore pour votre confiance et votre partenariat.

”

Lakeshore Health Promotion Seniors Program

88

New seniors
joined our
program

312

Classes

3,186

Visits

Strengthening connections and reducing isolation through inclusive programming

- Launched our popular Walking and Qigong classes, led by Binny our Physiotherapist and Katy our Qigong instructor. The sessions generated strong participation and engagement in nature like local lakeside parks.
- Our drumming program continues to offer a path to connection, healing, and self-expression. It's a welcoming space where people can relieve stress, strengthen their physical and mental well-being and grow together as a community. What began as a small group has blossomed into a vibrant circle of committed participants who now call themselves a "drumming family". Participants report feeling calmer, more focused and more connected to themselves and to each other.
- Prioritized seniors' physical and emotional wellness by offering low-barrier movement sessions like chair yoga, functional fitness and Qigong classes Also hosted culturally responsive programming such as Soca Cardio and a Black History event. Our line dancing workshops raised spirits and taught participants some new moves.

LAMP's art program boosted confidence, creativity and pride among the students. A recent art display of their work connected the students to the public, many who expressed interest in their artwork. The program also provided students with the opportunity to build strong bonds and supportive connections to each other

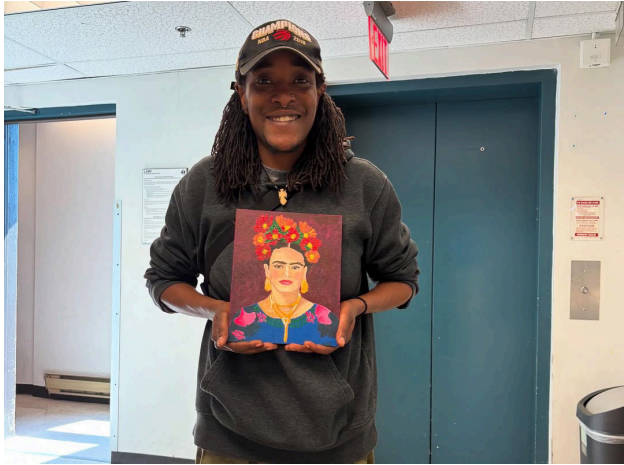
Affordable Housing Work

Building tenant power and community voice in housing conversations.

- Supported tenant advocacy by facilitating tenant engagement sessions and connecting residents with legal and housing supports. 14 workshops/events 578 unique visits
- Supported in collaboration with local housing co-operatives the creation of the South Etobicoke Co-operative Housing Network.

Worked closely with community members and partners to bring forward lived housing experiences. This was seen through the Co-Ops for Community Event which informed the community about housing co-ops, how they operate, where they are, and how the co-op model not only builds affordable housing, it builds and empowers communities.

Supported the protection of purpose built affordable housing rentals in Long Branch.



Community Relations

Fostering trust through visibility, listening, and ongoing dialogue.

- Held meaningful conversations with residents, addressing safety, service gaps, and opportunities for collaboration. We partnered with Second Harvest and Daily Bread Food Bank to host the Etobicoke-Lakeshore Candidates debate to create an opportunity to hear directly from candidates about how they intend to tackle challenges affecting Canadians, before heading to the polls for the federal election.
- Hosted a 200 food box give away in partnership with the Ontario Produce Marketing Association and North American Produce.
- Hosted a repair café that fixed items for more than 100 local residents.
- Participated in local events like the Grilled Cheese Festival, Extravaganza and the Senior's Fair at Franklin Horner Community Centre and The Etobicoke Community Fair at Cloverdale Mall to expand LAMP's reach and showcase our services to new people.
- Organized a Scam Prevention and Anti-Fraud Workshop to protect people's banking and personal information from harm.
- Hosted an International Women's Day Fundraiser with the Honourable Jean Augustine and Dr. Yasmin Razack the Dean of Equity, Diversity, Inclusion and Belonging at Humber Polytechnic raising more than 4 thousand dollars for LAMP programs.

Special Events

Celebrating community resilience and joy.

- Hosted a range of vibrant, well-attended events including Valentine's Day, St. Patrick's Day, Black History Month, Awards of Merit. These events were free, welcoming, and designed with community input, helping people feel seen, valued, and included. 7 special events 678 visits
- Used events not just to celebrate, but to also raise awareness, promote services, and build relationships such as the outreach that was conducted at the Grilled Cheese festival and the Long Branch Tree Fest.

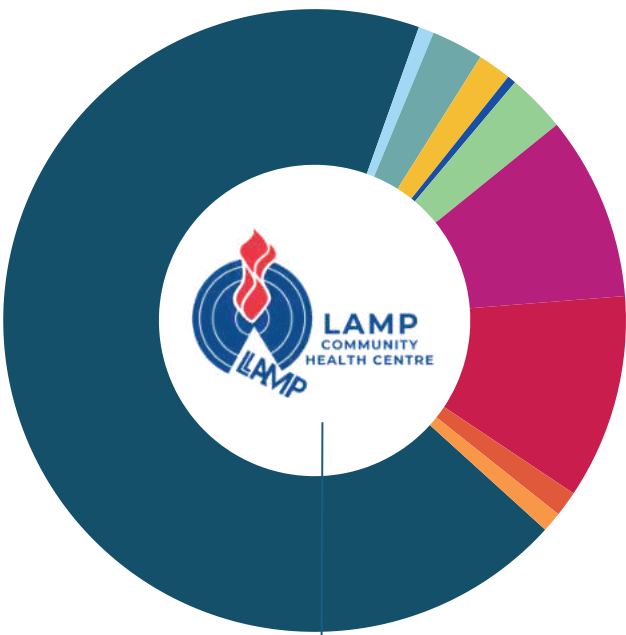
Awards of Merit

Honouring community champions who uplift and inspire.

- Successfully hosted LAMP'S 25TH Annual Awards of Merit, recognizing individuals and organizations making outstanding contributions to health equity, community care, and social justice. There was a large turnout and we featured performances from our community classes such as drumming, ukulele, and Latin dancing. People were seen coming together to participate in art, jewellery making, suncatchers and gardening activities, dance, henna, face painting and eat alongside one another. We also featured Indigenous displays, storytelling, books and a smudging ceremony.
- Brought together staff, volunteers, and community members in a meaningful celebration of local leadership and impact. More than 400 people attended.

Financial Report 2024-25 (Fiscal Year)

Where the money comes from...



\$13,259,441	Ontario Health - Toronto Central LHIN & Mississauga-Halton
\$150,010	Rental, Consulting, Membership, Deferred Income
\$449,102	United Way
\$205,592	Federal Government of Canada
\$78,864	The George Hull Centre
\$563,965	Donations, Fundraising, Interest
\$1,753,852	City of Toronto
\$2,348,172	Region of Peel
\$214,458	The Ontario Trillium Foundation
\$123,569	Ministry of Training Colleges and Universities

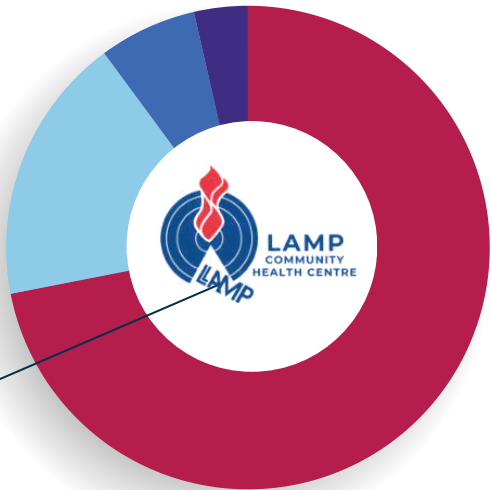
TOTAL: \$19,147,025

Where the money goes...

Salaries and Employee Benefits	\$13,665,470
Administrative and Program Support	\$2,938,717
Building Operations, Furniture and Equipment	\$1,278,230
Professional and Contract Services	\$719,033

TOTAL: \$18,601,450

SURPLUS: \$545,575





Thank you!

for reading our 2024-2025 Impact Report!

LAMP Board of Directors 2024-2025

Rania Shuggi, Chair
Julet Allen, Vice Chair
Erika Deutsch, Treasurer
David Thornley, Member-At-Large
Jannah Wigle, Secretary

Karen Smith
Marianne Sargosa
Ryan McKeen
Graham Rowlands
Timothy Ellis

Annette Heatherington
Olga Semenovych
Beth Anas
Kelly Klein
Bonnie Heath



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Phone:
905.602.4082

Among Friends

2788 Lake Shore
Blvd. West
Etobicoke, ON
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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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