

# Commitment & Resiliency Over Time

FLEMINGDON HEALTH CENTRE IN RETROSPECT

Annual Report | 2019–2020



**fhc**  
FLEMINGDON  
HEALTH CENTRE





## We are so honoured to celebrate Flemingdon Health Centre's 45th anniversary this year. There is a lot to recognize. Here are some of the highlights:



Our doors first opened as a University of Toronto Sunnybrook Hospital Care Centre at 701 Don Mills Road. The centre was a teaching site for the Sunnybrook Residency Program.



We were officially recognized as a Community Health Centre in 1974 – the first of its kind in Toronto.



And in 1975 we created a not-for-profit corporation with our own Board of Directors. Hence, why we are celebrating 45 years today.



Those early days involved a growth in our primary health care team and the establishment of our community focus. We began providing seniors care at 10 Deauville Lane in 1981 and held our first health fair in an apartment building in Thorncliffe Park in 1985.



FHC also has a long history of innovation and quality improvement. We conducted our first Patient Satisfaction Survey in 1987. Our model of integrating primary health care and health promotion included initiatives such as Tai Chi run by the Nursing Department in 1991; focusing on early cancer detection among young low-income women in 1992; and launching a diabetes education partnership program in 2001.

## Message from the CEO and Board President

We cannot take credit for these incredible milestones. It is humbling to be leading an organization with such a rich history. We want to acknowledge and thank those who have worked tirelessly for the communities we serve. Today marks a collective effort we should all celebrate. As highlighted in this year's Impact Report there are a number of folks who have led FHC through the years – from our first Board Chair Charlotte Sneyd to former Executive Director Peter Yue, former Executive Assistant Janet Singh, former Medical Director Dr. John Hilditch and our most recent Executive Director John Elliott. These folks, among many others, helped to shape FHC and got us to where we are today.

Looking forward is a daunting endeavor in 2020. FHC's role in community health and wellbeing will be critical and our work is more important than ever. Our unique perspective and service model are well suited for addressing the problems highlighted by the pandemic. It is very important that we take some time to recognize that this pandemic has not affected all of us the same. 83% of those with COVID-19 are racialized Torontonians. This compared to only 52% of the population of Toronto identifying as racialized. People living in poverty are dramatically over-represented in the economic, social and health impacts of COVID-19. As such, we must speak up about these injustices and listen to our communities to ensure we are advocating to change these circumstances. Because the pandemic did not create these inequities. These inequities existed and the pandemic has shone a light and ensured we can all see the systems in which our city is built and some of us prosper while others do not. We are hopeful that you will join FHC in our initiatives moving forward to address these health inequities.

Over the coming year we will be sharing stories, videos and other media to highlight the impact of FHC's work and the social justice work we all need to do together. We are launching a new website, a newsletter and strengthening our social media presence. Please connect with us so we can ensure strong, healthy communities together.



**Jen Quinlan**  
CEO



**Omar Ha-Redeye**  
President & Chair, Board of Directors

## CLIENT SUPPORT



**1,306**

Individuals served  
through Client  
Support Services

## DIABETES MANAGEMENT



**462** Group  
Sessions  
with **7,076**  
Participants

## FOOT CARE



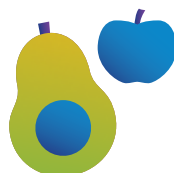
**1,176**

Clients Received  
Services

**3,657**

Interactions with  
Foot Care Team

## NUTRITION



**459**

Clients Received  
Services

**746**

Interactions with  
Nutrition Team

## PRIMARY HEALTH CARE



**5,849**

Primary Health  
Care Clients

**33,570**

Interactions with  
Primary Health  
Care Team

## HEALTH PROMOTION



**11,154**

Participants onsite and virtual  
with group programs

## COUNSELLING



**2,500**

Interactions with  
Social Work Team

### What Clients Told Us

**97%**

of clients would recommend  
FHC to a family or friend

**99%**

of clients were served  
in their preferred language

**98%**

of clients felt they were treated  
with dignity and respect

**53%**

of clients use other services in  
addition to Primary Health Care

**98%**

of clients felt their information  
was treated with the appropriate  
level of privacy

**FINANCIAL STATEMENTS** for the year ended March 31, 2020

**REVENUE**

● 96%	Toronto Central LHIN	\$11,536,984
● 3%	Grants and Other Income	\$330,747
● 1%	Amortization of Deferred Capital Contributions	\$176,634
<b>Total Revenue</b>		<b>\$12,044,365</b>


**EXPENSES**

● 71%	Salaries and Benefits	\$8,514,592
● 19%	General Operating	\$2,329,334
● 8%	Rent	\$1,008,018
● 2%	Amortization of Property and Equipment	\$176,634
<b>Total Expenses</b>		<b>\$12,028,578</b>

Amount Payable to Toronto Central LHIN **\$14,430**

**Excess/(Deficiency) of Revenue over Expenditures** **\$1,357**

# HIGHLIGHTS OF ACCOMPLISHMENTS AND MILESTONES

## SADPP 10th Anniversary:

The South Asian Diabetes Prevention Program (SADPP) marked 10 years in 2019. Over the years, this program has travelled 163,616 kms delivering 1,462 culturally specific workshops. SADPP has had over 27,000 interactions with individuals to screen and support lifestyle changes that can help to prevent diabetes.

## Fairview Site 10th Anniversary:

In 2009, the community came together to advocate for an interprofessional health team to be located in the neighbourhood. As a response to the community needs, FHC began a community consultation in North York and was able to secure funding for a satellite site of the Flemingdon location. Starting with limited services, by 2011, the Fairview site was offering a full range of services including Primary Care, Chiropody, Social Work and diverse health promotion and education programs. Over these past 10 years our Fairview site has become key in filling some of those gaps, including the opening of a Toronto Public Health Dental Office in 2011, and continues to value that community engagement that started it all.

## Don Mills Diabetes Education Program (DMDEP):

This past year, DMDEP has served 929 clients through 3,431 interactions. The impact is captured here by a couple of DMDEP clients: "I learned how I can enjoy food I love and at the same time, manage my diabetes. I'm no longer afraid to make small changes in my food and exercise. The results are good and diabetes is now under control." "My blood sugar level has gone down from 14.0 to 7.0, thanks to the information and support I am receiving from my diabetes educators."

## HATP Highlights & Partnerships:

A co-led initiative between FHC and The Neighbourhood Organization (TNO), Health Access Thorncliffe Park collaborates with community members and local partners to build and deliver meaningful programs and services. In 2019–20, HATP had more than 10,000 visits from residents of Thorncliffe Park. Here are some highlights from three partnerships:

- *HATP's Pediatric Health Initiative Clinic.* A partnership with Michael Garron Hospital and the Toronto District School Board. The clinic serves children with development, behavioural, and learning challenges through coordinated care plans which positively impact the client, families and educators. In 2019–20, the clinic added psychological services for the community.
- *Playing with Rainbows.* A partnership with Thorncliffe Collaborative for Muslim Families and New Horizons. a program for Syrian children and youth who have experienced conflict-based traumas. This wellness program hosts youth in a group setting and promotes the development of tools to build capacities to better cope with emotional reactions to stress and related trauma. This project promotes resiliency and encourages healing from trauma while identifying and building upon the strength and passion of each individual.
- *Winter Surge.* Expanded after-hours care during flu season in coordination with local physicians and MGH. This program helped divert Emergency Room visits during the winter period. In 2019–20, HATP once again hosted a successful after-hours clinic with a 50% increase in visits compared to the previous year.

## OHT and TPCP Looking Forward:

FHC is proud to be part of two approved Ontario Health Teams (OHTs)—the East Toronto Health Partners (ETHP) and the North York Toronto Health Partners (NYTHP). Both OHTs were approved by the Ministry of Health in 2019–20. Excitingly, the [East Toronto Health Partners announcement](#) took place in the Thorncliffe Park Community Hub (TPCH).

Looking forward, what do OHTs mean for FHC and our clients? It means more coordinated health and social services. Clients should experience more seamless care. See the following to learn more [ETHP Launch](#) and [NYTHP Launch](#).

## Covid-19 Response Commitment & Resiliency:

On March 11, 2020, the World Health Organization declared COVID-19 a global pandemic. This pandemic would fundamentally challenge the healthcare system and FHC. The pandemic would also disproportionately effect the communities we serve. From the start, FHC never closed its doors to the community. Stay tuned to hear how we responded to the pandemic.



1975







2020



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Fax (416) 422-3573

### **Fairview Site**

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Toronto ON M2J 2Z1  
Tel. (416) 640-5298  
Fax (416) 642-2238

### **Health Access Thorncliffe Park (HATP)**

East York Town Centre  
45 Overlea Blvd., Unit B7  
Toronto ON M4H 1C3  
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