

Responding to Challenges TOGETHER

Message from CEO AND PRESIDENT

Being entrusted with the leadership of Flemingdon Health Centre was a daunting and rewarding experience in 2021. Our world was met with a public health crisis that devastated our communities both locally and globally. The health system became overburdened and our social cohesion was stretched and torn.

At FHC, we found ourselves needing to act. Needing to make quick and challenging decisions. Needing to use incomplete information to weigh different paths forward. Needing to advocate and remind Torontonians which neighbourhoods couldn't be left behind. We addressed these needs with determination, commitment and follow-through and by always keeping in mind the enormous responsibility we have for the health of our staff, clients and communities.

As we reflect back on this incredibly difficult period, we have made some mistakes and learned many lessons. We have new ways of providing care and old ways we can't wait to return to. Above all, we have a strong commitment to ensure that post-pandemic, life at FHC and in our communities is better than ever.

The following Annual Report shares stories and data highlighting successes that have emerged from the pandemic. We encourage you to read, reflect and reach out to us to support the important work of pandemic recovery. Because at FHC, we know that the impact of the pandemic will be far-reaching and long lasting in our communities. It is up to all of us to work together to address the root causes of the injustices highlighted. We look forward to working with each of you to ensure the neighbourhoods of Flemingdon Park, Thorncliffe Park and Fairview are indeed built back better.



Jen Quinlan
CEO

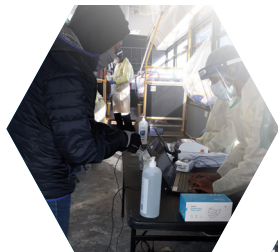


Omar Ha-Redeye
President & Chair, Board of Directors

COVID-19 HEADLINES

Flemington Health Centre is extremely proud to be a part of a community writing their own narratives. At the height of the Covid-19 pandemic, hard-hit neighbourhoods like Thorncliffe Park were marred by high case counts and low testing rates attracting media attention that left many feeling further isolated and stigmatized.

Through the strengths of this community, the story shifted to prioritizing high-risk communities through increasing supports and vaccine access. Thorncliffe Park became the site for one of Toronto's most active mass vaccination sites and pioneered a range of pop-up vaccine clinics. Grassroots groups and local ambassadors in the east also became very engaged in providing essential community supports (East Effort, see page 5).



Toronto's high-risk communities need much more support, Covid-19 outreach workers say

Canada Post suspends mail delivery to several Toronto high-rises, citing Covid-19 exposure concerns

Coronavirus: Families in Toronto's Thorncliffe Park face challenges with returning to school

4 more TDSB, 2 TCDSB schools to close due to Covid-19

3 teachers walk off job at Thorncliffe Park PS amidst Covid-19 outbreak

Toronto opening mass Covid-19 immunization clinic in Thorncliffe Park

How a Toronto neighbourhood called a coronavirus hotspot is pushing back against Covid-19



Community hit-hard by Covid-19 welcomes report recommending vaccine rollouts by neighbourhood

Thorncliffe school gets Covid-19 testing blitz in efforts to curb latest surge

THE EAST EFFORT PROJECT

East Effort, Community Covid-19 Response Project was an initiative of the East Toronto Health Partners (ETHP) led by Flemingdon Health Centre. This was one of 15 funded initiatives in the Province targeting high priority communities (HPC) who had been hardest hit by the pandemic.

The HPC funding came with three Strategic Pillars:

1

Community Outreach and Education:
Increase awareness of Covid-19 and reduce transmission.

2

Access to Testing:
Increase testing in HPCs.

3

Wraparound Supports:
Remove barriers to Covid-19 prevention including isolation.

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Thanks to Flemingdon Health Centre for its support of our project. The program has been very successful and the parents have expressed that they really enjoyed being part of the program and learned many new self-care and mental health strategies. We are planning on continuing to support these parents through an informal virtual art drop-in.

– Art Connections project, Flemingdon Park EarlyON Child and Family Centres

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The East Effort project target neighbourhoods were Crescent Town/Taylor Massey, Warden Woods, Oakridge, Thorncliffe Park and Flemingdon Park.

This project includes the following initiatives:

- ✓ Creation and implementation of an Individual and Family Support Fund
- ✓ Resources and supports for a Community Health Ambassadors program, and
- ✓ Programs focusing on Outreach and Wrap Around Supports including:
 - Increasing community awareness of Community Covid-19 testing sites
 - Enhancing centralized community supports (example: Community Hotline)
 - Enhancing food distribution and PPE programs in key neighbourhoods
 - Developing and promoting resources and information for community members on Covid-19 safety and vaccinations



The East Effort Project: BY THE NUMBERS



21

Community-based programs supported



62

Cross-sector organizations involved in collaboratively implementing wider and deeper community engagement through peer-led action



17,928

Individuals contacted through community engagement and outreach activities



1,486

Clients supported through case management and the Individual and Family Support Fund



10,684

PPE Kits distributed



1,010

Community Ambassadors representing a cross-section of their communities providing informal leadership and enabling trust-based relationship-building

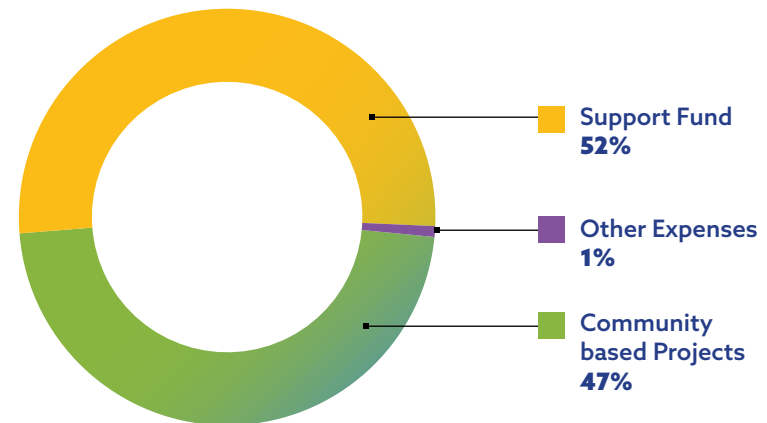
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One client with 4 kids, recently had lost her husband. Almost all of the income she received went towards rent and there was not enough to buy the food for the family. She had to think twice before buying any fruits/vegetables/clothes and personal hygiene items. She could not afford to buy all these. The \$1300 she got was, she said, a miracle. She was very grateful and did not know how to thank Flemingdon Health Centre.

– Support Fund Case Worker

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EAST EFFORT – FUNDING BREAKDOWN



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Thank you for supporting the Mental Health of Bengali Community during Covid-19 project in Oakridge, Taylor Massey/Crescent Town Area. The community is greatly impacted by Covid-19 and needed support immediately in the areas of mental health along with other supports.

– Bengali Information Employment Services, Programs

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Improving care through DIGITAL HEALTH



In October 2020, Flemington Health Centre moved to a new Electronic Medical Record (EMR) system called PS Suite (PSS) by TELUS Health. PSS offered us a more intuitive system that made it easier to function more efficiently. It allowed for quick installation, configuration, and deployment.

Of course, no system is perfect, and rolling out new technology during a pandemic was not an easy task. Fortunately, the added functionality of PSS came at a very good time as our providers were supporting more and more clients virtually.

The use of EMR has matured from initial data collection and record-keeping, to integrating digital health tools like the Ontario Laboratories Information System, PrescribelT, E-faxing, secure client/providers messaging to mobile/remote access and virtual care tools. As we've seen during the pandemic, keeping our clients and frontline workers safe and healthy has never been more paramount. Enabling remote care consultations between the provider and client, as well as practicing telemedicine from home, minimizes exposure to Covid-19 and other infectious diseases, reducing the risks of spread and infection.

We have been providing virtual care that is fully integrated with our EMR all through the pandemic which has helped with:

Removing Barriers



Eliminating travel and distance barriers that would otherwise delay or prevent care.

Improving Client Experience



Clients can have a virtual session rather than cancel their sessions due to conflicting responsibilities, weather, or exposure concerns.

Creating Connections



A homebound patient (even while in quarantine) can have virtual therapy sessions to feel connected and less isolated.



The enhanced functionality of PSS has made the provision of remote diabetes care much easier. Previous manual tasks, such as faxing, can now be completed electronically in minimal time, allowing for efficient communication between interdisciplinary team members. I especially appreciate the ability to send clients digital educational materials securely through Oceans. At a time when face-to-face teaching is limited, this feature ensures our clients have the information they need to manage their health at home.

– Morgan Lincoln, *Diabetes Nurse Educator*



Chiropody Care IN A PANDEMIC

At Flemington Health Centre, our patients' safety is our number one priority. We screen clients for Covid-19 exposure and symptoms prior to their appointment and when they arrive at the Health Centre. We extend the appointment time to sanitize and disinfect all the equipment in between clients. Maintaining service quality is crucial to our practice. Thanks to FHC's resourcefulness, we were issued workplace cell phones and other smart devices to conduct virtual appointments. This allowed us to continue to provide "face to face" interactions with clients without stepping into their homes.

Since our in-person appointments were limited, we work with clients and their family to provide instructions on how to keep the clients safe physically and emotionally. It was amazing to see how families would step in and make use of the impressive resources available. Everyone has been under tremendous stress due to the pandemic. We want to express our sincere appreciation to our clients and colleagues for their support and understanding. The pandemic does change our life but inspiration of Flemington staff to serve our community remains the same.

Food Security WORK AT FHC



While they say adversity gives rise to resilience, the Covid-19 pandemic unfolded in unique ways in our local in Toronto. To tell the story about how we navigated this pandemic of our lifetime is to be able to talk about the myriad of ways in which regular citizens, community organizers, agencies and funders worked together in unique and hyper-effective ways.

At the pandemic's start, it was clear that infection control protocols, physical distancing mandates and initial uncertainty of Covid-19's transmissibility resulted in all program spaces shutting down out of an abundance of caution. Most community-facing programs and service spaces like our Flemington Food Bank were overwhelmed with demand.

One of our biggest challenges was identifying a large enough space to accommodate large-scale food distribution while safely allowing staff to interact with the community. Our partners at the City of Toronto's Community Development Team and the Parks, Forestry and Recreation teams stepped in and helped us secure such a space for us. And so, from April 2020 onwards, the Angela James Arena, previously a hub of activity and sports, took on a new role, Flemington Park's Emergency Food Distribution Hub.

Continued...

Food Security Work at FHC (Continued)

With the help of Community Residents and Volunteers, *Flemingdon Food Bank, Flemingdon Park Ministry, The Neighbourhood Organization, FoodShare Toronto, Health Access Thorncliffe Park* and with critical funding from *Community Food Centres Canada*, we began the Emergency Food Distribution Hub at Angela James Arena.

This group met regularly and consulted with community advocacy groups and existing clients to identify how local residents could access food safely during this pandemic. Every week, approx **75** families or (**375** individuals) were offered fresh produce and bulk food products to help meet emergency food security needs.

At the heart of this operation, were incredibly capable community leaders, devoted volunteers and the committed staff across FHC, HATP and TNO. Each Friday for over **48** weeks, these community resident leaders and our staff and volunteers worked hard to ensure safe spaces that included active screening, contact tracing, weekly check-ins, and access to PPE and sanitizing supplies for these families.



All the while, our FHC teams were developing virtual programs specifically tailored to the groups of residents who accessed the emergency food distribution hub. Many of these clients who may, in the past have only been passing acquaintances to each other, now started forming social bonds of support that provided them with a sense of belonging of community during these adverse times.

All this incredible response would not be possible without the funding support of CFCC, as well as our community partner agencies.

Each Friday at Angela James Arena brought new challenges met in resourceful ways by our intrepid community leaders and tireless staff. It has been a uniquely rewarding experience to see our community-facing staff and residents develop unique solutions through the long, spring, summer and winter months to support uninterrupted access to food.

This work is a testament to the fortitude of our resilient communities that encouraged our agencies to persevere with them alongside us. **To the FHC teams who led this work, your relentless efforts helped keep our community safe while accessing emergency food supports during the Covid-19 pandemic.**

WHAT THEY SAY...

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Thanks for organizing the programs which really means a lot during these difficult times when we're mostly home bound and stressed. These programs provide a chance for me to feel like living a normal life although it isn't normal. Having a chance to learn something new and have something to look forward to is important for me. Also to get into a schedule during the day means I have an aim for that day. Thanks Flemington to offer and take care of us.

Overall those programs are very well presented! I would love to see in future a variety of healthy eating programs. The dessert classes are great but I'd love to see recipes incorporating fruit and natural sugar. I fully understand dessert is not dessert if it's not sweet but I'm sure our instructors can find ways to work around for alternative ingredients so as to make something delicious, wholesome and healthy!

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Thank you for putting out these programs, they were very beneficial for each of us. We learned many new ideas about healthy food and the benefits of eating healthy. As we all come from different backgrounds, it was great to learn about different cuisines and different healthy habits for all kinds of ages. It was a nice social time especially during lockdown. For future programs, I would suggest that there are more programs for kids as they seem to be very much interested in trying things by themselves. For adult programs, I would like to add the learning other skills with our programs.

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It's been a challenging time for everyone during the quarantine, but creating the zoom program made our lives more productive, and kept us busy during the pandemic which was a form of stress relief. We learned the health benefits of foods, nutrition facts of each food, and gained knowledge in cooking desserts, salad, and snacks. Every session there was something exciting to learn, and I would like to thank you for all for your efforts to keep these programs running, and all the research that you've prepared for us. It's been a great opportunity to be part of the FHC.

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FHC BY THE NUMBERS



Client Support

1,654

clients were supported
by the FHC team

Primary Care



4,955
clients served



33,777
interactions with
Primary Care team



Foot Care

903 clients received
received chiropody
services

2,689
interactions
with footcare
team

419
group
participant
attendees



Nutrition

320 clients

1,034
interactions
with Nutrition
team

3,741
group
participant
attendees



Client Support

1,654

clients were supported
by the FHC team

Population Health and Wellness

SADPP supported with

10,201

community-response and virtual
group programs (South Asian
Diabetes Prevention Program)

15,605

participants in on site and virtual
group programs

Counselling

3,513

interactions with
Social Work team

Food Security

(based on 48 weeks)

4,500
Flemington
Park individuals
served

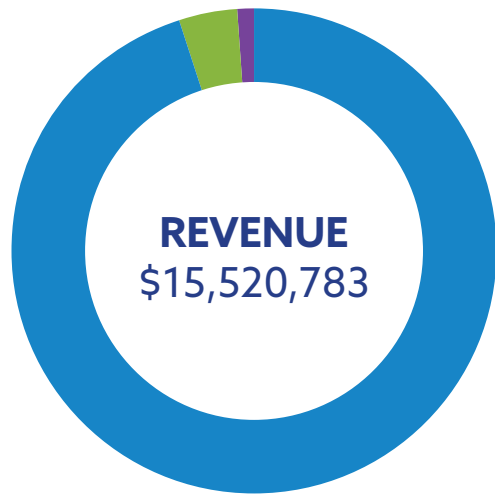
900
produce
boxes
provided

330
gift cards
distributed

7,000
lbs of fresh
produce
provided

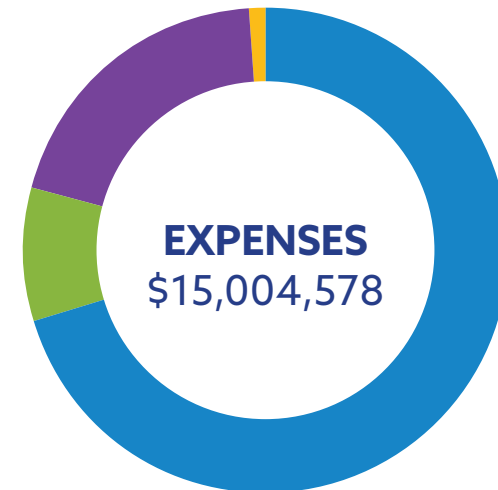
Summarized audited FINANCIAL STATEMENTS

Summary Statement of Operations – Year ended March 31, 2021



REVENUES

- **95%** – Toronto Central LHIN
- **4%** – Grants and other income
- **1%** – Amortization of deferred capital contributions



EXPENSES

- **70%** – Salaries and benefits
- **9%** – Rent
- **20%** – General Operating
- **1%** – Amortization of property and equipment

*Audited financial statements by BDO Canada LLP
are available at the health centre.*

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**Health Access
Thorncliffe Park**

Community Health, Close to Home.

Health Access Thorncliffe Park (HATP)

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