

# Annual Report

2022  
-  
2023



**fhc**  
FLEMINGDON  
HEALTH CENTRE

**A Collaborative  
Journey  
Towards Health  
& Well-being**

**Uniting  
Community,  
Inspiring  
Integration**

# CEO and Board Chair Message

This past year has seen another seismic shift in healthcare in Toronto. Finally, we are coming to the other side of the COVID-19 global pandemic that so dramatically impacted Flemingdon Health Centre, our clients, and our communities. With this turning point, FHC has shifted our focus from interrupting the transmission of the virus to defining what recovery can look like in our communities. For some in Toronto, recovery is fairly straightforward. It means they go back to 'regular life.' For others, including the staff, clients

and communities supported by FHC, it means trying to recalibrate resources and reestablish supportive connections to benefit those most in need.

So, how did we go about making this change? There were many moving parts. One of the main strategies was to work collaboratively and bring together previously disconnected parts of our system to provide better supports. This approach to recovery has given us the theme for this year's annual report "Uniting Community, Inspiring Integration: A Collaborative Journey Towards Health and Wellbeing." What you will see in the following pages are examples illustrating this shift towards recovery. This includes helping people catch up on cancer screening, prioritizing mental wellness and expanding our Community Health Ambassador program to one that supports communities in all facets of their life. Flemingdon Health Centre has expanded our service designations to include Community Mental Health and Community Support Services. These designations, in addition to our existing Community Health Centre, furthers our work in integration across the health and social service system.

As a board and leadership team we have been grateful to Ontario Health Toronto, the North York Toronto Health Partners (NYTHP) and the East Toronto Health Partners (ETHP) for all the work we have done collaboratively to improve the lives of equity deserving community members in North East Toronto. We want to thank our staff, volunteers, students and partners for the incredible work they have done this past year. Please enjoy learning more about their accomplishments in the coming pages.

Please also stay in touch. Sign up for our newsletter [here](#) and follow us on social media.



Sincerely,



**Rola Hamdan**  
President

**Jen Quinlan**  
CEO

# FHC by the Numbers

## Trending

INTERPROFESSIONAL DIABETES CARE RATE



INFLUENZA VACCINATION RATE



ACCESS TO PRIMARY CARE



**38,354**

**GENERAL CLINIC SERVICE**  
PROVIDER INTERACTIONS



**4,314**

**FOOT CARE SERVICE**  
PROVIDER INTERACTIONS



**1,037**

**NUTRITION SERVICE**  
PROVIDER INTERACTIONS



**3,928**

**COUNSELLING SERVICE**  
PROVIDER INTERACTIONS



**2,280**

**DIABETES SERVICE**  
PROVIDER INTERACTIONS



**1,716**

**CLIENT SUPPORT SERVICE**  
PROVIDER INTERACTIONS



**927**

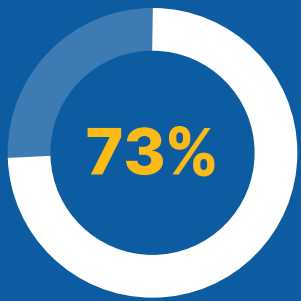
**PERSONAL HEALTH &**  
**WELLNESS GROUP SESSIONS**



**18,679**

**PERSONAL HEALTH &**  
**WELLNESS PARTICIPANTS**

# Client Experience



**Health Equity Data Participation Rate**

That means we have enough socio-demographic data to provide culturally specific services to respond to the particular needs of our community and better advocate for them. According to the Canadian Institute for Health Information (CIHI), Race-based and Indigenous identity data is essential for measuring health inequalities (also referred to as health disparities) and for identifying inequities that stem from racism, bias and discrimination. Health equity data can be used to inform actions and interventions to improve health equity among racialized groups.

## Client Experience

YOUR CONFIDENCE THAT YOUR HEALTH INFORMATION WAS TREATED WITH THE LEVEL OF PRIVACY YOU EXPECT



YOU ALWAYS FEEL COMFORTABLE AND WELCOME AT FHC (YES)



## Client Centred Care

GIVE YOU AN OPPORTUNITY TO ASK QUESTIONS ABOUT RECOMMENDED TREATMENT



INVOLVE YOU AS MUCH AS YOU WANT TO BE IN DECISIONS ABOUT YOUR CARE AND TREATMENT



FY 2022 FY 2021

“I feel respected and  
I have access to services  
needed.”

— CLIENT



“Listen well and  
sensitive to my needs.”

— CLIENT

“They always make you feel welcome.  
Whenever I have needed something,  
they have always helped me.”

— CLIENT

# ETHP grant to support the collection of health equity data via tablets

We are delighted to share the successful outcomes of the Digital Health Micro initiative funded by East Toronto Health Partners. One of the key steps we took using this funding was the introduction of a self-check kiosk in Health Access Thorncliffe Park, with the primary objectives of enhancing patient engagement and streamlining the collection of health equity data. This project aimed to improve healthcare access for all, including those facing language barriers when interacting with third-party interpreters. To address this, we leveraged the Ocean platform, enabling patients to fill out Health Equity forms in their native languages as the forms were carefully translated into different languages.

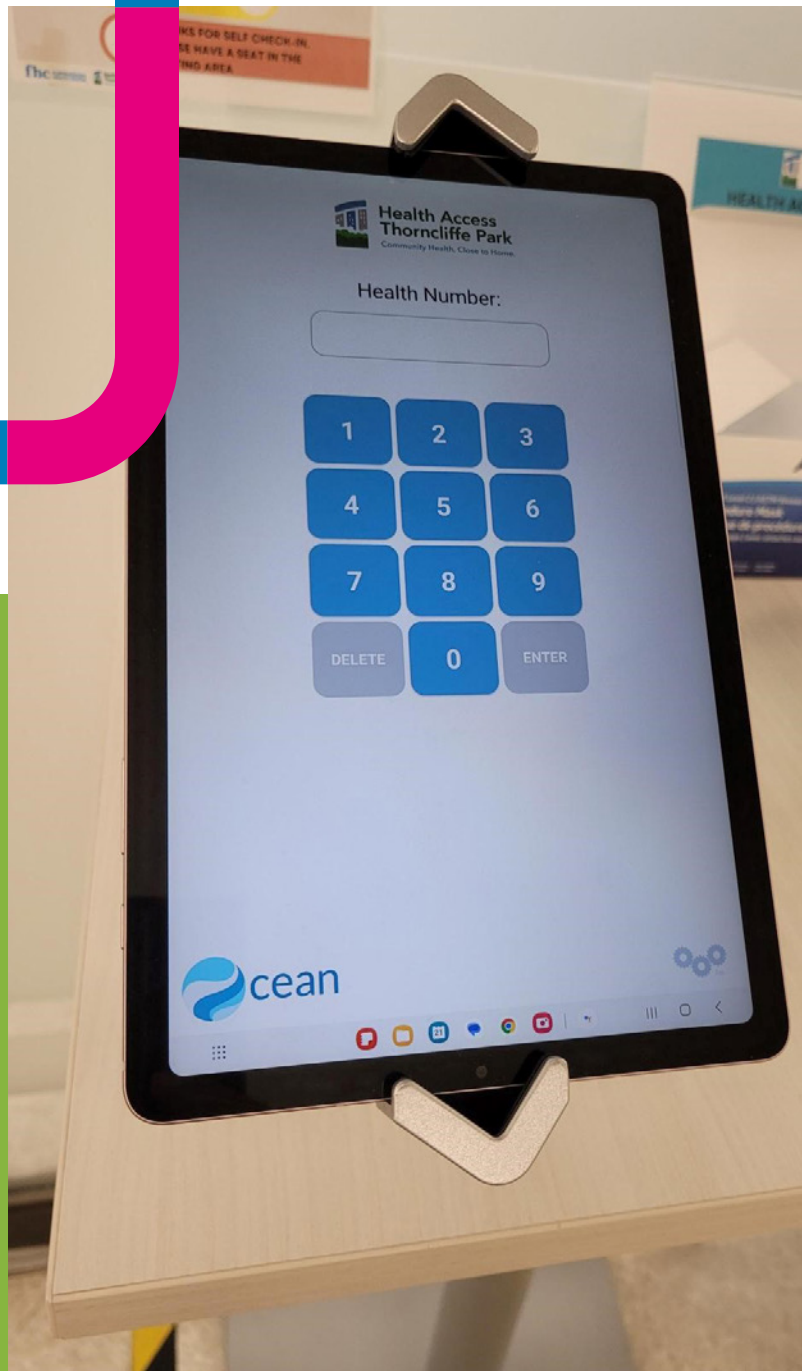
The implementation process followed a well-thought-out approach. We began by training a dedicated volunteer, Aisha Qudisia, who played a pivotal role in raising awareness and understanding of the program among our team. Additionally, we invested effort into the back-end setup of e-forms in common languages to cater to the diverse needs of our community. We took a phased approach to ensure a smooth transition, mindful not to overburden the community and our dedicated healthcare professionals.

Upon rolling out the kiosk system, we were pleased to observe a gradual but consistent increase in the utilization of e-forms. Notably, our administrative staff reported enhanced efficiency, while clients expressed satisfaction with the convenience of self-signing in, rather than waiting in line for appointment check-ins.

Looking ahead, we have exciting plans to expand the program to different sites within our network. Moreover, we aim to introduce additional e-forms that patients can conveniently fill out while waiting in the waiting rooms. These e-forms will generate notes to inform healthcare providers in our Electronic Medical Record (EMR) system, further improving communication and data accessibility. Additionally, comprehensive education initiatives regarding flu vaccines and other cancer screening information will be designed to reach the patients in more accessible way.

“It was a smooth transition from the initial patient assistance/ education phase to independent self check ins. Patients were filling the forms on their own that were directly integrated in our EMR in a span of roughly less than a month.”

— AISHA, VOLUNTEER



“User friendly, efficient workflow.”

— STAFF

“ Much better system than to wait in line to see receptionist to mark me in. I simply went to Kiosk and mark myself arrived and doctor came to receive me after some time.”

— PATIENT

The success of the Digital Health Micro initiative has been a testament to our commitment to harnessing technology to drive positive changes in healthcare delivery. Flemingdon Health Centre remains dedicated to continually improving patient experiences, advancing health equity, and maximizing the benefits of digital innovation across our organization.

# ETHP Initiative on COVID Recovery



## Transforming Healthcare in Thorncliffe Park

## Aligning collective capacity

Following the COVID-19 pandemic, primary care emerged as a critical component of the recovery process. In partnership with the East Toronto Health Partners (ETHP) and Michael Garron Hospital, Health Access Thorncliffe Park has been instrumental in driving COVID-19 recovery efforts within our community. Operational in February and March 2023, from the future site of the Thorncliffe Park Community Hub, the ETHP COVID-19 Recovery Initiative made significant strides in achieving its recovery deliverables, encompassing a comprehensive approach to healthcare:

1. Attachment to Primary Care: addressing the needs of those poorly attached or unattached to primary care, this initiative

has prioritized the establishment of primary care attachments in Thorncliffe Park, facilitating seamless access to essential medical services.

2. Preventive care – cancer screening and childhood vaccinations: recognizing the significance of preventive healthcare, this initiative has been proactive in providing cancer screenings and childhood vaccinations, promoting early detection and immunization.
3. Chronic Disease Monitoring: For individuals facing chronic health conditions such as poorly controlled hypertension or diabetes, this Recovery

Initiative implemented monitoring and essential care strategies to improve disease management.

4. Mental Health and Social Determinants of Health: This Recovery Initiative integrated mental health supports, offering screenings and referrals to mental health counsellors when needed. Additionally, the Initiative addressed social determinants of health through appropriate referrals to Community Health Workers and Ambassadors.

The ETHP COVID-19 Recovery Initiative achieved remarkable outcomes in Thorncliffe Park, showcasing its commitment to community health and wellbeing:

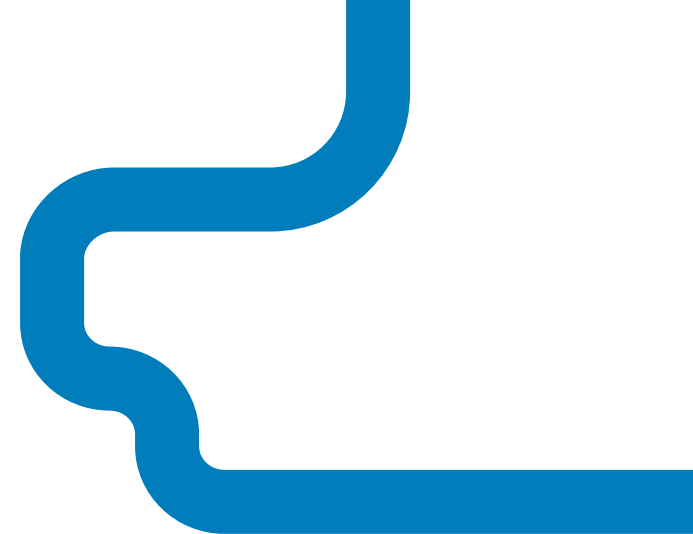
**Total number of unique clients seen: 161**

**Total number of encounters: 293**

**Total number of services offered: 66**

The ETHP COVID-19 Recovery Initiative has left a positive mark on Thorncliffe Park's healthcare landscape. By providing essential healthcare services, fostering attachment to primary care, and addressing preventive and chronic care needs, this initiative has played a pivotal role in the COVID-19 recovery process, and has contributed to creating a healthier, more resilient community for Thorncliffe Park residents.





## Youth Basketball Event

In the wake of the COVID-19 pandemic, our neighbourhoods were left grappling with an absence of community, especially our youth. The prevalence of virtual spaces resulted in isolation, which took a toll on the mental health of youth and increased cases of anxiety and depression. It was clear that action was necessary, and that's when the Youth Voice Collective, a Youth Violence Prevention Project funded by the City of Toronto, stepped up to make a difference.

Taking the lead in restoring a sense of normalcy and reclaiming youth spaces, our youth-led Steering Committee organized a cross-neighbourhood Community

Basketball Event. Over 130 youth participated, and we witnessed active engagement from community stakeholders and organizations. Most importantly, this event successfully connected over a dozen vulnerable youths with the necessary support systems. Reflecting on that memorable day, the story of one youth stood out. A youth from Flemington Park arrived alone, feeling anxious and unsure about joining the activities due to existing conflicts with other attendees. But our peer coach didn't turn a blind eye; instead, they reached out to him and engaged in an impromptu 1:1 game in the parking lot. Through this simple act, the youth opened up and shared his fears, revealing the deep hunger he had for positive social interactions and a sense of community. It

was heartwarming to see him take that risk and step out of his comfort zone to be a part of the event.

After that day, our commitment to this youth -continued on. Collaborating with partner agencies, we worked to help him find a sense of community and resolve his conflicts with others. At our Fall BBQ, he found us again, telling us, "Keep on doing what you are doing in the community, helping youth to work together." This moment epitomizes the essence of our mission - to create safe spaces and opportunities for youth to flourish, grow, and build meaningful connections. As we move forward, we remain dedicated to fostering an inclusive and supportive environment for all youths, empowering them to work together, overcome challenges, and build a brighter future.

# The Place to Be - Kruzok

**After school program for children & moms from the Roma community at Flemington**

Many residents of the Flemington Park area are from the Roma community with the majority migrating to Toronto within the last 10 years. Given that most Roma families are still new immigrants, they are experiencing numerous challenges that come with settling in a new country.

The Place to Be Program for Roma moms and children started as a short pilot in June 2022 and grew to a weekly program in October 2022.



To accurately capture the needs and wishes of the Roma community, hours of focused outreach were conducted in the Flemington Park area prior to the pilot program launching. This weekly art-based program eliminated barriers that would prevent families from attending such a program (location, cost of the program, language, time of the program, certain hesitations to join community programs, etc.). Roma moms and children were consistently coming to The Place to Be to enjoy the art sessions, attend info sessions & workshops, and to meet each other over a cup of coffee and healthy snack. One of the moms told us that “The Place to Be” is the highlight of every week and some of the kids were even counting down the days until the day of the program.





**Fun and educational activities for kids and a place for moms to meet & talk.**



By working closely with the underserved Roma community, we have been successfully closing gaps around the social determinants of health. So far, we have referred 108 clients to various community services (health care, housing support, income support and settlement services) and a total of 544 have attended various community engagement activities.

The Place to Be - concurrent program for moms and children from the Roma community wouldn't be possible without East Effort, Ontario Health High Priority Community funding) and the City of Toronto (Dennis R Timbrell Resource and Community Centre) which provided us with a space that is easily accessible. In addition, we were able to work jointly with ambassadors and volunteers from the Roma community who were helping with logistics and input on relevant topics for the info sessions.

# Community Health Ambassadors

## By the community for the community

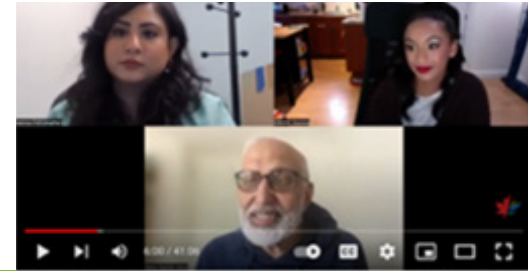
Flemingdon Health Centre continues to nurture the peer ambassador model through the Community Health Ambassador (CHA) Program, - to address the prevailing health issues faced by equity deserving populations in East Toronto. Throughout the pandemic, the CHAs provided extensive support with language-specific and culturally-appropriate Covid-related education within their communities. To date, CHAs in East Toronto have contacted over 90,000 individuals living in high-priority communities in East Toronto through outreach and engagement activities.



Moreover, CHA work directly intersects with addressing social determinants of health in closing gaps to health access. As such, in the past year, the work of CHAs has expanded beyond the pandemic and has shifted from not solely focusing on vaccine engagement but post-pandemic recovery work. A series of training sessions were held to focus on setting up CHAs for success in engaging with the community on mental health and primary care needs. Training was focused on cultural competency in cancer screening education, addressing mental health stigmas, and resource navigation. The training allowed us to build a toolkit of skills and resources that improves the outcomes of community engagement, where many partner agencies doing CHA work, and 40+ CHAs were in attendance. (Please find some photos below from a recent CHA training session).

## CHAs representation

- Our very own Abdul Rashid, CHA Lead, participated in a Community Matters podcast hosted by the Canadian Association for Community Health Centres (CACHC). Through this opportunity, we were able to shed light on the experiences of working with BIPOC populations. We shared outreach tactics, success stories, lessons learned and the importance of centering the community experiences through an anti-oppressive lens.
- A large group of CHAs from the East Effort Program participated at the Community Health Ambassador Gathering hosted by Health Commons Solutions Lab. They shared ideas on community engagement and future innovation to close barriers in health care.



**CHA: Neighbourhood-embedded resident leaders with lived experiences of health inequity**

**CHA Success Story:**

The Community Health Ambassadors model continues to be a phenomenal success at Flemington Health Centre in addressing wider issues around the social determinants of health. Involving peer ambassadors and community connectors brought a sea of change in our outreach model and played a pivotal role in the success of vaccine engagement and cancer screening awareness strategy. It helped us gain the trust of the community and in overcoming language and accessibility barriers. Community Health Ambassadors' knowledge of the community and their relationships as community leaders proved to be great assets. We have found that, with some new training and shifting of resources, the model works well for a range of needs.

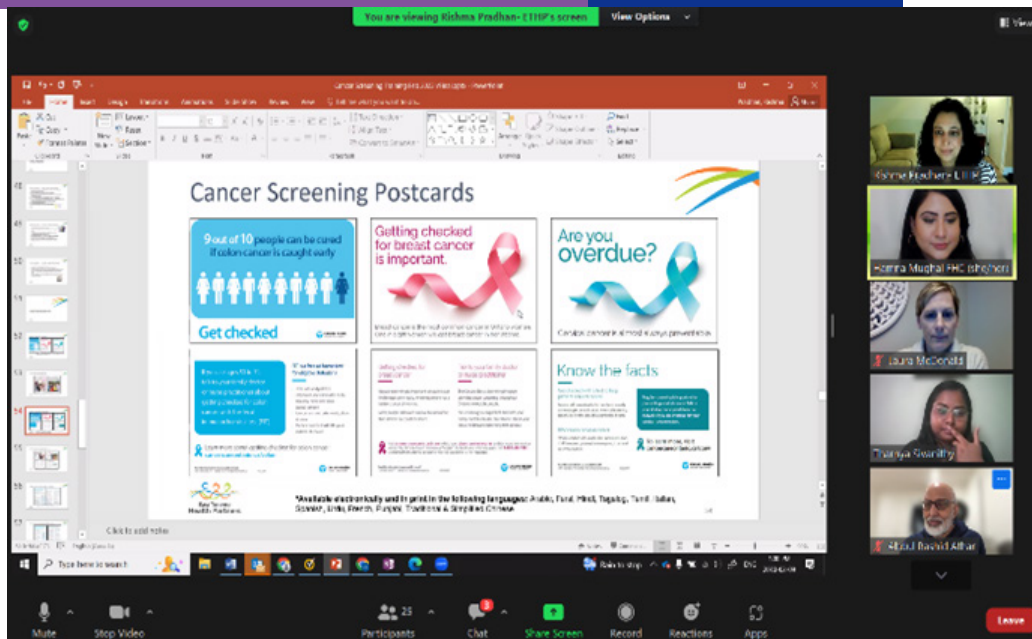
“One community member I remember receiving a call from had experienced significant loss and was living with depression but was hesitant to reach out for help. I was able to support her and connect her to an agency with grocery gift cards, Naseeha Helpline for culturally appropriate mental health support and convinced her to see her family doctor. Within a few months, she was receiving care for her depression from her doctor again. Since she was going through a hard time, she was not interested in getting her COVID-19 vaccine. After weeks of discussion and sharing reputable resources, she agreed to attend a virtual COVID-19 vaccine information session. I also provided her with PPE. She then decided to get vaccinated, and when we arranged a pop-up vaccine clinic in her building, she came down from her apartment to get vaccinated.”

— ABDUL RASHID ATHAR, COMMUNITY HEALTH AMBASSADOR LEAD, FLEMINGTON HEALTH CENTRE (FHC)



# Cancer Screening initiatives:

Trending



Flemington Health Center and Health Access Thorncliffe Park primary care teams have been busy supporting patients to catch up with numerous health care check-ups. While life after the pandemic has found increased numbers of cancer cases at more severe stages across the province and a big backlog, our CHC model of care has allowed our teams to not only catch up with screening but also achieve outstanding improvements in our cancer screening rates for all eligible patients.

#### CERVICAL CANCER SCREENING RATE (PAP TESTS)



#### COLORECTAL CANCER SCREENING RATE



#### BREAST CANCER SCREENING RATE



2022/23 2021/22

Comparison data from <https://www.cancercareontario.ca/en/cancer-care-ontario/programs/screening-programs/screening-performance-report-2020>

With an interdisciplinary team approach, innovation, creativity, and leveraging external resources through collaborations with Michael Garron Hospital, we started to explore the role of a “Poppy Bot” to automatize the production of patient list who are due for certain cancer screenings. Following our passion for ongoing learning and quality improvement, we managed to implement small tests of change that included calling patients who were due for screening and properly documenting outcomes. As a result, we managed to get ourselves on track and most importantly, our patients on track.

However, when taking a deeper look at our data, our Cancer Screening Working Group identified four groups of patients who have the lowest rates of screening among our client populations. These include Slovak, Urdu, Dari and Pashto speaking clients. In the next few years, in alignment with FHC’s strategic plan, our teams will focus on closing the gap in cancer screening rates for these equity deserving communities.

# Supporting Grassroots Organizations in raising awareness about community mental health



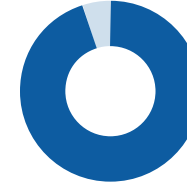
In Winter 2022, FHC was fortunate to receive one-time funding from the Ministry of Health to improve access to mental health resources for high priority neighbourhoods such as Taylor Massey, Oakridge, Parkwoods, Victoria Village, Flemington Park and Thorncliffe Park.

Recognizing that our grassroots organizations engage deeply and understand the social fabric of our communities far better than us sometimes, we engaged them to organize various community mental health initiatives.

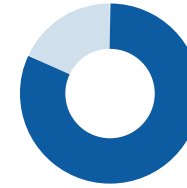
Caring Group hosted 2 “Community Circles” in Victoria Village where they offered workshops to local residents while also providing them with a free meal. One of the workshops covered the impact of food security on mental health and the 2nd workshop focused on raising awareness of mental wellness in mothers. The workshops were attended by 64 individuals connecting with 5 new previously unengaged mothers and 2 new tenants.

Crescent Town Elementary School Parent Council hosted a Mental Health Wellness

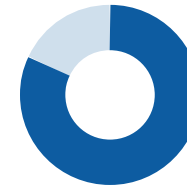




**95%** of respondents agreed or strongly agreed that their mood and state of mental well being improved since doing the program.



**82%** felt better equipped to manage their own mental health.



**82%** were more aware of mental health services after this program.

Event that was attended by over 200 children, youth and seniors from Crescent Town and the surrounding community. Participants were connected with resources from The Neighbourhood Organization (TNO), WoodGreen, South East Toronto Family Health Team (SETFHT), Michael Garron Hospital, Youth Wellness Hub, Sinai Health, and Toronto Public Housing (TPH). The event was organized by residents passionate about improving the mental wellness of their community.

Thornccliffe Park Women's Committee conducted various mental health initiatives. This included a peer learning session around how to cope with stress, and isolation as lower socioeconomic status individuals. The group also organized 3 Bazaars to celebrate Ramadan and Eid. The events drew upwards of 500 people. Lastly, the group ran two yoga sessions, where participants gained a better understanding of their own individual health, bodies, and minds through yoga, deep breathing techniques, and meditation practices.

We encouraged our grassroots organizations to circulate a survey after programming to their participants and the following were some of the impressive results:

While we highlighted the amazing work of 3 grassroots organizations here, there were more that were just as instrumental in promoting better mental and wellbeing in their communities.

# In Appreciation of Our Staff



None of what we shared in this report would have been possible without the hardworking people bringing our mission and vision to life every day. This year, we were able to hold in person staff appreciation events. Here are some photos of staff at these events. Thank you FHC staff!



# Summarized Financial Statements



Deferred capital contributions	874,644
Net assets (including restricted and unrestricted)	1,104,388
<b>Total Liabilities &amp; Net Assets</b>	<b>6,122,948</b>

## REVENUES

Ontario Health grants	14,383,847
Amortization of deferred capital contributions	132,941
Interest	50,519
Other revenue	665,267
<b>Total Revenues</b>	<b>15,232,574</b>

## EXPENSES

Salaries, wages and employee benefits	10,866,649
General operating	2,518,794
Rent	1,532,602
Amortization of property and equipment	132,941
Medical and office supplies	124,616
<b>Total Expenses</b>	<b>15,175,602</b>

Excess of revenue over expenditures before undernoted item	56,972
Less: payable to Ontario Health	-49,233
<b>Excess of revenues over expenses for the year</b>	<b>7,739</b>



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FHC is a proud member of the Alliance for Healthier Communities  
[www.allianceon.org](http://www.allianceon.org)