

Your Health, Our Commitment

Expanding Access
and Improving Outcomes
Together



Message from the CEO and Board Chair

Flemingdon Health Centre's commitment to community-driven integrated care was showcased and celebrated over the 2024-2025 year. As CEO and Board Chair, we are honoured to highlight a few of these successes.

On the ground, community-driven integrated care is now our DNA. We develop and lead programs that bring together different organizations, sectors, and systems to create a better outcome for clients and communities. This isn't without its challenges and headaches! But we are proud of the impact. In recognition of this, one of our flagship programs, East Effort, FHC won the Alliance for Healthier Communities' Transformative Change Award in June 2024. Please view the video and learn more [here](#). In October 2024, FHC showcased community health ambassadors addressing health system gaps like mental health and chronic disease at the North American Conference on Integrated Care in Calgary, Alberta. Learn more [here](#).

In September 2024, we launched a new model of care to help address the shortage of family doctors and primary care teams in Ontario. Our Access Clinics fill a gap by helping people 'catch up' on missed primary care. After a few visits, the client is stabilized and able to be transferred to an ongoing primary care provider. Read about this new model [here](#).

In December 2024, FHC underwent an organization-wide external accreditation with the Canadian Centre for Accreditation. This resulted in a top-to-bottom assessment of our programs, services, and operations. We were

pleased to become fully accredited and to gain insight into areas for improvement.

After 14 years of community advocacy and planning, the Thorncliffe Park Community Hub became a reality. A public groundbreaking took place in May. Learn more about this incredible accomplishment and see photos [here](#)!

Lastly, on February 28th, 2025, we celebrated FHC's official 50th birthday with staff. Please watch a video and see photos [here](#). This event also kicked off a full year of celebrating FHC's 50 years of impact including our first fundraising goal of raising fifty thousand dollars for our fifty years of care. [Learn more and get involved!](#)

Thank you to our staff, volunteers, students, partners, funders, clients and community members for an amazing year. We are happy to celebrate our collective achievements and continue to aspire to expanding access and improving outcomes together.

Sincerely,

Jen Quinlan
CEO

Rola Hamdan
Board Chair



FHC by the Numbers



38,297

**Primary Care Service
Provider Interactions**

Target: 33,570



5,187

**Therapy and Counselling
Service Provider
Interactions**

Target: 1,900



2,248

**Client Support Services
Provider Interactions**

Target: 1,000



12,010

**Health Promotion
and Education
Group Participant
Attendances**

Target: 8,328



4,248

**Foot Care Service
Provider Interactions**

Target: 4,200



1,945

**Nutrition Program
Group Participants**

Target: 1,500

653

**Nutrition Services
Individuals Served**

Target: 257

"I just want to thank everyone there! My family and I we are really grateful for all the work that you do! "

FHC CLIENT

Client Experience

2023-24

2024-25

At FHC, we measure client experiences through an Annual Client Experience Survey. Responses are used to:

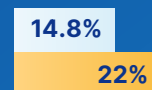
- Understand client perspectives, gather feedback and promote a culture of client-centered decision-making
- Gain meaningful insights into FHC's current strengths and opportunities for improvement
- Implement a change idea to enhance client experience at FHC
- Collect patient experience feedback as a key component of the annual Quality Improvement Plan

Access to Care

Did you get an appointment on the day you wanted?



Did you get an appointment on the same or next day when needed?



Client Experience

You feel comfortable and welcome at FHC (Always, Often)



Would you recommend our services/programs to your family or friends? (Yes)



Client-centered Care

Give you an opportunity to ask questions about recommended treatment (Always, Often)



Involve you as much as you want to be in decisions about your care and treatment (Always, Often)



Spend enough time with you (Always, Often)



FHC Clinical Indicators

TARGET	ACTUAL
--------	--------

Our results show a strong balance between access, prevention, and client experience. Screening rates for cervical and colorectal cancer, along with interprofessional diabetes care, highlight our commitment to preventative care, early detection, and effective chronic disease management. At the same time, panel size and reported wait times show that clients can access care when they need it. Most importantly, the overwhelmingly positive client feedback—from feeling respected to expressing gratitude for the care they receive—reaffirms that our model delivers high-quality, compassionate, and timely services to our community.

Clinical Indicators

Cervical Cancer Screening Rate
(Pap Test)



Inter-professional
Diabetes Care Rate



Proportion of eligible people who were
offered and/or completed a fecal-based
test for colorectal screening



Access to primary Care
(Panel Size)



“Minimal wait
times after
arriving at the
clinic.”

FHC CLIENT

“Very professional
primary care team
providing excellent
services.”

FHC CLIENT

“Very grateful
about the care
and attention
given by Doctors
and nurses.”

FHC CLIENT

Building Trust Through Access Clinics:

A Teen's Journey to Immunization

In response to persistent barriers in accessing timely, culturally safe primary care particularly for underserved and unattached populations, Flemington Health Centre and Health Access Thorncliffe Park (HATP) launched Access Clinics to close critical care gaps in East Toronto.

Open five days a week at both the Flemington and Thorncliffe Park sites, the Access Clinics provide interim, team-based primary care for individuals who are unattached, uncertainly attached, or unable to secure timely appointments. These clinics go beyond urgent care, offering comprehensive services such as chronic disease management, mental health supports, preventative care (e.g., vaccinations, cancer screening), seasonal surge care, and social prescribing.

A cornerstone of this initiative is the expansion of Interprofessional Primary Care Teams (IPCTs), which include physicians, nurse practitioners, registered nurses, peer support workers, medical secretaries, and Holistic Intake and Navigation Counselors (HINCs). HINCs serve as trusted access points for clients with complex medical and social needs, working from hospital emergency departments, Access Clinics, and community-facing sites. They play a vital role in diverting avoidable ED visits, linking clients to population health initiatives, and ensuring they are connected to the right care at the right time.

In FY2024/25 alone, the clinics served over 3,700 clients, generated 104 referrals from hospitals and community agencies, and successfully attached 593 clients to ongoing primary care at FHC and HATP. These outcomes reflect both the high demand for accessible, coordinated care and the success of a model built around equity, integration, and responsiveness to community needs.

At one of our Access Clinics, Mona, a nurse, supported a 16-year-old client on the autism spectrum who had a severe fear of needles. The client had received a suspension notice from Toronto Public Health (TPH) for a missing MMR vaccine.

With the support of our HINC, the client was booked into our Access Clinic almost immediately. Mona persistently followed up with TPH, navigating multiple calls and delays. Eventually, she confirmed that the first dose had been administered too early, necessitating a valid second dose.

She booked an appointment, explained the situation to the family, and administered the vaccine with such care that the client—who feared needles—said he “didn’t feel anything” and asked to return just to see her again. His parents later called the clinic to express their gratitude for the compassionate, personalized care.



Deepening Engagement through Creativity:

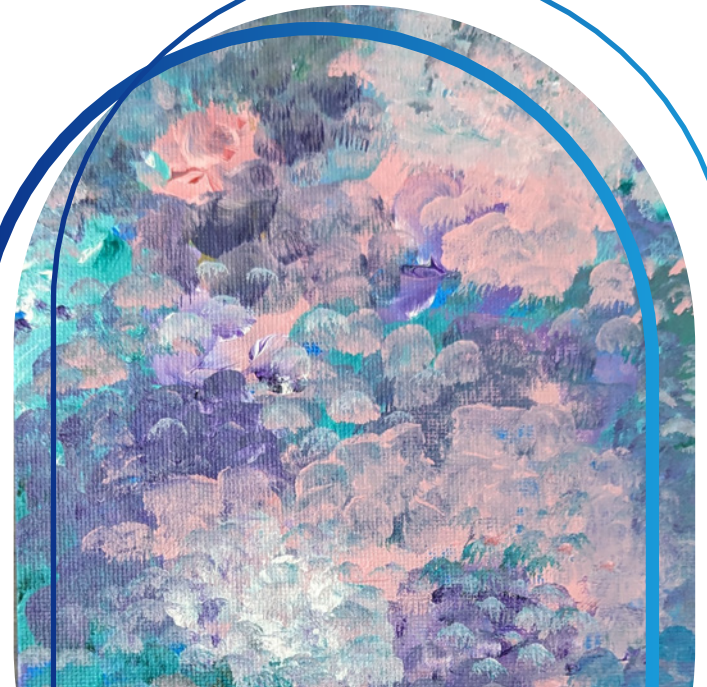
D's Story

The Art Therapy program at Flemington Health Centre runs twice a year for eight weeks at a time. The program is designed to promote relaxation and stress relief through different individual and collaborative art activities. Participants explore concepts such as self-awareness, grounding, inner child voice, and radical acceptance.

When D joined the art therapy program in 2024, they were wary about a group therapeutic process. They had engaged in individual therapy for many years but were unsure how comfortable they would feel in a group or creating artwork in front of other people.

Despite their concerns, D appreciated the experience. "I liked the non-invasive nature of the therapy form. Usually in talk therapy there's no escaping a particular topic, but in art therapy I was able to notice or be aware of things within myself at my own pace, no one was forcing me to interact, therefore making it a very peaceful awareness raising exercise."

Ultimately, D flourished in the Art Therapy program. They created meaningful work and engaged deeply with other participants. D was instrumental in organizing a collaborative group piece where participants created individual islands that represented them and placed them on an ocean together. D created strong bonds with the group that persisted even when the program ended. The program was able to move D towards their goals around increasing socialization with other people. "And I found that to be one of the biggest takeaways from the program, getting to exist in solidarity with other fellow humans through art."



Transforming daily life step by step:

FHC's Pole Walking Program



The Pole Walking Program at Flemington Health Centre continues to be a vital resource for community members seeking to improve their physical and mental well-being in a welcoming, supportive environment.

Open to participants of all fitness levels, the program offers structured group walking sessions led by certified instructors every Monday at Parkway Forest Community Centre. Using an indoor rubberized walking track, the program combines physical activity with social connections and health education and is accessible year-round.

Originally launched as part of the Fit for Life Project between 2016 and 2018, the program was revived in April 2022 as one of the first in-person activities following COVID-19 restrictions. Since then, it has hosted 207 sessions and welcomed 2,516 participants from adults aged 18 and over.

Survey feedback shows that 95% of participants experienced physical or emotional benefits from the program. Many join to stay fit and active, improve posture, reduce stiffness, or manage chronic conditions such as diabetes. Participants also appreciate the safe, joint-friendly indoor track, professional and caring instructors, and the social routine that helps reduce isolation—especially after the pandemic.

One long-time participant shared that pole walking has transformed her daily life. Before joining, she struggled with an unsteady gait and frequent missteps, which caused pain and a fear of falling. With the support of expert instructors and the use of lightweight Activator Poles, she gained greater stability, reduced pain, and improved her posture. Beyond the physical benefits, the group walking sessions provide her with mental relaxation and a stronger sense of social connection. She highly recommends the program—especially for seniors seeking gentle, effective ways to manage pain and maintain independence.

Stitching Creativity and Connection:

The Youth Sewing Program

The Youth Sewing Program at Flemington Health Centre was a beginner-level initiative that ran from April 2025 to June 2025, designed for youth ages 14 to 25 from the Flemington and Thorncliffe Park neighborhoods.

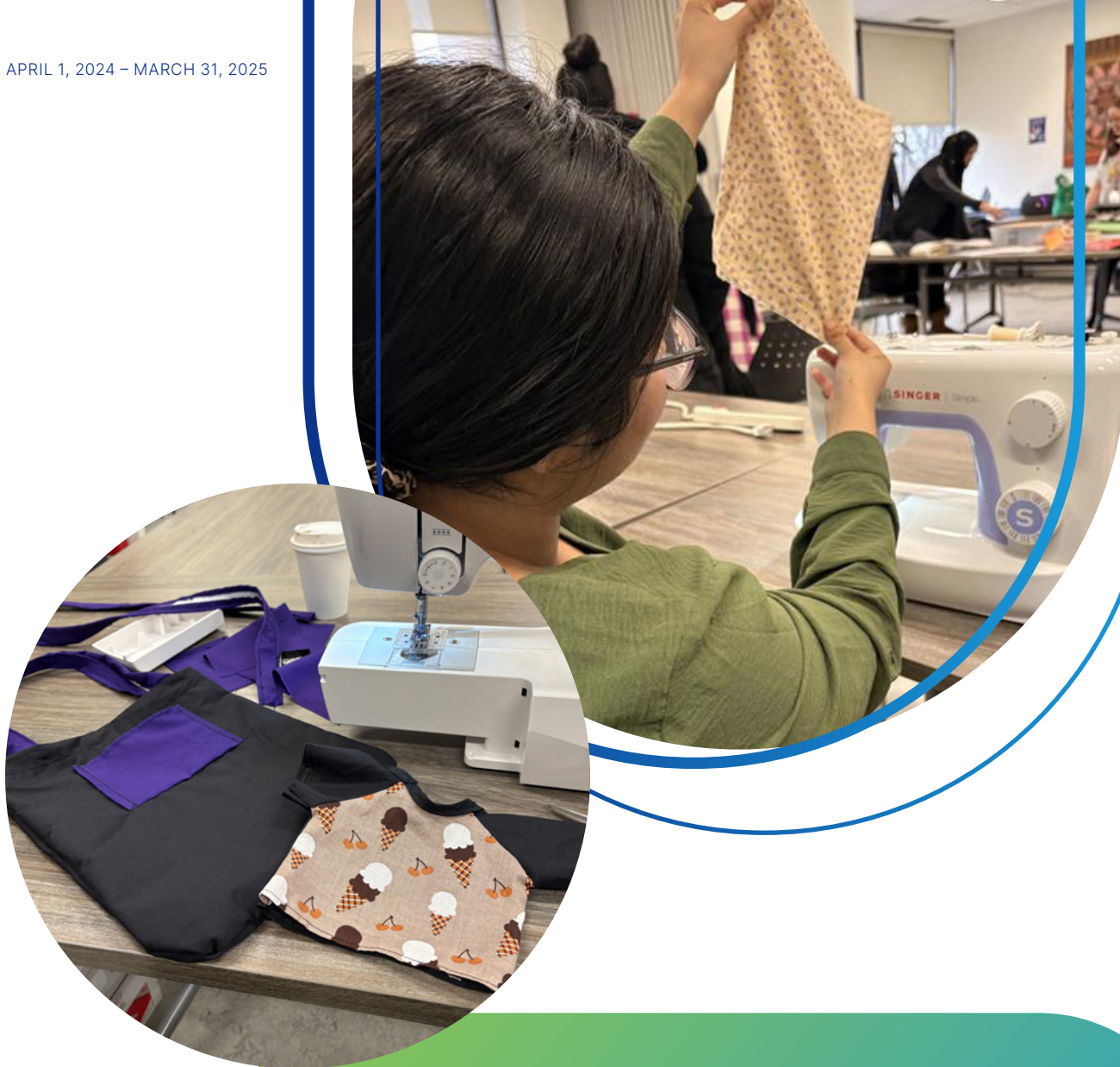
Over the course of 10 weekly sessions, youth were introduced to the fundamentals of sewing in a supportive and inclusive environment. With access to newly purchased sewing machines, materials, and guided instruction, participants learned how to complete their own clothing and accessory projects. The program fostered creativity, encouraged peer connection, and introduced practical skills that could be used for self-expression, income generation, or future career pathways.

In total, 15 young people participated in the program. They created a range of projects, including tote bags, pillowcases, t-shirts, skirts, and Islamic abayas. Every participant reported that the skills they learned were useful and that they planned to continue sewing.

Key Outcomes:

- **Confidence and Accomplishment:** Participants developed a strong sense of confidence and accomplishment through learning a new hands-on skill from scratch
- **Youth-Led Learning:** Youth were invited to help shape the sewing curriculum, with project choices guided by their interests
- **Community and Belonging:** A strong sense of community and peer support emerged, with several youth expressing interest in participating in future rounds of the program
- **Accessibility:** Free access to equipment, materials, and instruction eliminated financial barriers and made the program fully accessible





One participant, a 16-year-old from Flemington Park, shared how the program helped build confidence and engagement with other youth. Although they had no prior sewing experience, they flourished over the 10 weeks. By the third week of the program, they were arriving early, actively participating, and supporting their peers. They completed their first project with pride and said they felt more confident and motivated than they had in a long time. They even began sketching design ideas and shared their vision of starting a small clothing line.

A New Chapter for Community Health and Connection:

The Thorncliffe Park Community Hub Opens

In February 2025, after years of visioning, collaboration, and community advocacy, the Thorncliffe Park Community Hub officially opened its doors. Located in the heart of the neighborhood, the Hub brings together health, social, and community services under one roof—creating a vibrant, welcoming space that reflects the strength and diversity of Thorncliffe Park.

As an anchor partner, Flemington Health Centre played a key role in shaping the Hub's integrated model. In alignment with this vision, Health Access Thorncliffe Park officially relocated to the new Hub—a major milestone in improving access to care by centralizing services in a space that is purpose-built for collaboration, inclusion, and community connection.

The Hub enables FHC and HATP to expand primary care, mental health, and social support services while working closely with co-located partners to better meet the full spectrum of community needs. From settlement and



employment supports to child and youth programs and food security initiatives, the Hub is a one-stop resource for residents of all ages.

By reducing the need for residents to navigate multiple locations and creating a more coordinated service experience, the Thorncliffe Park Community Hub is transforming how care is delivered. FHC is proud to be part of this innovative, equity-driven initiative—one that brings services closer to home and reimagines what community health can look like.

New Partnerships for Disease Management:

The CDM Community Hub



In close partnership with FHC, North York Toronto Health Partners (NYTHP) launched the Chronic Disease Management (CDM) Community Hub in December 2024.

This is a free health clinic that supports individuals living with, or at risk of, chronic conditions, specifically congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), and type 2 diabetes. The Hub makes it easier for people to access the care they need, offering team-based support to help them navigate the healthcare system and better manage their chronic disease.

On December 10, 2024, we hosted the inaugural

NYTHP CDM Hub clinic at our Fairview site, welcoming the first group of clients identified through FHC's Diabetes Review Group. This milestone was made possible through FHC's leadership in piloting a unified electronic medical record (EMR), which allowed multiple partner agencies to work together and deliver seamless, team-based care through a shared client record.

In the spirit of collective impact, FHC supported the CDM Hub by mobilizing resources across teams and sites—preparing equipment, opening up clinical and program spaces, and activating interdisciplinary teams across population health, allied health, and primary care. We worked intentionally to expand access for uninsured and unattached residents across North York.

CDM Hub patients also reported having very positive experiences, overall:

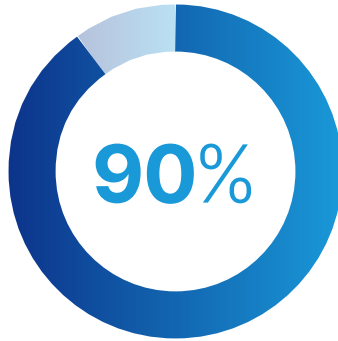


“I’ve never had care like this before.”

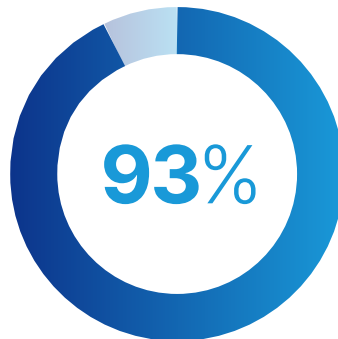
FHC CLIENT



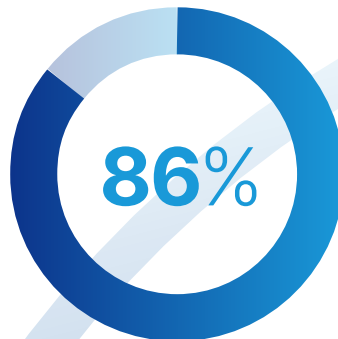
of participants knew who the healthcare professional on their care team was



felt their providers understood their personal health history



agreed their care providers communicated well



felt confident about exactly who to call when they needed help

Bridging Gaps to Better Health:

The North York Community Care Clinic

The North York Community Care Clinic (NYCCC) connects people who do not have a regular primary care provider with a nurse practitioner on a temporary basis, ensuring they receive necessary care while waiting to be connected to a permanent primary care provider (family doctor or nurse practitioner).

This clinic provides essential health care services, including health checks, chronic condition management (for diseases such as diabetes or heart disease), prescriptions, cancer screenings, and vaccinations. Care is delivered through North York Toronto Health Partners (NYTHP), Get Well Clinic and Baycrest Hospital. The clinic is enabled to provide comprehensive care for people who do not have health insurance through support from FHC.

FHC was one of several NYTHP primary care partners that came together to envision a clinic for unattached patients and to develop the core principles of the NYCCC model. FHC also provides access to funding that supports comprehensive care for non-OHIP patients at the NYCCC. Patients can receive not only primary care through the nurse practitioner but also access diagnostics and specialist consultations, when required.

“Many of the patients coming to our North York Community Care Clinic are newcomers to Canada and do not yet have access to OHIP. Access to alternative funding for imaging and laboratory services is a critical component of our ability to provide them with primary care and support early detection of health concerns—without placing additional financial strain on a population already facing economic hardship.”

EINAT DANIELI, CLINICAL MANAGER,
AMBULATORY SERVICES,
BAYCREST HOSPITAL

FHC 50th Anniversary



In 2025, FHC celebrates 50 years of supporting strong, healthy communities in Flemingdon, Thorncliffe, and Fairview. For half a century, FHC has been dedicated to accessible, people-centered, integrated health care and social programs and services.

To help spread the word, in February, CEO Jen Quinlan joined the Canadian Association of Community Health Centres podcast, Community Matters. She took the occasion to reflect on FHC's history and discuss how integrated, people-centered care is shaping the future of community health. You can find video [here](#).

In February, we also celebrated our 50th with our staff teams at each of our sites and launched our communications and fundraising campaigns. You may have seen some of our 50 stories for 50 years social media posts, or visited our anniversary web page, fhc-chc.com/fhc-celebrates-50-years. There, you can read stories of impact from staff and clients and watch our celebration video.

Our fundraising campaign, \$50K for 50 years, is another big step for us. We are looking to support programs and expand access to care by engaging people and businesses to invest in our success. You can help by spreading the word and sharing our web page: fhc-chc.com/get-involved/donate.

The rest of 2025 will see even more engagement with the community, as we officially open the Thorncliffe Park Community Hub, and bring together community members, organizations, and businesses to celebrate our anniversary.



In Appreciation of Our Staff:

As we reflect on the accomplishments of the past year, we extend our heartfelt gratitude to every member of our dedicated staff. Your unwavering commitment, resilience, and passion have been the driving force behind our continued impact and growth.

Whether working on the front lines or behind the scenes, each of you plays a vital role in delivering on our mission and values. Through challenges and change, you have shown adaptability, collaboration, and care, not only for the work but for each other and the communities we serve.

This report is not just a record of what we've achieved, but a celebration of the people who made it all possible. Thank you for your hard work, creativity, and continued dedication. We are proud to work alongside such an exceptional team.

Together, we move forward—stronger and more inspired than ever.



Summarized Financial Statements 2024-25



(as at March 31, 2025)

\$

Deferred capital contributions	633,576
Net assets (including restricted and unrestricted)	1,182,766
Total Liabilities & Net Assets	1,816,342

REVENUES

Ontario Health grants	17,203,523
Amortization of deferred capital contributions	110,333
Interest	72,202
Other revenue	1,084,947
Total Revenues	18,471,005

EXPENSES

Salaries and benefits	12,305,827
Rent	1,439,881
General operating	4,397,694
Medical and office supplies	142,275
Amortization of property and equipment	110,333
Total Expenses	18,396,010

Excess of Revenue over Expenses before undernoted item	74,995
Less: payable to Ontario Health	-36,437
Excess of revenues over expenses for the year	38,558

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

Flemingdon Site:

10 Gateway Blvd
Toronto ON M3C 3A1

T: (416) 429-4991

F: (416) 422-3573

E: info@fhc-chc.com

Fairview Site:

5 Fairview Mall Dr #359
North York ON M2J 2Z1

T: (416) 640-5298

F: (416) 642-2238

E: info@fhc-chc.com

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

East York Town Centre –
45 Overlea Blvd., Entrance 6,
Unit 200 (Level 2)
Toronto, ON M4H 1C3

T: (416) 421-6369

F: (647) 729-9955

E: info@healthaccessstp.org

FUNDERS

**Ontario
Health**



Toronto



**Government
of Canada**

PARTNERS

**East Toronto
Health Partners**



**NORTH YORK
TORONTO
HEALTH PARTNERS**
COMPASSIONATE NORTH YORK



**Alliance for
Healthier Communities**
Alliance pour des
communautés en santé

**Info@fhc-chc.com
Fhc-chc.com**

