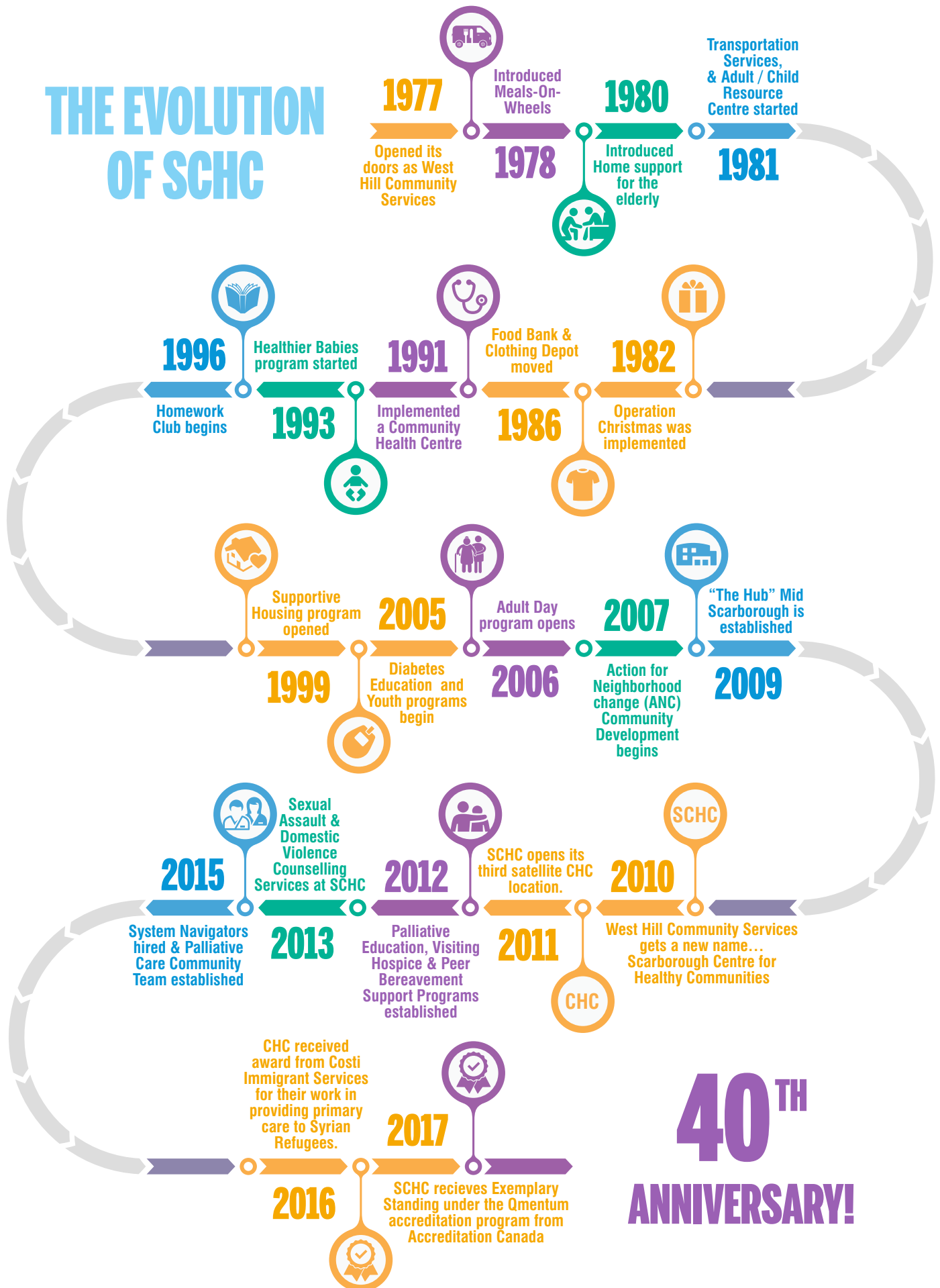




THE EVOLUTION OF SCHC



40TH
ANNIVERSARY!

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 CEO, JD & Associates

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 Sector Management Certificate, Chang School,
 Ryerson

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 Contract Faculty, Ryerson University - The
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 Senior Business Analyst, Alternate Level of Care
 & Mental Health Addictions Programs
 Access to Care, Cancer Care Ontario

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 the Attorney General

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Mahesh Nileshwar, CCNA, ITIL, CISA
 CIO, OMNIL Inc.

Mariam Paul
 Program Analyst, Ministry of Health & Long
 Term Care

Lauren Pragg, MA, PhD (ABD)
 Community Engagement & Communications
 Coordinator, LGBT Youth Line

FROM THE BOARD PRESIDENT & THE CEO

This past year marked our 40th anniversary! Having incorporated in 1977 the organization owes its beginnings to 13 community agencies, a core group of community leaders and countless volunteers who identified emerging health and social needs within Scarborough. Building on our initial services of Meals-on-Wheels, home support, transportation and family support programs, today we are one of the province's most comprehensive community health organizations, employing over 165 staff, engaging over 650 volunteers and operating 38 distinct and integrated services across 11 sites that work together to improve the health and wellbeing of our community. Be it through our medical clinics, services for seniors, children and youth programming, our social support programs or our hospice palliative care team we work endlessly to cultivate strong and connected communities.

The wonderful work of our staff and volunteers was recognized by Accreditation Canada, as they awarded us Accreditation with Exemplary Standing, the highest award that we could achieve. We want to commend the dedication, hard work and quality service that our staff and volunteers provide on a daily basis and not just in the achievement of this distinguished award.

While our integration discussions with TransCare® Community Support Services did not result in any formal integration activities, we continue to work together to find opportunities to better serve the residents of Scarborough.

However as one door closes, another often opens. This past year has sown the way for much needed services for Scarborough residents. Beginning with new funding received to enhance community mental health supports in the high needs neighbourhood of Kingston-Galloway. SCHC is the lead organization in the Lawrence East Partnership Program (LEPP) working with other community agencies, including Fred Victor and COTA, both of which are strong community mental health organizations and partners of SCHC. The focus of this work is to provide a multidisciplinary team to address the holistic health needs for residents with vulnerable and



complex needs including physical, mental health and addictions, at our two TCHC Assisted Living sites. This program will integrate very well with many of our other services, including primary care, housing supports and social supports.

Late in the year we also were awarded new funding that will increase access to interprofessional team based care for all Scarborough residents. With SCHC as the lead agency, this is a partnership of many primary care providers in Scarborough who will work to ensure patients that will need services such as physiotherapy, mental health supports, chronic disease management, nursing supports and many others will have integrated and seamless access to them. Both this and the LEPP program speak to SCHC's commitment to building and sustaining strong partnerships that enhance access to services for Scarborough's vulnerable and complex clients. Of course, we could not achieve any of our goals without the support of our many volunteers, staff, donors, partners and funders, including the Central East Local Health Integration Network, United Way Toronto & York Region and the City of Toronto. We extend our sincere thanks to them as it is their generous contributions and support that allow us to make health care accessible to Scarborough's most vulnerable.

Janice Dusek

Janice Dusek, Board President

Jeanie Joaquin

Jeanie Joaquin, CEO

RESULTS FROM SCHC'S 2018 VOLUNTEER SURVEY



85%

Feel there is Good
Communication between
Staff and Volunteers



86%

Feel Valued and
Appreciated at SCHC

“ SCHC and its employees have given me a home away from home, friends I am honoured to have in my life, lessons that guide my very existence, confidence in myself and endless opportunity. ”



93%

Feel that SCHC is a Good
Place to Volunteer



LAWRENCE EAST PARTNERSHIP PROGRAM (LEPP) LAUNCH HUB OF SERVICES.



SCARBOROUGH CENTER FOR HEALTHY communities staff that deliver programs and services in two Toronto Community Housing Corporation buildings (TCHC) at 4175 and 4205 Lawrence Avenue East were deeply concerned with the high number of crime related incidences that were escalating in both buildings as well as gaps in services. SCHC staff led community meetings with TCH staff, police and local community organizations to address this concern. A needs assessment was conducted and it was verified that there were a high number of calls from both buildings made to Emergency Medical Services and to the Community Safety unit. The needs assessment also indicated gaps in services for residents living with mental health and substance use challenges, vulnerability to abuse, building disrepair, food insecurity, crime and prostitution.

In February 2016 staff from SCHC, Fred Victor and Cota along with a number of local community partners started a pilot project to address service needs and gaps. In January 2018, SCHC received funding from Central East Local Health Integration Network based upon the joint proposal with their collaborative partners. The Lawrence East Partnership program will be an onsite, comprehensive and collaborative support service for residents who are vulnerable and have complex needs living at 4175 and 4205. Using a virtual Hub model of service, staff will be part of a multi-disciplinary team who will work together to ensure that skill enhancement and services are in place for residents to maintain

their housing and to improve their physical, mental health, and substance use challenges. A Hub coordinator will work with the team that includes two Mental Health Case managers, a Registered Nurse, a Housing Worker, Peer Support Worker and a Personal Support Worker.

To compliment the LEPP team, a hot meal program is also provided to residents through SCHC's Food Bank and volunteers. The team will also work closely with TCH staff and other service providers to continue building on service integration and coordination.

By Koulla Christoforou



“The LEPP Program has enabled me to stay at home and connect with my family. And when you don’t have money, and can’t make food for yourself, having a hot meal is important. I’m looking forward to seeing the changes in having more services in the building.”

— ANN-MARIE DEVLIN, LEPP PROGRAM CLIENT

BRYAN’S STORY.

SCHC IS CONTINUALLY IMPROVING THE quality and design of our services to meet the needs of our community. At the heart of that process is the client themselves and it’s their stories that shape our quality and safety initiatives. One gentleman agreed to share his story, we will call him Bryan. Bryan is a single male, living with a disability, only receiving \$801/month through Ontario Disabilities Support Program (ODSP). In his subsidized building he spotted a notice for our food and clothing bank programs and recognizing his need for food and clothes, he found himself accessing our services where he discovered hot lunches which significantly helped with his budgeting, and pairs of shoes and special

socks that helped with his disability. After these initial needs were met he then uncovered unrealized needs were also being met through the emotional support and socialization that was facilitated by the staff and with the other clients. He found not only solace and support in “someone who listens” but became more “educated through others’ progress” with their budgeting and disability management. This gentleman shared that what he feels SCHC does really well is provide “accessibility to programs with staff that carry on regardless of the shortage (at times) of help, with a smile”

By Callum Tyrrell



SCHC ADDING UP 2018

313,202

service provider
interactions supporting
our community members



3,971

served in our
Community
Health Centre



2,952

served in
our Diabetes
Program



742

served in our
hospice visiting
services

1,069

clients used our
transportation
service resulting in



23,990

individual rides provided

15,500

meals served in
the foodbank to

4,070

individuals in
the community

Of the **650+ PARTICIPANTS** in our Client Experience Survey,

97%

indicated Staff is easy to
talk to and encourage you
to ask questions

94%

indicated Staff always spent
enough time with you

92%

indicated that SCHC has
a positive impact on your
community

MAKING DONATIONS COUNT



KAMLESH AND RAJUL SHAH ENJOY donating to SCHC because they know firsthand that their donation is going directly to the program that needs support. They know because Kamlesh sits on the Finance, Audit and Risk committee and was on the Board of Directors for 3 years. His wife, Rajul has volunteered for SCHC's EarlyOn Child and Family Centre.

Both of them are strong believers in giving back to their community. "Companies I worked for in the financial sector were always doing pro bono work and encouraging us to volunteer for non-profit boards", says Kamlesh. "I think supporting others was ingrained in me, even as a child. When my father passed away, we were amazed at how many people showed up that he had helped and that we didn't even know about", stated Rajul.

When Kamlesh had to resign from the board because of increased responsibilities at work, he decided to change his gift of time to gifts of financial support. Their generosity supports the three program areas close to his heart that he knows have difficulty getting ongoing funding from other sources. The Food Bank because it helps with the basic necessity of food. The senior programs and Active Living

Centre because of how much those type of programs helped his parents when they emigrated here from India and felt extremely isolated. The EarlyOn Child and Family Centre because Rajul loves children and being an early childhood educator saw how families benefitted. When asked what he wanted people to know about SCHC, Kamlesh responded, "I wish more people were aware of the programs and services available at SCHC and I wish more people donated so they can continue to help those in need." Thank you Kamlesh and Rajul. We wish that as well.

By Debra McGonegal

"I firmly believe that large part of my dollar donation goes into the intended programs and not in increased salaries, promotions and overheads. I therefore firmly believe that if you want to donate, donate to SCHC since that will be money well spent."

— KAMLESH SHAH



A RICH HISTORY OF COMMUNITY ENGAGEMENT: THE HUB MID-SCARBOROUGH

THE HUB MID-SCARBOROUGH IS AS unique as the diverse community it serves. Being neighbourhood-based, the hub is locally responsive, accessible and engaging of diversity, as well as promotes community involvement in decision-making. Our roles and responsibilities in the community often change based on the priorities and issues it faces. These are often reflected through increase or decrease of population, lack of access and socio-economic developments.

When there is a need, the community will communicate this. It is then addressed through facilitating consultations and planning group sessions with partners and stakeholders to explore and identify the best ideas to meet that need. In order to meet the diverse needs of the community, the hub provides training and capacity building opportunities identified by residents. One example is MSYL, the Mid-Scarborough Youth Leadership group that develop and implement programs for peers in their community. Community members over

the past year have learned capacity building skills such as; conflict resolution, grant writing, fund raising, food handlers; event planning; team meeting facilitation; community safety audits, overdose response and much more.

A community garden is one of the hub's major engagement tool, as the communities we work in are considered Neighbourhood Improvement Areas (NIA). These are communities formerly identified as Priority Neighborhoods by the United Way Toronto & York Region; where many of the residents are considered to be living much below the poverty margin, and access to affordable, healthy, fresh foods can be challenging. Through various community grants community leaders have been able to erect community gardens to address the issue of food security and to encourage healthy eating habit.

The format of these gardens varies based on the collective needs of members and their vision for how the garden would benefit the



neighbourhood. Usually there is a coordinator who oversees all the activities of the garden. Everyone participates in growing and harvesting of crops that are then shared among the members and the community at large. Produce are sometimes sold to ensure the continued maintenance of the garden and to support other socio-economic development needs in the community.

Statistics show that the hub supports and provides opportunities to approximately 24,000 individuals through various capacities, and with the establishment of community gardens this has become one of the great benefits the hub brings to its community. This resident-led program not only gives residents the opportunity to produce their own food, but



perhaps more importantly, increase their connections by bringing more people to know one another, have pride in their community, and have neighbors they can count on and trust, opportunities for entrepreneurship and social enterprise are developed and implemented. A central access point for a range of needed health and social services, along with cultural and recreational spaces to nourish community life, the Hub Mid-Scarborough has been the nucleus of activities helping to strengthen the culturally rich neighbourhood of Eglinton East/Kennedy Park since it opened its door in 2010.

By Shola Alabi

“Joining MSYL has changed the way I perceive the community I am from. The Hub and MSYL gave me the opportunity to meet like-minded people and the chance to become a leader in the community by taking on many projects and initiatives that allowed me to try new things, creating positive and perceivable change.”

— ARENNE KIRITHARAN

STATEMENT OF FINANCIAL POSITION

March 31	2018	2017
Assets		
Current		
Cash	\$ 1,603,540	\$ 1,275,131
Accounts receivable	473,854	394,264
Prepaid expenses and deposits	127,267	102,414
	2,204,661	1,771,809
Capital assets	1,710,255	2,262,452
	\$ 3,914,916	\$ 4,034,261
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 1,276,502	\$ 997,853
Central East Local Health Integration		
Network grant payable	658,607	651,754
Deferred revenue	131,381	7,147
	2,066,490	1,656,754
Deferred capital contributions	789,338	906,928
	2,855,828	2,563,682
Net assets		
General Reserve Fund	138,171	115,055
Funds Invested in Capital Assets	920,917	1,355,524
	1,059,088	1,470,579
	\$ 3,914,916	\$ 4,034,261

Approved by the Board of Directors

It is suggested the financial highlights be reviewed along with the March 31st, 2018 Audited Financial Statements and the Notes to the Statements, which have received an unqualified opinion from SCHC's external auditors.

STATEMENT OF OPERATIONS

March 31 2018 2017

Revenue

Provincial government		
Central East Local Health Integration Network	\$ 11,272,411	\$ 10,593,689
United Way of Greater Toronto	770,806	749,487
City of Toronto	644,795	648,196
User fees	584,013	605,097
Foundation grants	136,858	349,588
Donations	102,152	68,953
Other	236,132	192,298

13,747,167 13,207,308

Less: Deferred capital contributions received - (10,027)

13,747,167 13,197,281

Expenditures

Salaries and benefits	10,067,115	9,549,722
Building occupancy	1,484,627	1,441,341
General program expenses	627,811	612,565
Non-insured - specialist	18,304	18,565
- diagnostic	39,843	39,007
Office and general	540,754	541,214
Other outside services	476,314	506,390
Outreach and promotion	25,911	12,547
Professional fees	80,703	101,074
Staff training	39,657	38,904

13,401,039 12,861,329

Excess of revenue over expenditures

before undernoted items 346,128 335,952

Less: Government grants clawed back (323,012) (335,595)

Excess (deficiency) of revenue over

expenditures before other income (expenses) 23,116 (357)

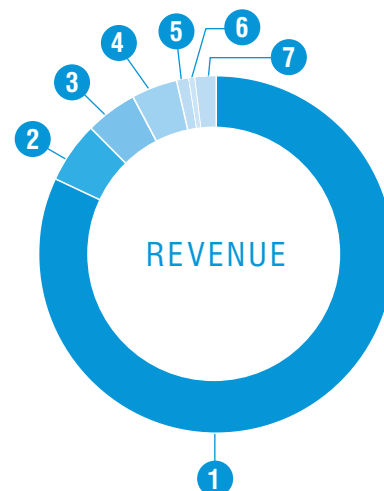
Other income (expenses)

Amortization of capital assets (552,197) (650,652)

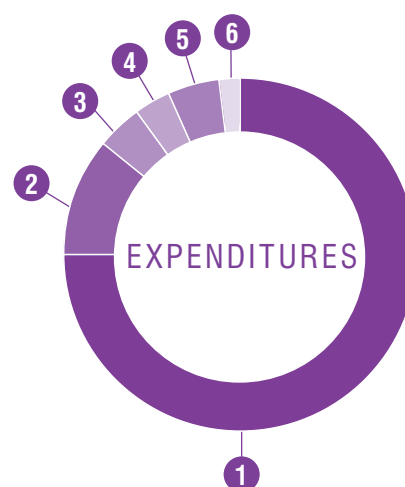
Amortization of deferred capital contributions 117,590 142,090

Previous years' government grants clawed back - (107,573)

Deficiency of revenue over expenditures \$ (411,491) \$ (615,778)



- 1 Central East Local Health Integration Network
- 2 United Way of Greater Toronto
- 3 City of Toronto
- 4 User Fees
- 5 Foundation Grants
- 6 Donation
- 7 Other



- 1 Salary and Benefits
- 2 Building Occupancy
- 3 Office and General
- 4 Other Outside Services
- 5 General Program Expenses
- 6 Other

THANK YOU TO OUR SUPPORTERS

CORE FUNDERS

Supporting Our Mandate: We work in close coordination with several organizations that recognize and value our efforts. Each of our core funders is a vital partner in our mission to provide for the health needs of Scarborough's at-risk population.



DONORS

Community Support Matters: Not all of our programs and services are fully-funded. Many of our them are supported by the generous contributions from the community, charitable foundation, local businesses and private donors. We would like to thank all of those in the community who have contributed financially, with in-kind services and with their time. In addition we would like to recognize those below that have donated \$500 or more in support of SCHC services.

Chum Charitable Foundation

Coronation Community Association

Diane Elkin

FICS - Facilitated Improvement for Corporate Success Inc.

Foundation La Capitale Groupe Financier

Gore Mutual Insurance Company Foundation

Guildwood Community Presbyterian Church

Industrial Alliance

Janice Dusek

Jeanie Joaquin

June A Dewar

Kamlesh Shah

Kiwanis Club of Scarborough Inc.

Kleenway Building Services Inc

Koulla Christoforou

LANXESS Canada Co./Cie.

Mcdougall & Brown Funeral Home

Melville Presbyterian Church

Mondelez International

Net Zero Group Corporation

RBC Foundation

Sandra Zoratti

Scarborough Bluffs United Church

Scarborough Realtor Breakfast Club

St.Dunstan Canterbury Anglican Church

Stuart McCormack

TD Bank Group

Walmart Canada Corp

West Hill - Highland Creek Lions Club

OUR CORE VALUES

INCLUSIVENESS

We believe in creating an atmosphere that is reflective of the diversity of our community, eliminating any physical, social, psychological, or systemic barriers. This includes creating a welcoming and non-discriminatory environment that encourages a sense of belonging in our organization.

COMMUNITY ENGAGEMENT

Our client-centred and community-oriented organization is built on a framework of transparency, open communication, and sharing. We believe in building partnerships with members of our community to maintain a firm understanding of what our clients require, in order to adapt to changing needs.

ACCOUNTABILITY

We have a responsibility to our community of clients, staff and funders to remain transparent at all levels of the organization; to provide accurate, reliable, and timely services and information; to ensure ethical decision-making policies; and to continuously ensure that our clients are receiving the best and most effective services possible.

RESPECT

All members of the SCHC community deserve compassion, dignity and empathy. To achieve this and build the trust of our community, we believe we must begin from a foundation of non-judgmental respect and inclusivity.

EQUITY

We recognize and respect that our community members come from diverse backgrounds, and often access our organization according to their current needs. In order to accommodate the specific requirements of our clients and to provide them with the best services possible, we assess and identify the level of service they require while at SCHC and provide them with the right resources for their continued off-site support.

OUR MISSION:

SCHC is dedicated to meeting the holistic health needs of the communities of Scarborough by addressing many aspects of health including physical, mental, social, financial and environmental. Through the promotion of healthy lifestyles and the delivery of a diverse range of health and social services, we cultivate vital and connected communities.

OUR VISION:

To be recognized as the leading organization addressing the holistic health and wellness needs of the people of Scarborough.

COMMUNITY HEALTH

- After hours phone consultation
- Assessment and treatment of acute and episodic illnesses
- Cervical screening
- Foot Health Services
- Diabetes education
- Family Counseling including sexual assault and domestic violence
- Health Promotion and Outreach
- Immunization for children and adults
- Pre-natal Care
- Preventative health care and screening
- Routine physical exams

COMMUNITY DEVELOPMENT

- Action for Neighbourhood Change
- Child, Youth & Family Engagement
- Food, Furniture and Clothing banks
- Family resource centre
- Homelessness intervention Program
- Housing Stabilization Program
- Early ON Child and Family Centre
- Youth engagement

COMMUNITY WELLNESS

- Adult Day Centre
- Caregiver Wellness
- Congregate Dining
- Active Living Centre
- Friendly visiting and security checks
- Home at last
- Home first
- Home help
- Home maintenance
- Hospice Bereavement Care
- Hospice Palliative Care
- Day Hospice
- Hospice Psychosocial Spiritual Care
- Meals On Wheels
- Respite Care
- Supportive housing
- Tamil speaking seniors health & wellness
- Transportation