



SCHC Adding up 2020

Of the **958 participants** in our Client Experience Survey,

97%

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

96%

indicated staff always spend enough time with you

97%

indicated that SCHC has a positive impact on your community

298,467

service provider interactions supporting our community members

4,495

served in our Community Health Centre

3,279

served in our Diabetes Program

9,160

Hospice Visits

1,213

clients used our transportation service resulting in

22,833

individual rides provided

39,386

visits to the foodbank for

4,511

individuals in the community

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2019-20 Message from the President and the CEO



At SCHC, our vision is to build healthy and vibrant communities by providing programs and services focused on ALL social determinants of health. As we reflect on this past year, we are proud to say that on many levels it has been a success. We continue to innovate and strengthen community supports to ensure that we are excelling in our service to a very diverse community of ethnicities, of socio-economic status and of age in Scarborough.

In support of our strategic plan, we expanded our community mental health and addiction supports and set a goal of training 100% of our staff, Board and volunteers with the focus on increasing knowledge, building skills and shifting attitudes around mental health. Our mission to improve the mental health and well-being of Scarborough's high need and vulnerable populations is unwavering.

This past year we built and opened our dedicated youth lounge at the Hub Mid-Scarborough. The lounge provides a safe space for youth, indiscriminate

of race, ethnicity or gender to come together to complement our youth leadership training program. We continue to investigate other funding sources to further this work and expand it into neighbouring communities.

With the support of the Central East LHIN and our community partners, we were successful in receiving funding to open Scarborough's first community Acquired Brain Injury program. This program, in partnership with Cota, launched late in the fiscal year and will be a focus for development in the coming year. [read more about this partnership on page 11.](#)

SCHC has always been an organization that works with our community to identify and address gaps and build a strong system to support the overall health and wellness of Scarborough residents. In this spirit, we are pleased to be part of the proposed Scarborough Ontario Health Team. This group of over 35 members has formed relationships that are breaking down barriers for our community, as we come

together to create a system of care, with the community as our priority.

Moreover, when the world faced a global pandemic, COVID-19, we responded. We innovated and adapted our practices to ensure we remained connected and strong to support our community. We kept our doors open to critical services, including, primary care, food bank, in home care with PSWs, meals on wheels and transportation services. We created an environment for our staff to work from home and provide virtual supports to clients, including wellness checks for our seniors, virtual exercise, education and support programs for seniors, youth, caregivers and our adult day and early onset dementia clients. As the province moves to re-open, we focus on safely returning our staff, clients and volunteers to the work place to bring back that much needed person-to-person contact.

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 Peel, the City of Toronto and The Ontario Trillium Foundation. 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.

Journey of Recovery from Sexual Assault

– MG

SADVCC

Sexual Assault and Domestic Violence Centre Care Centre (SADVCC) is one of SCHC's prominent programs. It offers one-to-one therapy sessions with skilled therapists and social workers for its clients. The aim is to help create a safe space and soothe the trauma and help clients feel better about their mind, body and soul.

"I came to the clinic by referral from my doctors, who advised me that I qualify for this program because I had been sexually assaulted. I had reservations because a few years ago I had been referred to a group program in downtown Toronto which turned out to be a really bad experience. The program was run very rigidly and I found myself extracted from participating because I couldn't attend a specified time frame for an appointment due to a conflict with my work. In the end, I was treated like a number to fill a seat without any human compassion for my individual needs and I was simply removed and told I could be placed on another waiting list.

SCHC CARED

When I came to the SCHC clinic last year I was intimidated by that bad experience. I told this to my counsellor, Tamara, who immediately put my mind at ease and reassured me that it would not happen to me with this program. We started the sessions, at first, I was

"Thank you, Tamara,
you are an angel
walking amongst us
with your **healing
touch!**"

so drained after each session that I simply ended up going to sleep for the remainder of those days. So, we adjusted the frequency of the sessions to give me time to recover my energies.

At first, it felt like I was talking a lot and not really knowing where I was going with it all, but it just felt good to talk about things that were happening in real-time. Tamara offered invaluable insights into my situations as they were fairly complex. I had family issues like my brother, who lived in his car, and

another one who was homeless for a decade; personal issues with my difficult marriage and the terrible effects on my four now grownup children; professional issues with selfish co-workers at one job and a controlling sexual relationship at my other; and my kids' friendship issues dealing with best friends committing suicide, being shot and killed and the list goes on.

All these situations affected me greatly and I was overwhelmed and not able to function well within my various roles.

I remember hearing my counsellor say that it's a good thing that I didn't have any addictions because I would be very unwell given all this on top of my childhood trauma. This was very sobering.

At the end of my cycle through this program, I believe I have a deeper, clearer understanding of myself and why I freeze in certain situations and succumb to other peoples' desires of me. This knowledge helps me lay down my fears and assert myself more directly in these difficult situations. While I have much more work to do in changing my life, I have hope for a better tomorrow."

Learning to Live with the Circle of Life and Death

– Betty Ann Rutledge, *Volunteers Outreach and Training*

A Journey With HPC

In June 2018, 32-year-old Novelette came to SCHC for grief support following multiple deaths in her life. She accessed various services including one-to-one and group peer/mutual support. Novelette was able to gain perspective, validation and affirmation of her experiences, and cultivate strength and hope from hearing the stories of others who have “been there”.

Having experienced firsthand the benefits of the program, Novelette began training to become a peer support Bereavement Care volunteer. She shared “It was the first time since her best friends died that (she) felt like there was some meaning in the experience”. The training gave Novelette a sense of purpose and her feelings

of despair and loneliness began to lessen. Novelette has since facilitated many bereavement support programs. She has also spoken at our annual Bereavement Memorial and assisted with training new volunteers!

Novelette

When we first met Novelette, she shared with us that she was living with the life-limiting illness, Epidermolysis Bullosa (EB). Novelette had been active in the EB community and met many people around the world living with this unique condition. She had also recently lost her best friends, Jessica and Jamie, who were like sisters to her. Losing these beloved friends, along with so many others, was what initially brought Novelette to seek grief support at SCHC and motivated her to volunteer.

Novelette was recently told that her condition has worsened, and she was referred to a palliative care doctor. Options for sustaining life with this debilitating disease are limited. Novelette has seen people she loves go through painful surgeries and treatments to try and prolong life and has made the decision for her own life to focus on the quality of life, not quantity – one of the underlying values of Hospice Palliative Care (HPC). After several conversations and careful consideration, Novelette has now become one of our Hospice Palliative Care clients.

The Circle of Care

Novelette is being followed by one of our RN Palliative Navigators, Tasher, and receiving support from our



“Losing my friends was like losing my compasses. I had no direction to head towards and no means of getting there. But finding SCHC changed that.

I found meaning in my sorrow. I found usefulness in my pain by becoming a Peer Bereavement Volunteer. Suddenly, my pain meant empathy for others. A brand of usefulness that was more for me than it was others.”

Spiritual Care Coordinator, Diane. The duo has been assisting Novelette and her family with making advance care plans – including decisions about end-of-life care and funeral preparations. Novelette's mother has been her lifelong caregiver, and Novelette does not want the burden of these difficult decisions to be left to her mother when she dies. Linda, a hospice home-visiting volunteer, has also been matched with Novelette. Linda's experience journeying with many people to the end of life offers comfort and open and honest conversation opportunities to Novelette as she navigates this journey. Novelette is a strong advocate for herself and her care needs and continues to inspire all of us.

While receiving HPC services, Novelette remains an active member of our

volunteer team. She provides telephone support to bereavement care clients and assisted with our first virtual volunteer training: Peer Bereavement Support in times of COVID-19.

SCHC

SCHC's Community Hospice team is dedicated to collaborative, compassionate, respectful, and holistic care for individuals and families in Scarborough who are facing life-limiting illness and grief. We know that with the right support, services, and information, caring for someone to the end of life can be manageable and meaningful for all involved. We also believe that it is possible to learn to live with grief – a natural response to loss – if given safe and supportive opportunities to explore the unique grief experience.

Right Care. Right Time. Right Place.

Registered and allied health specialists with expert knowledge in Hospice Palliative Care, along with professionally screened and educated volunteers, work with people to ensure that they are able to live fully, safely and confidently in the setting of their choice. HPC addresses all the domains of care: physical/medical, emotional, practical, psycho-social, and spiritual for the person living with the illness, caregiver support to the family of choice and includes ongoing grief and bereavement support.

For more information about the suite of services offered through our Hospice Palliative Care team, please contact **416-847-4111** or visit our website www.schcontario.ca.



"The power in that usefulness keeps me going by giving me something to live for. I now wear my grief as a **badge of honour** because I belong to a human club that means love as much as it means sorrow. The people I have worked with here have made me feel this way and I am thankful to have them in my corner."

– Novelette, 2020

(Quotation and Story Shared with Permission)

Mental Health and Wellbeing in Later Life: A Workshop Series

– Annie Smith,, Caregiver Wellness Social Worker

During the 2018-19 fiscal year, the Centre for Addiction and Mental Health's (CAMH) and Provincial System Support Program (PSSP) developed a structured curriculum to provide older adults (55+) with evidence-based information and resources on mental health and addictions. The purpose of the Understanding Mental Health and Wellbeing in Later Life: A Workshop Series, was to raise awareness of mental health and addiction issues among seniors in the community and to promote help-seeking behaviours.

The structured curriculum included a set of 12 evidence-based workshops and associated materials that focus on different mental health and addictions.

The plan was to gradually roll them out in different communities across Ontario after they had been tested in up to three different community settings.

PSSP implemented pilot sessions in the early fall of 2019 after developing a list of host organizations and mental health professionals to act as workshop facilitators. Host sites have a choice of 12 different 1.5 to 2-hour workshops to pilot based on the needs of their communities. The list includes topics such as:

1. Overview
2. Depression
3. Bipolar Disorder
4. Anxiety Disorder
5. Psychosis

6. Delirium
7. Dementia
8. Opioids and Benzodiazepines
9. Cannabis and Alcohol
10. Gambling
11. Mental Health Promotion
12. Navigating the Care System

In October 2019, I piloted three mental health awareness workshops; Mental Health Promotion, Anxiety Disorders and Depression in later life that were well attended by seniors and caregivers in the Scarborough area.

SCHC will fortunately continue to offer the 12 revised workshops starting June 2020. Stay tuned for future updates!



"I would highly **recommend** these workshops to people of all ages."

– anonymous participant

On January 29th 2020, Bell Let's Talk Day, Hon. Raymond Sung Joon Cho, Minister for Seniors and Accessibility, visited SCHC to learn about the programs in place for caregivers 55+, in partnership with the Canadian Mental Health Association (CMHA) and meet the clients.

Improvement Versus Innovation

– Callum Tyrrell, *Vice President Innovation, Improvement and Engagement*

Improvement is never by accident. It is the ongoing, determined effort of making things better for everyone. It is intentional, based on the best available information and the culmination of collective efforts to strive for better for all.

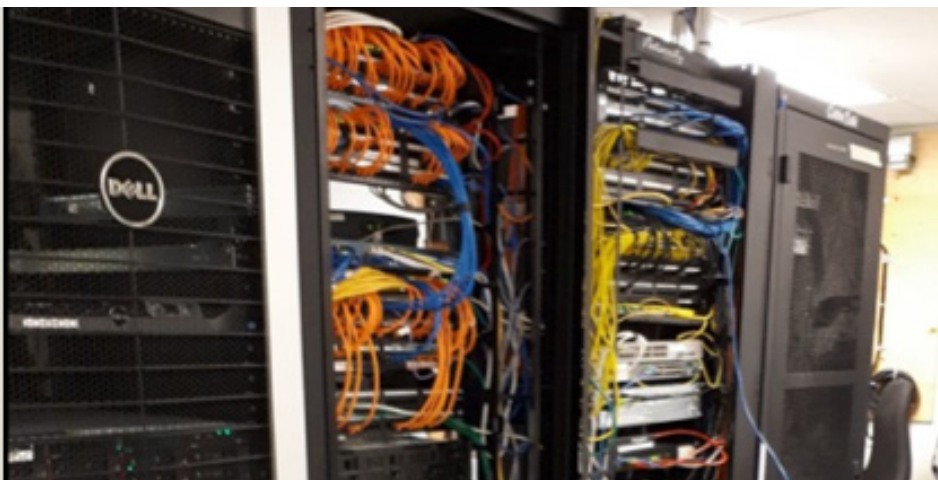
Efforts are ongoing to improve safety standards and practices as well as quality of services. In 2019-20, we reduced the Community Health Clinic intake wait time by 80%; further automate the incident reporting system flow by encouraging and improving staff ability to catch potential incidents and prevent them from happening altogether; significantly reduce the number of no shows and cancellations in the Diabetes Education Program; increase the annual number of client

experience surveys by 45% and increase both the number of clients accessing as well as the quality of the client experience through a series of tests of change in promoting our programs.

Innovation on the other hand is when transformational change is at the fore. Whilst continuous improvement can be incremental, innovation requires new ways of thinking and at times, new ways of defining of an existing opportunity. In 2019-20, we transformed our Information Technology network, virtualizing wherever possible, reducing the number of servers from 27 to 10. We also migrated our key technologies to cloud-based technology, unleashing the way for ongoing innovative solutions. The I.T. Team at SCHC has also established our business intelligence

tool for visually reviewing data closer to real-time in a multitude of programs that enable teams to course correct. Last but not least, we crystallized a multi-pronged approach to staff engagement and client input and feedback to capture and review some of the most innovative ideas which tend to come from the periphery of an organization.

This is an opportunity to give thanks to all the dedicated people who sought to push us to improve continuously, uncover new insights daily and always serve with a “*how can we do better?*” mentality. Looking forward to supporting next year’s leg of the journey!



The **IT Network** is like the Nervous System of the organization.

2020 Volunteer Survey Results

96%

Feel that SCHC is a good place to volunteer

89%

Feel valued and appreciated by SCHC

87%

Are happy & satisfied with their SCHC Volunteer role

85%

Feel there is good communication with SCHC staff



Quotes from Volunteers:

“The staff are great and are really good at recognizing us as volunteers”

“Volunteering with SCHC has brought so much into my life...it’s amazing”

“This one of the best volunteer experiences I’ve had due to the professionals at SCHC”

Social Support Team Recognition Award

– Christine Hewitt, Manager, Community Supports

On November 18th 2019, SCHC's Social Support Team won a Bhayana Family Foundation Team Award after a nomination was submitted to United Way Greater Toronto. Three team members – Shivana Sankar, Ilene Page and Prakathesh Rabeenthira were recognized for their commitment to success through excellent and consistent performance.

The team provides many services including the food and clothing banks and hot meals among others to the community. As the largest program at SCHC, the Social Support Team works diligently to address basic needs while building rapport with every individual who comes to the program.

The Food Bank supports almost 1700 households annually which results in more than 1000 people having their

food needs met weekly by our team and its volunteers. There's no one-size-fits-all solution at the food bank since everyone has unique dietary needs, meaning that the team must be nimble in their response. Each week staff and volunteers welcome most individuals by name and get to know them over time. Staff hear about many experiences, both wonderful and challenging: who is new to the food bank, who is having a baby, who just lost a loved one, who has a new job. The team works hard to build meaningful relationships fostered by trust and compassion.

These human connections aim to improve the individual's overall experience because hunger is not a solitary issue. If someone needs food support, chances are they need help in other areas of their lives. Building

relationships with community members gives the team an opportunity to better understand their individual circumstances and assist them beyond just food and clothing. Many individuals experience extreme marginalization and face barriers accessing basic services and resources such as primary health care, adequate housing, mental health and addiction supports, recreational activities, income benefits and more. Our team seeks to provide referrals both internally and externally based on the needs of individuals.

This team is a shining example of the incredible work done at SCHC. Open communication, a shared vision for the program and demonstrating SCHC's values of I.C.A.R.E. is how these incredible staff serve our community every day.



Left to right: Jeanie Joaquin, Shivana Shankar, Prakathesh Rabeenthira, Ilene Page, Christine Hewitt

This team is a **shining example** of the incredible work done at SCHC.

Therapy: A Journey of Self-Care

– Tamara Elliott, MSW, RSW, *Social Worker and Therapist*

Our Sexual Assault and Domestic Violence Care Centre (SADVCC) offers free one-to-one counselling to people who have experienced sexual assault, domestic violence or childhood sexual abuse. Our all-female team of counsellors has several years of skilled experience working with trauma survivors. Clients see the same counsellor for all their sessions so that a trusting relationship can be built. Our counsellors provide confidential and compassionate care to help individuals heal.

We serve:

- All genders and sexual orientations
- Ages 12 years and older
- With or without OHIP coverage
- With or without immigration status

In 2013, Scarborough Centre for Healthy Communities came to an agreement with The Scarborough Hospital and took over the counselling portion.

Over the past five fiscal years, three of our part-time staff have counselled an average of over 200 clients annually. We have seen close to 1,100 clients in the past five years. Since there is no other service like this in Scarborough and only one other Centre in Toronto, we tend to have a waitlist. Due to these limited resources, at times it can take a few months to get an appointment.

There are so many people who have experienced trauma and need counselling. Additional funding could enable us to hire more staff and see

more clients, thereby reducing the waitlist timings.

The SADVCC program has continued to provide compassionate and skilled trauma therapy over the years. After team and client feedback, we now proudly offer 18 therapy sessions with our expert therapists and social workers.

“ Before I visited the Sexual Assault and Domestic Violence Care center I had a stigma towards counselling, I was embarrassed and I was traumatized from the events that I went through. But through patience, support and understanding of Tamara and others

in the care centre I was able to work through the issues that were troubling me. Today, I feel like myself again and this would not have been possible without the help I received from the Scarborough Center for Healthy Communities. Thank You!”

– Greg M

Community Support Services Collaborations for the Community

– Michelle West-Martin, *Vice President of Community Services and Partnerships*

This was an exciting year for the Community Support Services Portfolio as we collaborated with a number of our partners to bring new services to the Scarborough community. These partnerships highlight how working together can increase access to and enhance the experience of vital community health services.

One of our greatest accomplishments this past year was receiving funding from the Central East Local Health Integration Network (CELHIN) to introduce Acquired Brain Injury (ABI) services to Scarborough. In partnership with Cota, we initiated a new integrated service for individuals with an ABI, including a service enhancement to Cota's existing ABI Adult Day Service and an ABI Outreach Team. Cota is an

accredited, not-for-profit, community-based organization that has been supporting adults with mental health and cognitive challenges to live well. What is particularly exciting about this collaboration is that it is the first-of-its-kind in the ABI sector and we could not be prouder as we continue to develop this exciting community-based program.

Another noteworthy program that we are working on with one of our partners is the Community Reintegration Initiative. In partnership with Scarborough Health Network, funded by the Slaight Family Foundation, we have begun to design a service model that will help seniors to access community services directly from the hospital prior to discharge. This service aims to ensure a strong care pathway during

the transition from hospital to home and enable a successful return back into the community. Working together, it is our goal that this service will increase the likelihood of individuals retaining services after discharge and help these individuals to avoid future unnecessary emergency department visits—it's a critical step forward for seniors' healthcare in Scarborough.

While these are just two exciting collaborations that we undertook in 2019-2020, they stand out as excellent examples of what working together can accomplish. In 2020-2021 we look forward to working with our partners to find other innovative ways to meet the diverse health needs of our community.



Acquired Brain Injury Services are now available in Scarborough thanks to new funding.

Congregate Dining/Active Living Centre

– Navia Harry, ALC Program Coordinator

The Active Living Centre (ALC), formally called the Pine Tree Seniors, is a recreational and social program for seniors living within the Scarborough community who are looking for ways to remain actively involved within their community. This program started almost 20 years ago at St. Margaret in the Pines before it became a part of SCHC.

The Active living Center (ALC) coupled with the Congregate Dining program really has been a great place to meet and develop new friendships as our seniors look to increase socialization, learn how to improve their physical and mental health and stimulate their cognitive abilities. The ALC helps reduce isolation and loneliness while helping participants connect to others while

going through difficult experiences such as multiple losses which is common at later stages of life. Last year we were able to combine an ALC program while expanding our Congregate Dining programs and created 'Fun, Food, Fitness For Seniors'. This program combines exercise and developing brain health through exercise and information sharing paired with a Congregate Dining social gathering geared towards the holistic needs of individuals. All our ALC programs help with the improvement of overall health as we strive to support clients in all areas of their recreational and social needs and satisfaction.

This year we have been successful in expanding ALC programs by adding fun dance classes that have been requested from the community such as Zumba and

Ballroom Dancing. The goal of these new additions is to bring new members to the ALC who are looking for ways to get connected within the community.

The highlight of our year in programing is a recent grant approval from New Horizons "Creative Spaces". This project was developed by a group of seniors as a new program to engage members in creative expression of various forms, while exploring partnerships with the arts community within Scarborough. The ALC continues to strive to keep seniors active, socially engaged, mentally stimulated, and satisfied as they age with grace.



"I am in my 70's and since I joined the knitting club, I have been able to be with other people, to talk and make friends. We call and talk to each other very often. I did not have too many friends. **Knitting gets me out of the house** which helps to relieve my depression and keeps my arthritic fingers working."

Insight into Philanthropy: An interview with Deirdre McMurdy from Peerage Capital

– Debra McGonegal, *Director of Communication and Development*

What is your role with Peerage Capital?

I am the Vice President of Corporate and Partner Communications. I'm part of a team mandated to find ways to get more involved with the community and look for organizations that are doing great grassroots work.

How did you find out about SCHC?

We were looking for partners in Scarborough and after reviewing the websites of many organizations, we felt like SCHC was a great match for the work we wanted to do.

What is Peerage's Mission regarding philanthropic engagement in Scarborough and how did SCHC fit with those goals?

So many people in our organization are passionate about giving back to the community but wanted guidance on

ways to do that which were meaningful and impactful. Volunteering with 'Meals on Wheels' and the 'Food Bank' not only connected us with the community but also with each other. When the opportunity came to support families in the 'Wishes for the Holidays' campaign, it was much more significant because we had met these families personally while volunteering.

What have you discovered about the Scarborough community through your volunteer work?

All of us now have a much deeper appreciation of and respect for diversity and what it really means, not just at the theoretical level. We've learned to be more attuned to the challenges in the community, more sensitive about cultural differences and appreciative of the benefits we've had growing up in

Canada. We have all been given more to learn and grow through SCHC than we could ever return. And we have so much still to learn.

What do you feel are SCHC's strengths/opportunities? Weaknesses/Challenges?

SCHC is an organization that's very focused on the community. We love that SCHC is practical, hands-on and believes in a "can do" attitude. All the staff, volunteers and clients are respectful. Plus, SCHC made it easy and rewarding for us to contribute.

The Peerage Capital team delivers meals to isolated seniors twice a week and volunteers at the Food Bank once a week. They also purchased gift cards to support 50 families remaining in our 'Wishes for the Holidays' programs that had not been sponsored.

Thank you Peerage!



Deirdre and a Peerage colleague at the Food Bank

"We feel honoured and privileged by our partnership with you and your organization. We **feel blessed** to have the opportunity to help the families of the food bank to enjoy the holiday season. We look forward to growing our involvement and expanding our relationship further in the years ahead"

– Miles Nadal, *Founder and Executive Chairman*

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.



Fundraising Event

SCHC's Quest Through Scarborough fundraiser, held on October 5th this year was a great success! We met our \$15,000 goal to help fund our Palliative/ Hospice Care, Summer Camp and Senior Services programs, thanks to participants, sponsors and donors.

Of special mention is RBC Bank's Markham and Lawrence Branch which raised \$855 to bring us over goal and hosted one of the stops along the Quest route.



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.

Arbor Memorial Foundation	Jill Fewster-Yan	Rachel Menary
Artemis Corporation	Kamlesh Shah	Sandra Zoratti
Chum Charitable Foundation	Kleenway Services Inc.	Scarborough Bluffs United Church
Credit Counselling Society	Lynn Muir-Wheeler	Scarborough Retirement Residence
Diane Elkin	Mary-Jane Tavares	SE Telecom
Eli Lilly Canada Inc	Mcdougall & Brown Funeral Home	TD Bank Group
Gavin Swartzman	Mike Killeen	Thomas Granofsky
Jason & Annie Micallef	Mondelez Canada Inc	Trevor Maunder
Jeanie Joaquin	Peerage Realty Partners	Walmart Canada Corp
Jesus Calls Canada	Pema Lhalungpa	



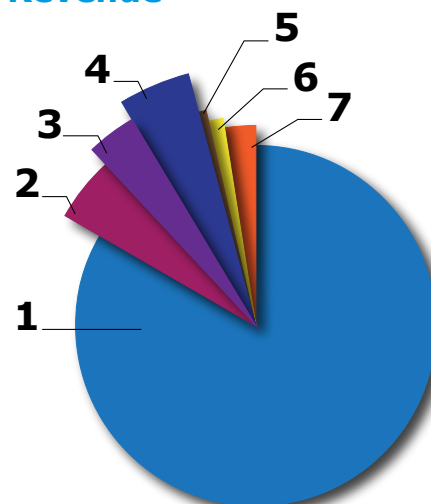
SCHC and the Mind and Spirit Youth Leadership Group (MSYL) were thrilled to open the dedicated youth space at the Hub funded by an Ontario Trillium Foundation Grow Grant in October 2019.

Statement of Operations

March 31	2019	2020
Revenue		
Central East Local Health Integration Network	14,282,044	14,968,989
City of Toronto	668,948	764,646
United Way of Greater Toronto	773,167	629,322
User fees	636,637	639,322
Donations	87,794	93,494
Other	245,447	321,307
Grants	253,214	446,456
Total	16,947,251	17,863,536
Less: Deferred capital contributions received from Central East Local Health Integration Network	-156,646	-65,834
Total Revenue	\$16,790,605	\$17,797,702

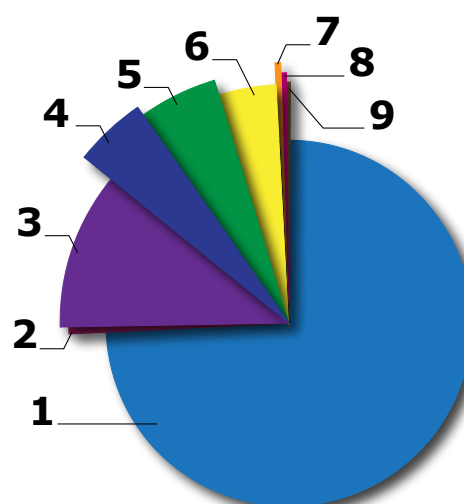
Expenditures		
Salaries and benefits	11,288,346	13,117,759
Staff training	64,079	50,480
Building occupancy	1,498,220	1,863,586
General program expenses	607,547	789,848
Office and general	720,021	874,830
Other outside services	566,514	681,283
Outreach and promotion	24,731	14,294
Professional fees	69,840	54,760
Non-insured -specialist	34,115	23,319
Non-insured-diagnostic	41,338	33,869
Total Expenditures	\$14,914,751	\$17,504,028
Excess of revenue over expenditures before undernoted items	1,875,854	293,674
Less: Government grants clawed back	-1,777,278	-286,567
Excess of revenue over expenditures before other income (expenses)	\$98,576	\$7,107
Amortization of deferred capital contributions	122,242	116,507
Previous years' government grants clawed back	-	-19,679
Amortization of capital assets	-589,555	-368,986
Deficiency of revenue over expenditures	-\$368,737	-\$265,051

Revenue



1. Central East Local Health Integration Network
2. United Way of Greater Toronto
3. City of Toronto
4. User fees
5. Donations
6. Other
7. Grants

Expenditures



1. Salaries & Benefits
2. Staff Training
3. Building Occupancy
4. General Program Expenses
5. Office & General
6. Other Outside Services
7. Professional Fees
8. Non-insured-specialist/Non-insured-diagnostic
9. Outreach and promotion

Statement of Financial Position

March 31	2019	2020
Assets		
Current assets		
Cash	3,413,004	4,448,454
Accounts receivable	493,158	380,628
Prepaid expenses and deposits	196,806	134,833
Total	4,102,968	4,963,915
Capital Assets	1,277,346	1,070,091
Total Assets	\$5,380,314	\$6,034,006
Liabilities		
Current liabilities		
Accounts payable and accrued liabilities	1,484,980	1,887,630
Central East Local Health Integration Network grant payable	2,100,104	2,434,285
Deferred revenue	281,137	417,825
Total	\$3,866,221	\$4,739,740
Deferred capital contributions	823,742	868,966
Total Liabilities	\$4,689,963	\$5,608,706
Net Assets		
General Reserve Fund	236,747	224,175
Funds Invested In Capital Assets	453,604	201,125
Total Net Assets	690,351	425,300
Total Liabilities and Net Assets	\$5,380,314	\$6,034,006

Approved by the Board of Directors

It is suggested the financial highlights be reviewed along with the March 31st, 2020 Audited Financial Statements and the Notes to the Statements, which have received an unqualified opinion from SCHC's external auditors.

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.

Our Services:

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
- Inter-Professional Primary Care Team
- 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
- Homelessness intervention Program
- Housing Stabilization Program
- Hub Mid Scarborough
- Lawrence East Partnership Program
- Early ON Child and Family Centre
- Youth Leadership

Community Wellness

- Adult Day Centre
- Active Living Centre
- Caregiver Wellness
- Congregate Dining
- 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
- Seniors health & wellness
- Transportation

We're On Social Media



@SCHCOnT



SCHCONT



@SCHCOnTario



SCARBOROUGH
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