



ANNUAL 2023 REPORT 2024

Navigating the Future of Health Care:
Growth, Collaboration and Resilience

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Message from the CEO and Board Chair

Flemingdon Health Centre was fortunate to have a successful year that saw growth, collaboration and resilience among our communities, staff and partners. We are proud to share examples by highlighting programs and services as well as improvements to our operations and infrastructure. These successes have shaped our theme for the 2023-2024 Annual Report, which is "Navigating the Future of Health Care: Growth, Collaboration and Resilience."

As a board and leadership team we work hard to continuously improve our programs and services for our clients as well as improve the staff experience. This past year we were able to accomplish some significant milestones that contributed to these goals.

For example, we added an integrated mental health program to the range of services available in the community. This new integrated team provides comprehensive mental health services to folks who don't currently have primary health care. In addition, we launched new programs for seniors to address isolation, loneliness and mental health concerns. We also saw our first ever Girls Hockey Program, following in the footsteps of Flemingdon Park's own Angela James.

When focusing on staff we resumed in person staff meetings and trainings. The in person, cross site opportunity to learn together improves connection and support. Trainings included: Defusing Anger, Resistance and hostility, Workplace Violence Awareness, Anti-Racism & Anti oppression, and Resistance to moral distress in healthcare. We also launched Microsoft 365 across all sites which has enhanced real time collaboration.

In looking forward, Flemingdon Health Centre will celebrate our 50th Anniversary next year. We are honored to have worked with and for the community for the last 50 years and look forward to celebrating with all those who have been involved along the way. Please [sign up](#) to join us in planning our celebrations.



A handwritten signature in blue ink, appearing to read 'Jen Quinlan'.

Jen Quinlan
CEO

A handwritten signature in blue ink, appearing to read 'Rola Hamdan'.

Rola Hamdan
Board Chair

FHC by the Numbers



35,456

GENERAL CLINIC
SERVICE PROVIDER
INTERACTIONS



4,407

FOOT CARE
SERVICE PROVIDER
INTERACTIONS



1,046

NUTRITION
SERVICE PROVIDER
INTERACTIONS



3,203

COUNSELING
SERVICE PROVIDER
INTERACTIONS



2,162

DIABETES
SERVICE PROVIDER
INTERACTIONS



2,062

CLIENT SUPPORT
SERVICE PROVIDER
INTERACTIONS



644

PERSONAL
HEALTH & WELLNESS
GROUP SESSIONS



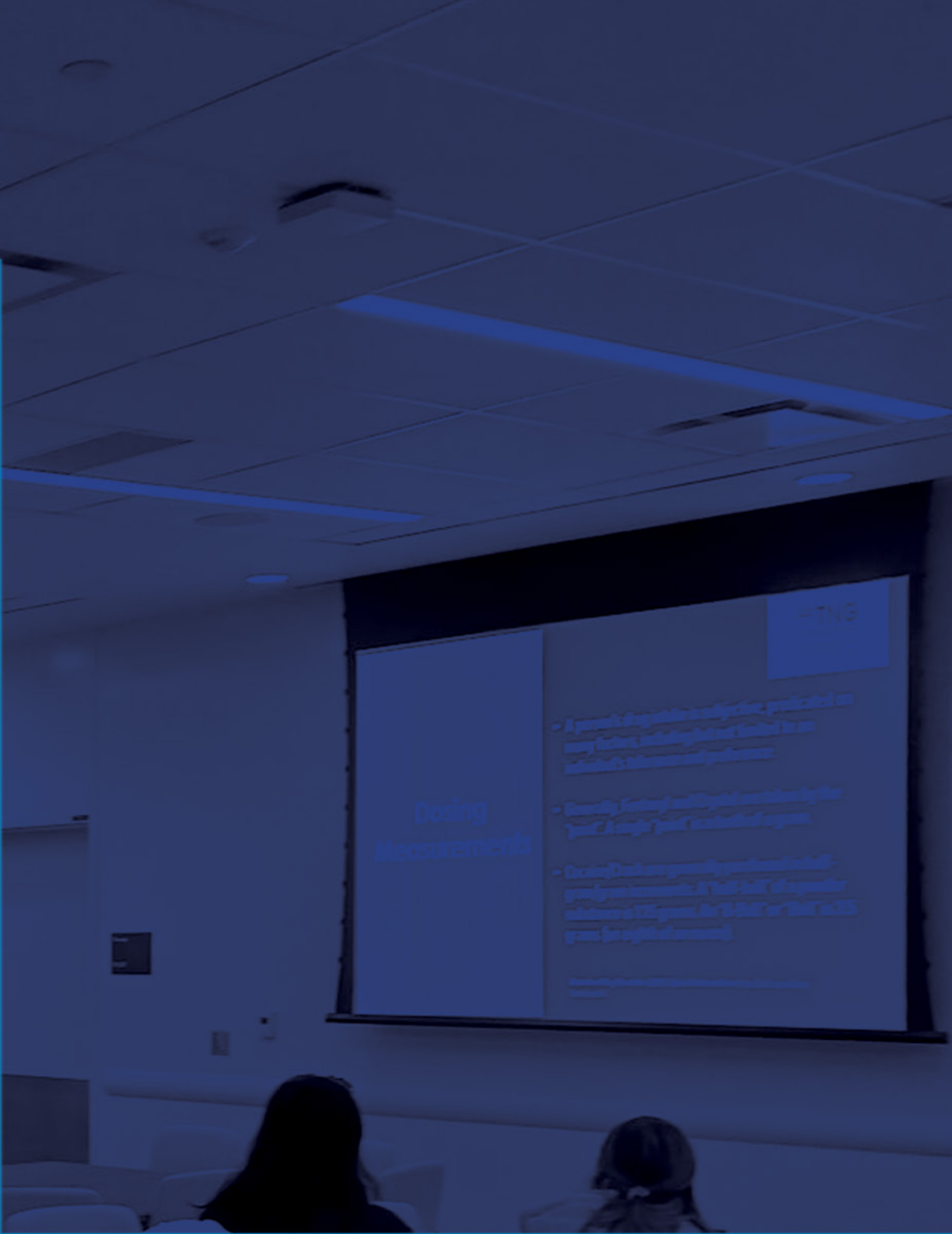
16,085

PERSONAL
HEALTH & WELLNESS
PARTICIPANTS

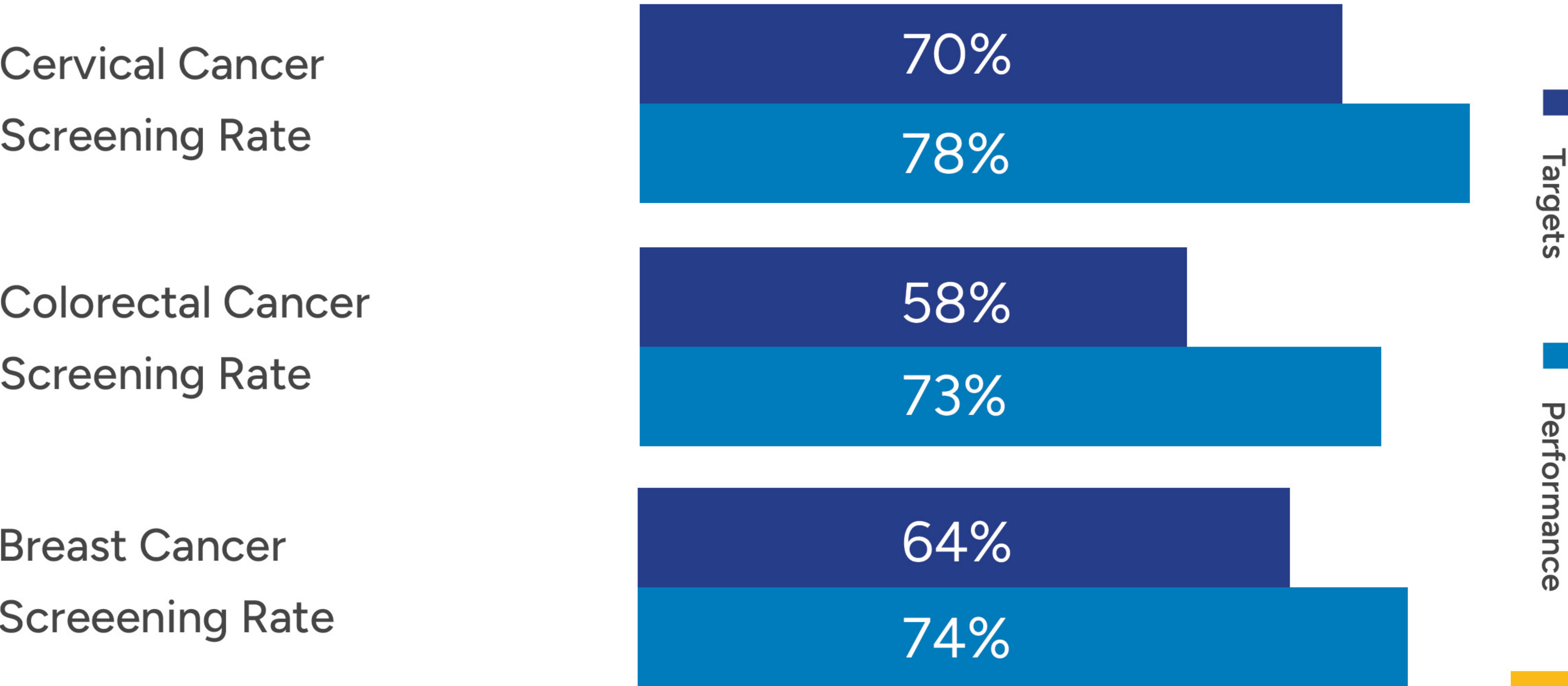
In 2023-24, in partnership with East Toronto Health Partners and the eHealth Centre of Excellence, we made transformative changes in cancer screening. This work is more than a technical achievement; it's a step towards advancing health equity. By targeting equity deserving communities, including newcomers and multilingual individuals, we're breaking down barriers to care. Community Health Ambassadors (CHAs) have been crucial, embedding cancer screening discussions into everyday outreach. A Cancer Screening Awareness Conversation Blueprint guide was developed through co-design sessions with community members. With the support of behavior scientists, CHAs were prepped with key messaging and communications skills to engage with the equity deserving populations. The CHAs also translated the Conversation Blueprint into the languages spoken by the priority populations. Cancer Screening Awareness engagement was carried out in Pashto, Urdu, Arabic, Dari, Bengali and Slovak.

Client Quotes

“Ambassador was helpful. It was helpful to be reminded of the fact that I was due for screening. They talked to me about the specific test I needed and answered my questions. Usually other doctors’ offices don't even call you or tell you that you are due, so I appreciated it”



“It was good that someone called me about this. They told me I needed to get it done. I did not know much about the test and they explained to me that I needed to get it done regularly after the age of 50. It is so helpful to have someone call about this.”



Client Experience

As a community health centre located in one of Toronto's most diverse and densely populated areas, it's vital that we continually assess how our clients experience our services. From access to inclusion, from the design of our physical spaces to the depth of our involvement in care, understanding our clients' perspectives is at the heart of what we do. To this end, we developed a comprehensive client survey, incorporating industry standard questions, to gauge our performance and take the pulse of our service delivery. Our clients are our most important stakeholder, and their feedback is essential in guiding our efforts.

Here, we present the results from our 2023-24 survey, highlighting both areas for improvement and the positive feedback that inspires our teams to keep striving for excellence.

Client Experience

Always, Often	2022-2023	2023-2024
You always feel comfortable and welcomed at FHC	96%	93%

Client Centered Care

Always, Often	2022-2023	2023-2024
Give you an opportunity to ask questions about recommended treatment	75%	78%
Involve you as much as you want to be in decisions about your care and treatment	81%	81%
Spend enough time with you	80%	81%



Client Feedback from 2023/24 Survey

"Great
treatment
and
follow up"

"Flemingdon Health Centre
is providing exceptional
health services with nice
and highly professional
doctors, nurses and other
staff."

"I'd like to thank the centre
for providing an informative
presentation on diabetes
education. I gained helpful
knowledge in a warm and
welcoming environment."

Integrated Mental Health Services Program



This past year Flemington Health Centre (FHC) and The Neighbourhood Organization (TNO) launched a new program to meet the growing mental health needs of the neighbourhoods. The new program is called Integrated Mental Health Services (IMHS). It is a community mental health initiative which aims to provide more access to appropriate, coordinated and effective mental health service in the Flemington Park and Thorncliffe Park neighborhoods and surrounding areas.

IMHS offers sessions on crucial topics such as stress management, mood and anxiety, winter blues, and mental health and wellness specifically tailored for seniors. These sessions not only provide practical strategies for managing mental health but also foster a sense of community and belonging among participants.

As part of a series focused on Mental Health and Wellness, we offered a gentle Yoga & Mindfulness Exercise session for senior residents in the community. This workshop was designed to engage participants in experiential learning, allowing them to explore techniques for relaxing their bodies, enhancing their pain-free range of motion, and integrating these practices into their daily lives for lasting benefits. The mindfulness aspect of the session aimed to cultivate greater body awareness and focus on physical sensations and breathing. Participants learned how to achieve a state of alert yet relaxed presence, enabling them to observe their thoughts, emotions, and sensations without judgment.

At the conclusion of the session, participants expressed their satisfaction and gratitude, praising both the presenter for delivering an excellent workshop and the coordinating team for organizing such a valuable experience. This positive feedback highlighted the importance of creating supportive environments where seniors can learn to manage stress and enhance their overall well-being. Through engaging activities like yoga and mindfulness, we empower older adults to take charge of their mental and physical health, fostering a sense of community and connection among participants.



Providing Culturally Specific Primary Health Care



Flemingdon Health Centre has been pivotal in providing primary care and wrap-around support services to Afghani clients fleeing the ongoing conflict in Afghanistan. Many of these clients, who have endured severe trauma, including physical disabilities and mental health challenges, have found a safe haven through our integrated care approach.

Our team of healthcare providers, social workers, and community support services collaborate closely to ensure that these vulnerable clients receive the holistic care they need. This comprehensive approach not only addresses their immediate physical and mental health needs but also provides long-term support to help them rebuild their lives in a new country.

By offering culturally sensitive care and understanding the unique challenges faced by these clients, Flemingdon Health Centre continues to play a crucial role in their journey toward healing and integration into the community. This work is a testament to our commitment to supporting those most in need, ensuring that they have access to the care and resources necessary to lead healthier, more stable lives.

Ahmad's Story: A Journey to Better Health

When Ahmad first walked through the doors of our clinic, he had just relocated from Afghanistan. As a result of the war Ahmad faced both physical disabilities and mental health challenges. The trauma he had endured left him struggling with daily life, and his journey towards recovery seemed daunting.

Ahmad's initial visits to the clinic were challenging. One of our doctors became his family doctor. Recognizing the complexity of his needs, the doctor coordinated with our intake and navigation team to develop a comprehensive care plan.

Ahmad was also paired with a peer support worker, who provided invaluable emotional support and understanding, helping him feel less isolated in his struggles. Our social work team stepped in to assist Ahmad with accessing emergency food gift cards and other essential resources, ensuring he had the basics covered while focusing on his health.

Through a combination of proper medications, consistent therapy, and a robust support network, Ahmad's condition began to improve. Today, Ahmad's quality of life has improved markedly. He has found a sense of stability and hope that seemed unattainable when he first arrived. Ahmad's story is a testament to the power of comprehensive, compassionate care and the resilience of the human spirit.

Our team is proud to have been part of Ahmad's journey, providing the necessary support and care to help him rebuild his life.



Empowering Girls through Ice Hockey

In response to the enthusiasm from community leaders and youth in Flemington and Thorncliffe Park, we proudly launched the FHC Girls Ice Hockey Program, the first of its kind for girls aged 12 to 18 in our community. This three-month beginner program, running from November to February, held 15 sessions on Sunday mornings at the Angela James Arena. Designed to provide a safe and supportive environment, the program empowered girls to build confidence, develop personal growth, and foster community through ice hockey.

Led by a qualified female coach alongside a youth coach from the community, each session was carefully structured to include skill-building activities and opportunities for community bonding. The program's inception was driven by the growing demand among girls for a sports initiative that allowed them to participate, take up space, and address their unique needs, effectively bridging a critical gap in existing sports programs for girls.

The impact of the FHC Girls Ice Hockey Program has been profound. One participant's journey showcases the program's success. Inspired by the skills she acquired, she requested to borrow equipment during the off-season to continue playing hockey throughout the city.

"As someone with a newfound passion for hockey because of this program, being able to borrow equipment would allow me to practice and further my skills. I started playing outside of this program as well, and it has helped me build such a supportive community. You've seen firsthand how I went from knowing nothing to reaching a skill level I never thought possible."

Her transformation from a beginner to a skilled player is a powerful testament to the program's positive influence on youth in our community.

This success was made possible through the support of our funders Canadian Tire Jumpstart Charities and Abundance Canada. We also acknowledge our partner Proaction Hockey League and community members Adil Patel, Elaine Tountas and Tabassam Tufail. As we look to the future, we are committed to sustaining and expanding the Girls Ice Hockey Program, ensuring that more girls have the opportunity to thrive, develop valuable life skills, and become leaders in our community.





Community Health & Information Fairs

The Community Health and Information Fairs (CHIFs) are an initiative led by North York Toronto Health Partners (NYTHP) Ontario Health Team, of which Flemingdon Health Centre is a core member. These community-led events are designed to improve access to essential health services, resources, and education for equity-deserving populations across North York.

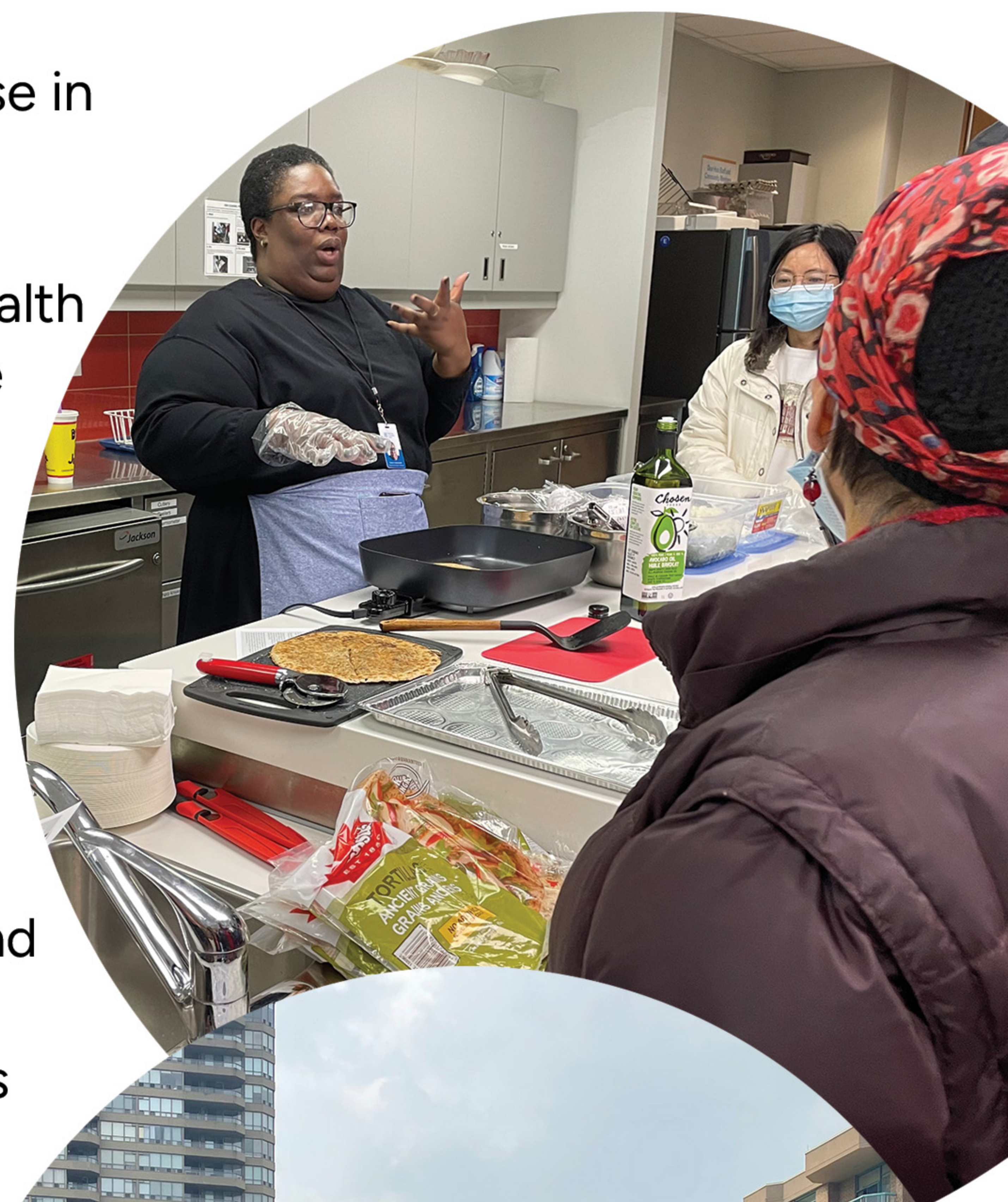
In the past year, we hosted 11 CHIFs, directly engaging over 749 community members. These fairs have proven to be a vital link in connecting underserved populations with the healthcare services they need. By partnering with 21 local organizations, we've ensured that comprehensive health resources and screenings are available to those who need them most, leading to a 20% increase in access to healthcare services among underserved populations.

The impact of the CHIFs goes beyond immediate healthcare access. We've seen a significant increase in health literacy among participants, with self-rated knowledge of community health services rising by 20% after attending these events. This boost in health literacy is crucial in empowering individuals to take control of their health and navigate the healthcare system more effectively.

Community Health Ambassadors (CHAs) have been instrumental in the success of the CHIFs. Over the year, they engaged with 4,449 individuals across 213 locations, providing crucial health system navigation support to 273 people and educating 382 others about cancer screening. These efforts have resulted in 81.1% of participants reporting that they are somewhat to very likely to pursue cancer screening, a testament to the effectiveness of our outreach.

Looking ahead, we are excited to expand the CHIF model with the upcoming launch of the Integrated Chronic Disease Prevention and Management Hub in 2024-25. This initiative will bring even more wraparound healthcare services to our community, further strengthening our commitment to equitable access to care.

Through the CHIFs, FHC and NYTHP are not just providing vital services; we are building healthier, more informed communities. Each fair brings us closer to our vision of a community where everyone has equitable access to the health services they need to thrive, reflecting our unwavering commitment to health equity and community well-being.



East Effort and MaRS Discovery

FHC and ETHP applied to Innovating for Everyone: The Colorectal Cancer Early Detection Challenge and were awarded \$50,000 in May 2023. This initiative was sponsored by MaRS Discovery district and Canadian Cancer Society. It has been a cornerstone in addressing the health disparities in high-priority communities such as Thorncliffe Park and Flemingdon Park.

At the heart of the project were our amazing Community Health Ambassadors (CHAs), who played a pivotal role in delivering essential services to those most in need. Eight of our CHAs provided support to 1,000 residents in the community by assigning them to services to help manage chronic diseases, mental health challenges, and early detection cancer screening. By guiding residents in the East York community through the often-complex healthcare system, we were able to ensure vulnerable populations could access primary care and other vital resources.



The success of the **MaRS East Effort Project** highlights the power of community-driven initiatives. By leveraging local knowledge and fostering collaboration among healthcare providers, grassroots organizations, and community members, the project created a robust network of support that continues to have a lasting impact on the health and well-being of these vulnerable communities.



As we look ahead, the lessons learned from this project will guide future efforts to ensure that every member of our community has access to the care and support they need to thrive. The MaRS East Effort Project is a testament to what can be achieved when we work together towards a common goal: healthier, more resilient communities.

Life Stories from Seniors

The Forever Young Arts & Crafts program was launched in March 2023 and ran until March 2024 and was delivered at the Fairview site. The program established a safe space where seniors could engage in creative activities, fostering both mental well-being and a sense of belonging.



Arts and crafts are powerful tools for reducing stress, expressing emotions, and combating loneliness. Through a series of 16 sessions which included watercolor painting, acrylic stone art, and mixed media, participants unleashed their creativity and developed new skills while building meaningful connections with others in the Fairview community. The in-person nature of the program has been especially important in helping seniors overcome feelings of isolation, offering them opportunities to socialize and make new friends.

Engaging a total of 245 participants, Forever Young has made a tangible impact. Feedback from participants highlights the program's role in improving mood, boosting confidence, and providing a welcome distraction from physical ailments.

"It's not just about the art; it's about the connections we make and the peace we find in the process."



Participant Review:

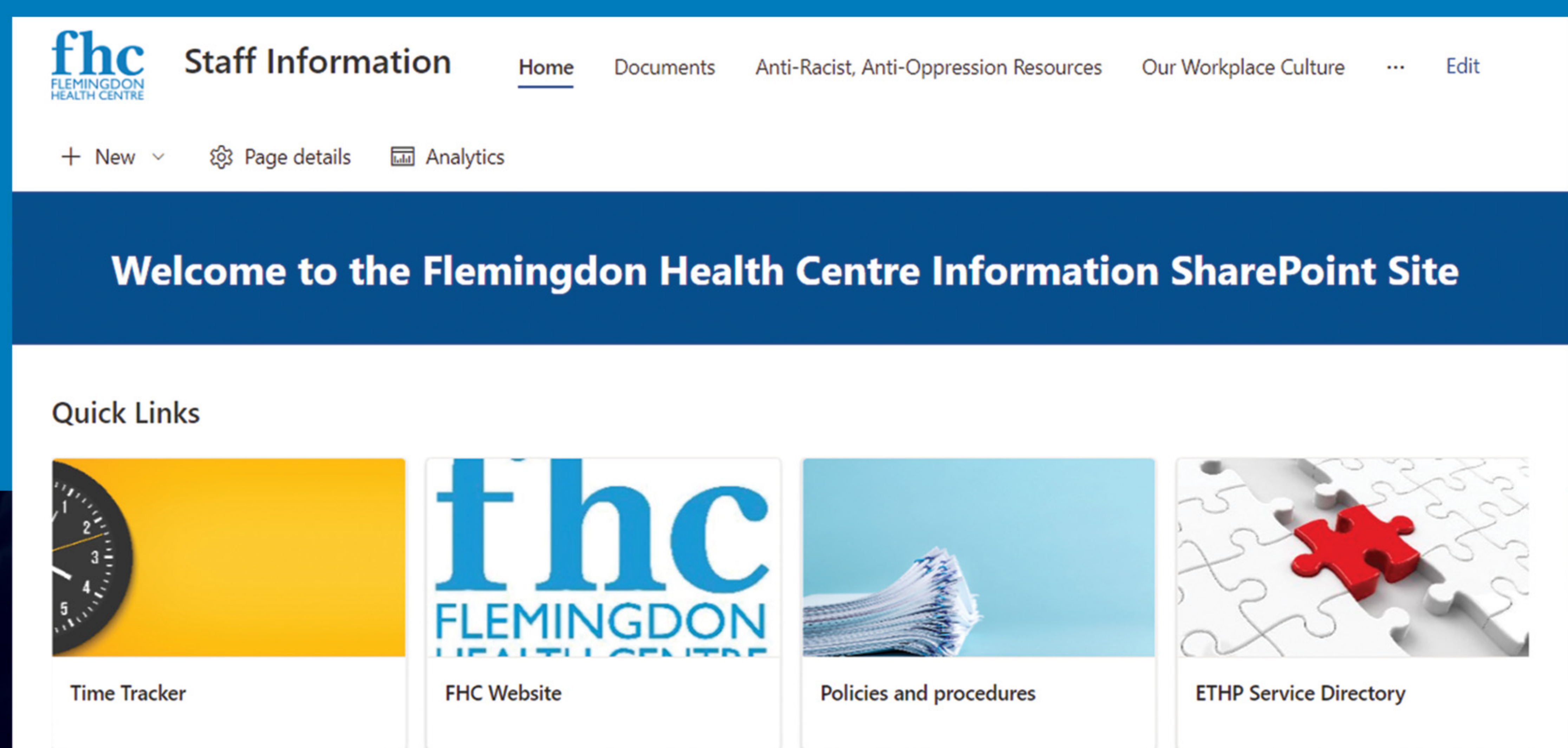
"I have been attending programs in your center for a few years now, and you never fail to impress us. I wanted to thank you for the art program. The facilitator is a wonderful human being. The program understood our needs and provided us with the time of our lives during the classes. We became children and artists - happy, jumping from joy and excitement and forgetting about the pain in our bodies. The amount of effort from the team to bring this program made us feel that we are worth it, we are being respected and valued in this room. Thanks to each and every one of you."

Strengthening Digital Infrastructure

Flemingdon Health Centre embarked on a strategic transition from our on-premises infrastructure to Microsoft 365 (M365). This change has significantly enhanced collaboration and streamlined operations across our three sites. The migration process provided a centralized and secure platform for real-time document sharing, virtual meetings, and team collaboration.

The FHC teams can now benefit from easy updating of documents and version control through SharePoint. This includes the ability to sync files for offline access so staff can work flexibly even when away from the office. Staff also experience a more connected and cohesive work environment. As highlighted by our Manager of Human Resources, the ability to have real-time conversations, instantly share documents, and hold virtual meetings has been a game-changer for our organization. This strategic shift aligns with our ongoing commitment to leverage advanced technology to better serve our community and support our teams in delivering high-quality care.

As we continue to innovate and grow, the transition to M365 positions Flemingdon Health Centre to meet future challenges with greater agility and collaboration, ensuring that we remain at the forefront of providing exceptional care and support to our community.



Staff, Student and Volunteer Appreciation

At Flemington Health Centre, the dedication and hard work of our staff, students and volunteers is the foundation of our ability to provide exceptional care to the community. We are committed to fostering a work environment that recognizes and values the contributions of every team member. Guided by our core values we ensure that our staff feel supported, respected, and empowered in their roles.



As we reflect on the past year, we are proud of the resilience and dedication shown by our team, especially in navigating the challenges posed by the ever-evolving healthcare landscape. Their commitment to our vision of Strong, Healthy Communities, remains unwavering, and we remain dedicated to supporting our staff in every possible way. FHC prioritizes ongoing appreciation of staff which is essential to maintaining a motivated, engaged, and effective workforce, which in turn strengthens our capacity to serve the community with excellence.

Through these efforts, Flemington Health Centre continues to build a strong, collaborative environment where staff feel valued and empowered to deliver their best work every day.



Staff Anniversaries

First Name	Last Name	Years of Service	Position
Louis	Fliss	35	Chiropodist
Cristina	Pakrow	30	Medical Secretary
Darryl	Gershater	20	Social Worker
Nicole	Hinds	15	Medical Secretary
Danielle	Goldblatt	15	Social Worker
Sharyn	Manuel	10	Medical Secretary
Marina	Aptekman	10	Physician
Samantha	Abel	10	Social Worker
Lida	Mohmand	10	Medical Secretary
Jen	Quinlan	10	Chief Executive Officer
Denise	Wong	5	Physician
Ana	Abbasi	5	Registered Dietitian
Morgan	Lincoln	5	Registered Nurse
Sevan	Hallajian	5	Medical Secretary
Uzma	Naz	5	Medical Secretary
Stephanie	Fraser	5	Registered Nurse
Gloria	Leung	5	Registered Nurse

Summarized Financial Statements 2023-24

Deferred capital contributions	743,909
Net Assets (including restricted and unrestricted)	1,144,208

Total Liabilities & Net Assets	8,647,801
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REVENUES

Ontario Health grants	15,424,197
Amortization of deferred capital contributions	130,735
Interest	63,324
Other revenue	769,043

Total Revenues	16,387,299
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EXPENSES

Salaries and benefits	11,309,834
Rent	1,354,346
General operating	3,347,668
Medical and office supplies	167,061
Amortization of property and equipment	130,735

Total Expenses	16,309,644
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Excess of Revenue over Expenses before undernoted item	77,655
Amount Payable to Ontario Health	37,835

Excess of revenues over expenses for the year	39,820
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Audited financial statements by BDO Canada LLP are available at the health centre.

Flemingdon Site:

10 Gateway Blvd
Toronto ON M3C 3A1
Phone: (416) 429-4991
Fax: (416) 422-3573
Email: info@fhc-chc.com

Fairview Site:

5 Fairview Mall Dr #359
North York ON M2J 2Z1
Phone: (416) 640-5298
Fax: (416) 642-2238
Email: info@fhc-chc.com

Health Access Thorncliffe Park:

45 Overlea Blvd, Unit B7 (lower level)
Toronto ON M4H 1C3
Phone: (416) 421-6369
Fax: (647) 729-9955
Email: info@healthaccesstp.org



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OUR PARTNERS



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