



## 2018/2019 ANNUAL REPORT



CENTRE DE SANTÉ COMMUNAUTAIRE  
**BLACK CREEK**  
COMMUNITY HEALTH CENTRE

## 30 YEARS OF CARING

**At Black Creek Community Health Centre, our way of providing care for people has changed lives in northwest Toronto – but it didn't happen overnight and we didn't do it alone.**

In 1989, the Humber River-Black Creek community received approval for a community health centre, the same year Canada entered a recession that forced cuts to several sectors. Where many communities suffered the loss of local hospitals and social programs, residents of northwest Toronto were slated to receive a new model of integrated primary health care.

Over the next several years, we developed health and wellness programs, in collaboration with our partners, to meet the needs of the community. For example in the nineties, Teen Moms on the Move and Teen Violence Prevention programs provided youth with skills for a healthy and meaningful future. Our Never too Old to Learn program tailored to seniors helped to reduce their sense of isolation and provided a gathering place for the growing diversity of older adults.

As new issues emerged, we responded by adapting our services to the changing needs of the community. This included chronic disease management programs to address the large number of people living with diabetes, COPD and mental health issues. Through the years, we welcomed more and more people at our centre as the number of seniors, new immigrants and refugees in our community grew. We took charge by expanding our integrated and collaborative service model through increased staffing and partnerships to meet these emerging needs, especially for those facing barriers like language or lack of health insurance. In 2009, we opened a satellite site at Jane and Finch to further expand our services.

Over the past 30 years, we have built a strong reputation and have become a leader in caring for vulnerable groups in northwest Toronto. A large part of our success is our approach to providing care. We put our clients at the centre of their care, surrounding them with an interdisciplinary team of health and community workers to address both medical and social issues. Like other community health centres across Ontario, we help to keep individuals and communities healthier, ultimately, reducing hospital emergency visits and admissions.

As we look back on our past, it becomes clear that our strength is our responsiveness to the changing needs of our community and our willingness to work with a variety of health and social service partners. While we face new challenges ahead, including a significant health care reform in Ontario, we are confident that our history of the last 30 years is a testament to our rise, our reach and our resilience that will guide us in the years to come.

With our deepest gratitude for your continued support,



A purple ink signature of Cheryl Prescod.

Cheryl Prescod  
Executive Director



A purple ink signature of Nicola Holness.

Nicola Holness  
Chair, Board of Directors

## 2018/2019 BOARD MEMBERS

Nicola Holness  
*Board Chair*

Olasunkanmi Adegoke  
*Vice Chair*

Jerico Espinas  
*Treasurer*

Elaine Ewers-Baptiste  
*Board Director*

Jennifer Hall  
*Board Director*

Lianne McLean  
*Secretary*

Danae Peart  
*Board Director,  
Past Chair*

Beryl Pilkington  
*Board Director*

Dawn E. Smith  
*Board Director*

Emile Wickham  
*Board Director*



Community residents share their stories and MPP Tom Rakocevic answers questions during a town hall organized by BCCHC's Board of Directors.  
(February 25, 2019)

## A SHARED PASSION

### SPANNING THREE DECADES

Cary Milner (right) is the founding executive director at BCCHC and remained in this role until his retirement in 2011. His successor, Cheryl Prescod, is pictured with him at BCCHC's 30<sup>th</sup> anniversary celebrations.  
(May 10, 2019)





# 30 YEARS

*Youth in community have increased access to health and social programs.*

## Our rise.

*We begin to assist families with young children through the Ontario Early Years Funding. Social programs to address teen violence in the community are also created in partnership with Ontario Trillium Foundation.*

## 1995-1999

## Our reach.

## 1989

### BCCHC opens

After approval from the Ministry of Health and Long Term Care May 1989, we searched for space and start to deliver services to community residents and finally opened our doors at Jane St. & Sheppard Ave. with about 15 staff.

### Programs for children & youth

Additional funding from government allows us to increase staff to provide more services and programs to individuals and families.

*As part of the province's diabetes strategy, we introduce education programs for residents to help them gain control over their illness.*

## 2000-2004

### We're growing

Our team grows to over 35 people including qualified health care providers, community workers and support staff, many of whom live in the community.

## 1992

### We're on the move

We relocate to a larger space at Sheridan Mall at Jane St. & Wilson Ave., the site of our main location to this day.

*Young mothers find a safe place to learn new skills from our Teen Moms on the Move program giving them dignity and hope for the future at our Jane and Sheppard location.*





# 2005-2009

## Satellite location opens

We open a second location at Jane St. & Finch Ave. (Yorkgate Mall) to expand our services.



# 2010-2014

*Working with community partners, we create new programs and services to tackle food security, mothers dealing with substance use, and clients with chronic diseases and mental health issues.*

## Community puts trust in BCCHC


We are selected as the lead agency for North York West Health Links and Humber River Healthy Kids Community Challenge.

This year, we are celebrating 30 years of service with tremendous joy and a great sense of pride. We are now a team of over 90 staff working together to bring the best quality health care and social programs to our clients. While the Humber River-Black Creek community continues to evolve, we won't stop to adapt as we strive to build a healthier, stronger community for everyone in northwest Toronto.

# 2015-2019

## Expanded inter-professional care teams

With new funding for team-based care in Ontario, patients of solo doctors in the community begin to receive care from our growing list of health care professionals including navigators, a midwife and physiotherapist.



*We begin to offer some services in French, unveil an on-site pharmacy at our main location, extend our service areas to Bathurst and Sheppard/Finch, and participate in a service hub at Falstaff buildings with support from various community partners.*

## Our resilience

**A healthier, stronger community for years to come**







## WHO ARE BCCHC CLIENTS

### Demographic profile



**61%**  
adult



**18%**  
seniors



**20%**  
children

### Top 5 countries of birth

Canada  
Nigeria  
Jamaica  
Italy  
Saint Vincent and The Grenadines



### Top 5 languages spoken

English  
Spanish/Castilian  
Italian  
French  
Vietnamese



### Cancer screening rates

**BREAST 71%**

**74% COLORECTAL**

**CERVICAL 75%**

### Immunization rate



**61%**  
flu

# 2018-2019

A YEAR IN REVIEW

This was a **REMARKABLE YEAR** of growth where we made a real difference in the lives of even more people in the Humber River-Black Creek community than ever before.

9,027

**clients** received **our care**  
(up 17% from previous year)

one-on-one appointments

41,275

17,229

**primary care** appointments  
(in-person and by phone)

6

average  
**number**  
of **health**  
**providers**  
seen by  
a client

16,120

**participants** attended  
**573** group **programs**



1,854

**hours** from volunteers  
and students



70

community  
**partners**  
and  
**supporters**

INCOME

\$11,986,821

EXPENSES

50%

Salaries

14%

Benefits

3%  
Non-insured diagnostics/specialist

8%

Rent

18%

Operating  
expenses

7%  
Expenditures -  
unappropriated funds

*"I believe that strong, compassionate leadership and time can drive change, and that community-based health care should be the obvious choice to building a system that is accessible, responsive and cost-effective."*

Cheryl Prescod, BCCHC executive director

## Thank you

We are fortunate to have an incredible team of staff, students and volunteers who contributed to a successful year. We sincerely thank our incredible community partners and supporters for their unwavering commitment to improve the lives of people in northwest Toronto.

Across Boundaries  
Addiction Services for York Region  
Adventure Place  
African Food Basket  
Alliance for Healthier Communities  
Backpacks 101  
Batu Capoeira  
Black Creek Community Farm  
Canadian Mental Health Association  
Canadian Tire Jump Start  
Caritas  
Central Local Health Integration Network  
Centre for Addiction and Mental Health  
Centennial College  
Centre Francophone Toronto  
CHATS  
City of Toronto  
Community Choice Pharmacy

Conseil scolaire de district catholique Centre-Sud  
Conseil scolaire Viamonde  
COSTI  
Cota  
Delta Family Resource Centre  
Emery Keelesdale Nurse Practitioner Clinic  
Entité 4  
Government of Canada  
Government of Ontario  
Health Justice Program  
Healthy Kids Community Challenge  
Humber College  
Humber River Family Health Team  
Humber River Hospital  
Jane Finch Community and Family Centre (+ The Spot)  
Krassman Centre  
Les Dance Souers

LOFT Community Services  
LUMACARE  
My Brothers and Sisters Keeper  
Moms Project  
North York Community House  
North York West Health Links  
North York Women's Shelter  
Northwood Neighbourhood Services  
PEACH  
Rastafest/Upfront Theatre  
Ryerson University  
San Romanoway Revitalization Association  
Seneca College  
Sick Kids Centre for Community Mental Health  
TAIBU Community Health Centre  
The Jean Tweed Centre  
Tickit Health

Toronto Catholic District School Board  
Toronto Community Housing  
Toronto District School Board  
Toronto Foundation  
Toronto North Support Services  
Toronto Public Health  
Toronto Public Library  
United Way of Greater Toronto  
University of Guelph Humber  
University of Ottawa Heart Institute  
University of Toronto  
Vaughan Community Health Centre  
Vitanova  
West End Midwives  
Women's Health in Women's Hands  
YAAACE  
York University  
YWCA

30 years of caring  
BCCHC.COM

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🐦 @BlackCreekCHC

📷 @blackcreek\_chc



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