

OUR MISSION

We engage with individuals, families and organizations to deliver comprehensive health services and programs that enhance community health and well-being.

OUR VISION

We envision a healthy, resilient and empowered community where people are connected and support each other.

OUR VALUES

Equity and Social Justice

We address the barriers which affect our communities' ability to improve the social deterrents of health, social inclusion and equity, and we ground all of our work in anti-oppression and anti-racism practice.

Inclusive and Accessible

We deliver comprehensive services and programs which are responsive to the unique needs of the community. Our services and programs are delivered in a compassionate, and non-judgmental manner that respects individual choice.

Accountability

Human and financial resources are used efficiently and effectively. We report our actions and results to our funders, community and clients.

Quality

We continuously learn, innovate and improve through reflection and the use of evidence-based practices.

Collaboration

We partner to leverage our collective resources and expertise in order to enhance our community capacity.

“There is no one else like BCCHC out there. The way they reach out and help the community is just phenomenal.” - Tessa 41

Caring

WHERE IT'S NEEDED MOST

Mental health and addictions

Substance use and addiction is a major public health issue in Ontario. It contributes to higher rates of death, incarceration and mental health issues.

This year alone, there were 120 suspected overdose cases reported in the North York West region.

With funding from the Central LHIN, we are responding to this crisis in the community by working closely with residents, frontline workers, local partners and the Ministry of Health and Long-Term Care.

Preventing health emergencies

Our Outreach Workers are connected to people from the community and are trained to go out and deliver harm reduction supplies.

“BCCHC is playing an important role, strategically, in the community by being a place where people can come to get help.” - Francis, BCCHC outreach worker & community resident

229 pregnant or parenting women dealing with substance use or addiction issues received help from our Bridges to Moms outreach program.



Chronic disease prevention & management

In North York West, there is a high prevalence of chronic conditions, including diabetes, asthma, hypertension and chronic obstructive pulmonary disease. Our Chronic Disease Program helps to educate individuals and build their capacity for self-management.

Free diabetic eye exams, offloading devices for foot ulcers, education workshops, and one-on-one counselling are available to people with diabetes.



Our programs

ARE CREATING A SAFE & HEALTHY COMMUNITY

Health promotion & community development

Our health Promotion team provides one-on-one case management and support referrals to help residents of North York West get better access to health care and build individual support for complex systems including housing, legal, settlement, social assistance and education.

We responded to the needs of 8,364 people in the communities of North York West and their surroundings, up 10% from the previous year.

“Eight years ago, I was injured in a car accident. When I stopped working, I began to have many financial and housing issues and I started getting sick. BCCHC connected me with a lawyer through their Health Justice program and they helped me with my legal issues.” - Louisa, 72

Youth & family engagement

“This is where youth in the community come together to meet up, have fun and watch artistic performances. Freedom Fridayz is a place where we can get together, show our creative side and be accepted for who we are.” - Suhayla, 17, BCCHC volunteer

Our programs, like Freedom Fridayz and our new youth leadership group, aim to remove the stigma for black youth in the community by focusing on positive influences and opportunities for success.

We supported 1,398 youth in the areas of sexual health, substance use, education, employment readiness and community leadership.



Quality Improvement

Over 90% of clients always feel comfortable and welcome at BCCHC.

We put our patients first and this philosophy guides all that we do every single day. We are committed to continually improving our programs and services and creating a truly exceptional experience for everyone.

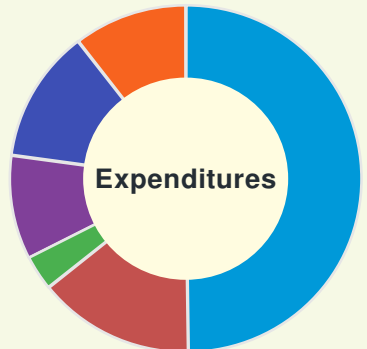
We're constantly looking for ways to improve Our Client Experience Survey gives clients a chance to give anonymous feedback using tablets set up at our 2 locations.

Services for refugees & newcomers

We help reduce gaps in health care and ensure the Francophone population, newcomers and refugee families living in the community have access to timely medical treatment.

“As a refugee living in a shelter, I needed a lot of help, and BCCHC was there for me every step of the way.” - Kasim, 35

We assisted 118 Francophone residents connecting them to appropriate health and social resources through our Francophone Health Services Navigator.



- Expenditures - unappropriated funds 11%
- Operating expenses 12%
- Rent 10%
- Expenditures - salaries and relief 50%
- Non-insured diagnostics/specialist 3%
- Benefits 14%

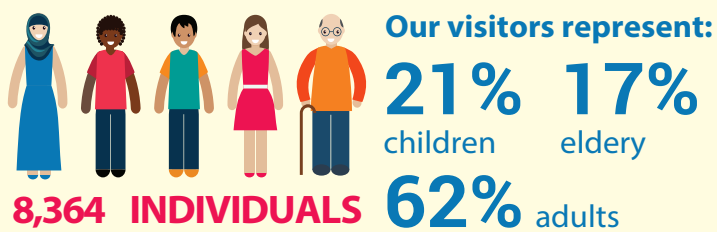
FINANCIAL REPORT

| | FY 2017/18 | FY 2016/17 |
|---------------------------------------------------|---------------|--------------|
| Revenue | \$ 10,382,347 | \$ 9,822,508 |
| Expenses | | |
| Salaries & Relief | 5,065,092 | 5,081,473 |
| Benefits | 1,471,624 | 1,271,623 |
| Non-insured diagnostics/specialist | 330,356 | 337,348 |
| Rent | 987,176 | 943,136 |
| Operating expenses | 1,256,885 | 1,092,551 |
| Expenditures - unappropriated funds | 1,065,985 | 779,067 |
| | 10,177,118 | 9,505,198 |
| Refundable to CHLIN/Ministry | \$231,614 | \$191,636 |
| Surplus (deficit) related to Unappropriated Funds | (\$26,385) | \$125,674 |

Building

A HEALTHIER COMMUNITY

We welcome and serve anyone from Toronto's Northwest communities, putting their health first.



Our quality of care

We offer a variety of services and run a number of programs all tailored to the needs of the community.

43,036
one-on-one visits
at our centres.

14,317
group program
participants



10%
more clients
than last year

91%

of clients say
they feel comfortable
and welcomed here.
**Recognized by Canadian Centre for
Accreditation for service excellence.**



Our team effort

We work together as a team of
staff, volunteers, students, and
community partners to build a
healthier community.



109 staff
59 Community and Academic Partners
64 volunteers devoting **1,365** hours

Our focus on accessible health

We believe in equitable access to health services and programs.

240

Health and wellbeing group
programs in the community

Interpreters translated
1,386 patient appointments

Now Available
Same-day appointments,
new evening hours, a
Youth Walk-in Clinic,
and Saturday walk-in
appointments.

Working TOGETHER

With the support of our partners, BCCHC continues to evolve to address the complex and changing health care needs of our communities. We are deeply grateful to our partners who share our long-standing commitment to the people of North York West and adjacent neighbourhoods. Together, we are building a healthy and strong community.

Service Partners

Across Boundaries
Adventure Place
Addiction Services for York Region
African Food Basket
Alliance for Healthier Communities
Alzheimer's Society of Ontario
Backpack 101
Batu Capoeira
Black Creek Community Farm
Canadian Mental Health Association
Caritas
Centre for Spanish Speaking Peoples
City of Toronto: Driftwood Community Centre
Community Choice Pharmacy
Cota
Delta Family Resource Centre
Emery Keele'sdale Nurse Practitioner Clinic
Entité 4
Health Justice Program
Healthy Kids Community Challenge
Heartline CPR
Humber River Family Health Team
Humber River Hospital
Jane Finch Community and Family Centre
JVS Toronto
Krassman Centre
La Leche League
LOFT Community Services
My Brothers and Sisters Keeper
New Moms Project
North York Community House
North York West Health Links

Northwood Neighbourhood Services
PEACH
San Romanoway Revitalization Association
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 Public Health
Toronto Public Library
Unison Health and Community Services
University of Ottawa Heart Institute
Vibe 1065
Vitanova
Women's Health in Women's Hands
YAAACE
YWCA

Academic Partners

Centennial College
Ryerson University
Seneca College
University of Toronto
University of Guelph Humber
University of Toronto
York University
CDI College

Funding Support

Canadian Tire Jump Start
Central Local Health Integration Network
City of Toronto
Government of Canada
Toronto Foundation
Government of Ontario



BLACK CREEK
COMMUNITY HEALTH CENTRE

bccchc.com
416-249-8000 /416-246-2388
@blackcreekchc



Alliance for
Healthier Communities
Alliance pour des
communautés en santé



Ontario
Central Local Health
Integration Network

At Black Creek Community Health Centre, we take great pride and care in addressing the unique needs of culturally diverse residents in North York West. Our extraordinary team of staff, students and volunteers put every effort in ensuring the health and wellbeing of each person who visits our centres.

This year, we have put considerable attention to the expansion of our services. In light of rising rates of overdoses and substance use-related medical emergencies in the community, we introduced a harm reduction program and put responsive services in places where they are needed most. By continuing to strengthen our partnerships with local organizations, we are closing the service gap in this and other areas of urgent need.

In the coming year, we will be expanding our services for residents managing medical and socially complex health problems. With investments in primary care made by the Ontario Government to expand Interprofessional Care (IPC) teams, we are planning to hire additional health service providers, connect with solo practitioners, extend service hours, implement a youth clinic and open a third location to ensure quality health care reaches the whole community.

Many people have told us that they leave our centre feeling more in control of their health and optimistic about the future. We updated our 5-year strategic direction to better reflect our new path forward – one that helps Black Creek Community Health Centre to secure equitable and quality care that is close to home for every person in our community.

Cheryl Prescod
Executive Director

Danae Peart
Board Chair



annual report 2017-2018 BLACK CREEK Community Health Centre

Our guide STRATEGIC PLAN 2015-2020

1 FOCUS FOR IMPACT

We will have aligned services and programs, advocacy strategies and partnerships with our priority populations which are: non-insured; people with complex/chronic health needs; people with mental health and addiction needs, and children/youth.

OBJECTIVES

- 1.1 Establish and strengthen partnerships to align with our priority populations
- 1.2 Enhance the delivery of coordination of care strategies for priority populations
- 1.3 Advocate for the determinants of health for our priority populations with a focus on poverty and housing

2 EVOLVE FOR SUSTAINABILITY

We will have improved organizational effectiveness and efficiency within a culture of continuous learning, innovation and quality improvement.

OBJECTIVES

- 2.1 Foster a healthy workplace and effective communications
- 2.2 Promote a culture that embraces change, quality, learning and innovation
- 2.3 Secure appropriate infrastructure and resources for growth and service delivery
- 2.4 Establish and maintain strategic funder and stakeholder relationships

3 DEMONSTRATE ACCOUNTABILITY

We will have increased access to services and programs as evidenced by service utilization, client experience and client outcomes.

OBJECTIVES

- 3.1 Improve our ability to monitor, measure and report on service utilization, client experience and outcomes and our strategic objectives
- 3.2 Increase access to our services and programs for our priority populations
- 3.3 Enhance outreach and responsiveness to the community and stakeholders

4 FOSTER COMMUNITY CAPACITY

We will have strengthened our engagement with and the leadership role of the community.

OBJECTIVES

- 4.1 Strengthen anti-racism and anti-oppression policies and practices for our daily work with clients, community and each other
- 4.2 Improve our capacity to engage clients and community to be full partners in their health decisions, services and care
- 4.3 Amplify resident capacity to engage in collective action and advocacy regarding their priorities

Our Board of Directors

Danae Peart - Chair
Emile Wickham - Vice-Chair
Dawn E. Smith - Secretary
Jerico Espinas - Treasurer
Elaine Ewers-Baptiste

Crissa Guglietti
Jennifer Hall
Nicola Holness
Beryl Pilkington