

Calling For... Care We Deserve

Black Creek Community
Health Centre Annual Report
2021-2022


Sagaja,
Community
Ambassador




Tiffany,
Vaccine Clinic
Documenter





Ola Adegoke, Board Chair



Cheryl Prescod, Executive Director

When healthcare systems around the world were caught scrambling to respond in the early days of the pandemic, Black Creek CHC's care team hit the ground running.

We responded immediately, with efficiency and effectiveness to successfully deliver culturally appropriate and accessible care to everyone living in what came to be known as, one of the province's 'COVID hot spots.'

As a trusted provider of care, programs and services for more than three decades, Black Creek CHC anticipated the devastating impact COVID-19 would have in the community, where systemic barriers, along with pre-existing and chronic conditions, increase the risk of infection, serious illness, and death.

Looking beyond medical interventions to prevent infection with the COVID-19 virus, we highlighted the direct link between infection risk and socio-economic factors such as financial wellbeing, affordable housing, and food security.

Our continuing focus on upstream approaches to reduce the risk of downstream health issues proved to be the right path for our care team, clients, and community.

The essence of Black Creek CHC's comprehensive and integrated approach was exemplified in the recruitment and deputization of long-time residents as Community Ambassadors, whose work is credited for leveraging the community's trust, to improve vaccine coverage in Northwest Toronto.

In 2021-2022, Black Creek CHC participated in the delivery of more than one-hundred-thousand first, second and booster vaccine doses, in partnership with community groups, faith groups, healthcare providers and social service agencies.

These innovative collaborations captured media attention and the acknowledgement of policymakers, resulting in additional funding allocated to Black Creek CHC as part of Ontario Health's High Priority Communities strategy.

While we had their attention, we felt compelled to amplify the message we heard from clients and community residents - that this is the 'care we deserve'.

This year, we also initiated the development of Black Creek CHC's 2022-27 strategic plan. Lessons learned throughout the pandemic have set the stage for the thoughtful and careful engagement that will inform the work we will do and how we will do it, over the next five years.

As we close another year like no other in our history, we are indebted to our dedicated staff team, volunteers and students for the compassionate delivery of care to our clients and the community. Support from our partners and funders was invaluable in helping us expand the reach of our services within the Humber-Black Creek and greater Northwest Toronto community.

Today and always, we remain committed to meeting clients where they are at, to amplify the call for the 'care we deserve' on behalf of a community that has entrusted us with their care.

Ola Adegoke

Ola Adegoke,
Board Chair

Cheryl Prescod

Cheryl Prescod,
Executive Director

Mission

We engage with individuals, families, and organizations to deliver comprehensive health services and programs that enhance community health and wellbeing

Vision

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

Values

- * Equity and Social Justice
- * Accountability
- * Collaboration
- * Inclusive and Accessible
- * Quality

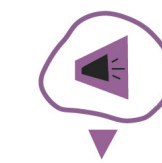
"A lot of people are immobile like me. I wouldn't have got the vaccination and my blood pressure and sugar checked. I really appreciate having Black Creek Health here. It's very convenient."

Belinda, 47-year resident,
Northwest Toronto

Black Creek CHC treated us really good through COVID, and up to now, and they are still with us - they haven't left us yet! I do not have to travel to see them.

They come to see us. They are really, really, really, happy, nice, and loving people. May God bless them and for all the rest of their days.

Joyce, 35-year resident,
Northwest Toronto



34,200

COVID outreach contacts made



34,000

Meals, fresh produce and groceries delivered



100,000+

PPE shields, masks & hand sanitizers distributed



8,000

PCR test referrals made



50,000

Rapid antigen test kits distributed

* Patrick,
Community Program Coordinator

Compassion & Care in the Community

Black Creek CHC's community outreach workers, along with community ambassadors, primary healthcare providers, the centre's staff, actively engaged with clients and community members, providing access to COVID-19 information, care, support, and resources.

Primary care interactions continued where possible, connecting clients with care team members, in-person, by telephone and online.

* Joyce,
Respiratory Therapist

Who We Serve



Races & Ethnicities

Black - Caribbean

Latin American

Black - African

White - European

White - North American

South Asian

Southeast Asian

Indo Caribbean

East Asian

Middle Eastern



Spoken Languages

ENGLISH	SPANISH	ITALIAN	PORTUGUESE
HUNGARIAN	FRENCH	BENGALI	TAGALOG
HINDI	SWAHILI	YORUBA	



Countries Of Origin

****based on limitations of data provided****

JAMAICA / NIGERIA / ITALY / MEXICO
SAINT VINCENT & THE GRENADINES
GUYANA / SAINT LUCIA / ECUADOR
PHILIPPINES / DOMINICAN REPUBLIC

8052 primary care clients



100,000 vaccinations delivered at pop-up & community partner clinics



participation and support for 200+ community clinics



Community Mammias

When her mother reminded her, she'd be getting her COVID-19 vaccine with her friends at school, Sahara wanted to be brave, and to assure her mom she wouldn't cry. The truth is she was scared.

Even though her teacher explained what the vaccine does and how it helps protect her grandma and grandpa, from getting sick when they play with her and her brother, Nile, her tummy hurt a bit when she thought about getting a needle.

Sahara was so relieved when her class was greeted at gym doors by an older lady wearing a Black Creek Community Health Centre tee shirt with colourful writing on it. Her deep voice, and even her head wrap, reminded Sahara of her own grandmother.

Even though she couldn't see the nice lady's smile behind the mask, she could see her eyes were smiling. They walked her over to the nurse and the nice lady stayed with Sahara while she got her vaccine. Sahara says it didn't even hurt, and that she thinks it's because community ambassadors like Ms. Erma made her feel comfortable and safe.

Erma Broomes is a retired Personal Service Worker. She is one of the Community Ambassadors whose reach into the community supported outreach efforts, making trustworthy care and reliable information accessible.

Even at 6 years of age, Sahara understands, this is the "care we deserve". We hear Sahara and we're making sure others hear her too.

* Erma,
Community Ambassador

HighLights

Funding Innovation

Federal Development Canada announced \$3 million for the Black Entrepreneurship Alliance at Black Creek CHC.

Nourishing The Community

Black Creek CHC, in collaboration with Black Creek Community Farm, joined the National NOURISH Cohort to address food security issues in the community.

COVID Community Care

As a designated COVID hot spot, Black Creek CHC was a lead partner in the Toronto Sprint Strategy and received support from the High Priority Communities Strategy.

Local Recognition

MPP Tom Rakocevic recognized Black Creek CHC's team for COVID-19 response in community and for doubling the vaccination rate.

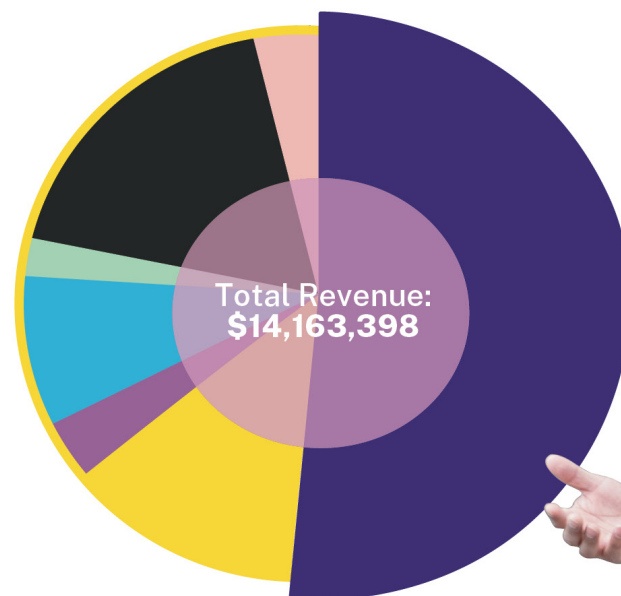
Collaborative Partnership in COVID Response

- Jamaican Community Association
- UHN - Social Medicine Program
- Black Physicians Association of Ontario
- City of Toronto
- Humber River Hospital
- University Health Network
- UHN - Gattuso Centre for Social Medicine

Financials

Black Creek Community Health Centre's distribution of core operational revenue from Ontario Health includes dedicated funds for COVID-19 response and supports to deliver high-quality, compassionate, community-based programs in 2021/2022.

- Salaries: \$7,441,339**
- Benefits & Relief: \$1,850,977**
- Purchased Services: \$495,036**
- Rent & Accommodation: \$1,129,275**
- Non-insured Expenses: \$317,776**
- Other Operational Expenses: \$2,278,416**
- Refundable to Ontario Health: \$650,579**



* Additional Funding From Various Sources: \$2,110,600



Partners

Across Boundaries
Addiction Services Central Ontario
Aird & McBurney LP
African Food Basket
Asante Soccer Academy
Black Creek Community Farm
Canadian Mental Health Association
Centre for Addiction and Mental Health
Centre for Spanish Speaking Peoples
Community Benefits Network
COSTI
COTA
Delta Family Resource Centre
Ella Charles Cuisine
Emery Keelesdale Nurse Practitioner Led Clinic
Entité 4
Epiphany Food & Catering
Firgrove Learning & Innovation Community Centre
Flame Shawarma & Grill
Ghanaian Canadian Association
Ghanaian Methodist Church
Global Medic
Greenwin Property Management
Holiday Helpers
Humber River Family Health Team
Humber River Hospital
Imdadul Islamic Centre
Jamaican Canadian Association
Jane Finch Community and Family Centre
Jane Finch Mall
Jane Finch Unity
Latin American COVID Task Force
LOFT Community Services
LUMACARE
Mennonite New Life Centre
Moorelands Kids
My Brothers and Sisters Keeper

New Moms Project
North York Community House
North York Family Health Team
North York Sheridan Mall
North York Women's Shelter
Rexdale Community Health Centre
RPMS Property Management
San Romanoway Revitalization Association
Sickle Cell Awareness Group of Ontario (SCAGO)
Sick Kids Centre for Community Mental Health
South Asian Health Network
St. Jane Frances Catholic Church
St. Jude Roman Catholic Church
St. Philip Neri Catholic Church
Start up Here Toronto
Toronto Catholic District School Board
Toronto District School Board
Tickit Health
Toronto Community Housing
Toronto Paramedic Services
Toronto Public Health
Toronto Public Library
Unison Health and Community Services
UHN Open Lab - Friendly Neighbour Hotline
University Health Network
University Health Network - Social Medicine Program
University of Ottawa Heart Institute
Vaughan Community Health Centre
Vietnamese Association of Toronto
West End Midwives
West Park Healthcare Centre
YAAACE
Yorkgate Mall

Humber College
Metropolitan University

Academic Partners / Research Partners

Humber College
Metropolitan University

Thank You

Sick Kids - The Hospital for Sick Children
Schulich School of Business - Executive Education Centre
University of Guelph Humber
University of Toronto
Women's College Hospital
Y-Space- York University
York University

Collaborators

Alliance for Healthier Communities
Black Health Alliance
Health Commons Solutions Lab
Humber River Black Creek Cluster
Northwestern Toronto Ontario Health Team
Nourish
RNAO Best Practice Spotlight Organization (BPSO)
Wellness Collaborative
Toronto Sprint Strategy

Supporters

City of Toronto
Enbridge Gas
Government of Canada
Laidlaw Foundation
McCall MacBain Foundation
Toronto Foundation
Ontario Trillium Foundation
Government of Ontario
United Way of Greater Toronto
The Vohra Miller Foundation

Care We Deserve

NORTH YORK SHERIDAN MALL
2202 Jane Street, Unit 5
M3M 1A4

YORKGATE MALL SITE
1 York Gate Blvd., Suite 202
M3N 3A1

CONTACT US!
416-249-8000 or 416-246-2388
info@bcchc.com
bcchc.com

