

Committed to....

Care We  
Deser♥e

Black Creek Community  
Health Centre

Annual Report  
2022-2023



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



# Commitment

IT IS A TESTAMENT TO THE HUMAN SPIRIT AND THE power of resilience when members of a community rally, supporting one another to achieve good health. The Black Creek community has emerged from the challenges of the pandemic, wiser and more connected because of the collaboration, compassion, and care, built upon trust among health and social organizations, ensuring access to the *Care We Deserve*.

While virtual healthcare continues for some programs and services, this past year marked the increased transition back to in-person care at Black Creek Community Health Centre’s two main locations at Yorkgate and North York Sheridan Mall. We continue to rely on the important work being done by our partners and our incredible team of Community Ambassadors throughout the community.

As clients adjust to this hybrid model of care, so too has the health centre’s care team, redesigning programs, and finding new and creative ways to safely engage with clients. The pandemic presented many challenges, that one-by-one, were overcome as the team implemented innovative solutions, ensuring equitable access to care for members of our community.

We continue to leverage opportunities to connect with the community through existing partnerships and services offered at satellite locations, but it doesn’t stop there. Recognizing community clients are reporting the loss of access to ongoing healthcare due to the closure of family practices or the fear of contracting COVID-19, our team continued to develop new strategies to engage,

building upon the trust and partnerships established during the pandemic.

The ‘Your Health in Your Hands’ clinics combined with on-site and mobile, pop-up events across the community, make services accessible in informal community settings, where residents come together. Community members connect, one-on-one, with members of the care team to ask questions about their mental and physical health, learn strategies for self-care, check blood pressure, blood sugar and to learn about the health centre’s programs and services.

To inform the development of our five-year strategic plan that takes us to 2027, we consulted the true experts – our community – this past year. Over many months, we listened to the voices of clients, community members, staff and partners, to hear their input and feedback regarding their needs and the most appropriate way to deliver the care they deserve.

Black Creek Community Health Centre’s volunteer Board of Directors approved the five-year strategic plan, founded on our guiding principles, which reflect the health centre’s mission, and supports the vision of ‘a healthy, resilient and informed community.’

On behalf of the Board of Directors and the entire team at Black Creek Community Health Centre, we are grateful for the cooperation, collaboration, and community partnerships, that make our work possible and our connection with you, our community, an enduring one.



Cheryl Prescod,  
EXECUTIVE DIRECTOR



Carolyn Khalil,  
BOARD CHAIR

# Connection

AS ONE OF THE HEALTH CENTRE’S COMMUNITY ambassadors, Ms. Emma takes care of her neighbours. She checks in on community members who may be lonely, and prepares and delivers 50 meals twice a week for 35 clients. She invites and encourages members of the community to benefit from free health checks for blood pressure and blood sugar at ‘Your Health in Your Hands’ clinics.



Ms. Emma,  
Ambassador



Sagaja,  
Ambassador

**Community Ambassadors spent 1444 hours connecting in the community to support client health and wellness during 2022-2023.**



L-R:

Ambassadors:  
Carla, Norma, Dustyn



2022 - 2023

# Community

● **Dental Clinic at Black Creek CHC**

In November 2022, Black Creek CHC launched a dental program in partnership with Toronto Public Health. Clients like Francis can now access dental assessment and the care required to resume the daily activities that enhance his quality of life.

**FRANCIS' SMILE**

Francis' ability to fully participate in the community volunteer work that gives his life a sense of purpose is hindered, not by his age or mobility, but by the anguish caused by dental pain and the social impact of not feeling proud of his smile.



**"The pain prevented me from going to volunteer at the Food Bank. Now that my teeth are fixed and I have no more pain, I can smile and do all the things that I'm used to doing."**

– Francis, dental clinic client, Black Creek Community Health Centre



PHOTO CREDIT: CYRIL BORGAI

● **COVID, Cold & Flu Protection**

During the fall and winter, services were expanded, with support from Ontario Health - Central to include COVID, Cold and Flu clinics to ensure equitable access to care for the community.

● **Seniors Care**

Outreach efforts in partnership with LOFT Community Services, a Northwestern Toronto Ontario Health Team (NWT OHT) partner, supports access for seniors to primary care services and chronic disease management in the Shoreham community.

● **Social Connections**

Community members remain connected to supports that help them maintain social wellbeing with onsite programs in the Falstaff and San Romanoway communities, including cooking, sewing and diabetes support groups.

● **People Accessing Care Teams**

Hundreds of primary care providers throughout North York Central and North York West are connected with Black Creek CHC's interdisciplinary team as part of the People Accessing Care Teams (PACT) referral system.

● **Parenting & Breastfeeding Support**

Access to parenting and lactation supports for parents this year were expanded into community spaces in collaboration with Massey Centre and the Centre for Spanish Speaking Peoples to meet the needs of our growing and culturally diverse community.

● **Black Entrepreneurship Alliance (BEA)**

BEA continues to amplify and advance Black Entrepreneurs through Investment and Product Feasibility Bootcamps, Venture Catalyst and Food Accelerator programs, backed by Federal Development Canada and York University.

● **Harm Reduction Program**

The Harm Reduction program supports clients with substance use addiction issues, reducing harm and enhancing individual, family, and community wellness by providing culturally-appropriate health services.

# Collaboration in Research

**Advocating for Access and Better Health**

Black Creek Community Health Centre prioritizes research projects aligned with the health centre's strategic plan to improve health equity, inform public policy development, and improve the health status of population groups Black Creek Community Health Centre serves.

**BLACK CREEK CHC RESEARCH IN PARTNERSHIP WITH:**

Public Health Agency of Canada, and with Community Health Centres, including TAIBU, Access Alliance and Black Creek CHC - **Help Improve Diabetes Prevention in African, Caribbean, and Black Communities: Use Of Canrisk Diabetes Screening Tool.**

Sick Kids Hospital in partnership with Sick Cell Awareness Group of Ontario (SCAGO) - **Vaccine Acceptance Study – Sickle Cell Disease in the Black Community.**

Sick Kids Hospital - **STOP COVID-19 In Kids Study**

Sick Kids Hospital - **COVID-19 Vaccine Response Project - SeroMARK**

RNAO Best Practice Spotlight Organization - **ACPF Quality Improvement Project: Person and Family-Centred Care within a COPD Integrated Care Pathway**

Humber River Hospital - **Symptoms & Experience of Long-COVID among racialized communities - a mixed methods study**

Women's College Hospital - **Trauma Therapy Program Evaluation of Resourced & Resilient (R&R)**

GLA:D Canada, University Health Network Project Team - **GLA:D (Good Life with osteoArthritis in Denmark)**

The community's voice and engagement is essential to the research process, as overseen by members of the Research Advisory Committee, comprised of Black Creek Community Health Centre Board members, staff and community representatives.

Research goals are founded on the community's understanding that the research process and results are by and for the community's benefit.

**OTTAWA MODEL FOR SMOKING CESSATION**

Black Creek Community Health Centre offers evidence-based smoking cessation program through client assessment and tailored intervention to support clients to be smoke-free.

**"I wanted to live. Thank you for treating me like a human being. I couldn't have done this without [Black Creek CHC]. I know. I tried!"**

– Renee, client, Black Creek Community Health Centre

A third generation smoker, Renee started smoking when she was just 12 years old. Even though she quit smoking twice when she was pregnant, once for 2 years, and again for 9 years, she started smoking again when she was struggling with other concurrent addictions.

When her own daughter became pregnant, the third-hand smoke exposure on her skin and clothes meant she could not visit with her granddaughter until she quit.

Within a year after quitting, during a lung cancer screening, Renee was diagnosed with COPD and learned she had two nodules that were gratefully caught early.

With the support of Black Creek CHC, her ability to give up smoking may well have saved Renee's life.



Learn more about Black Creek CHC Research Projects and how you can participate



# Strategic Plan

2022-2027

We engage. We listen. We plan so that we have the resources and funding required to improve the health status of the community.

### Our Vision

A healthy, resilient and informed community.



### Our Mission

“ We enhance the health and wellbeing of our community through the delivery of comprehensive and integrated programs and services. ”



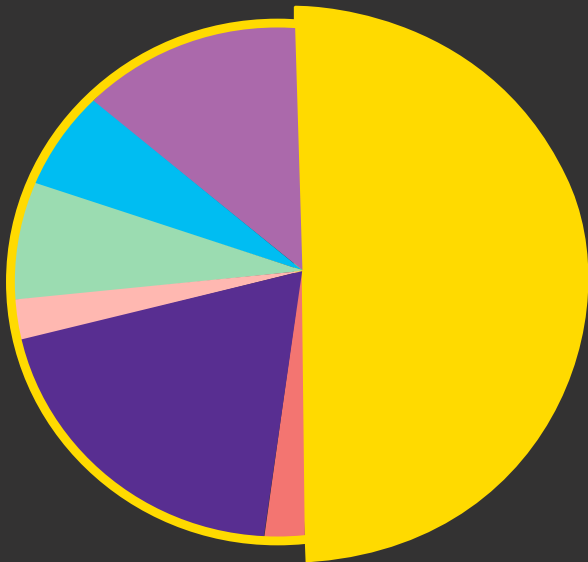
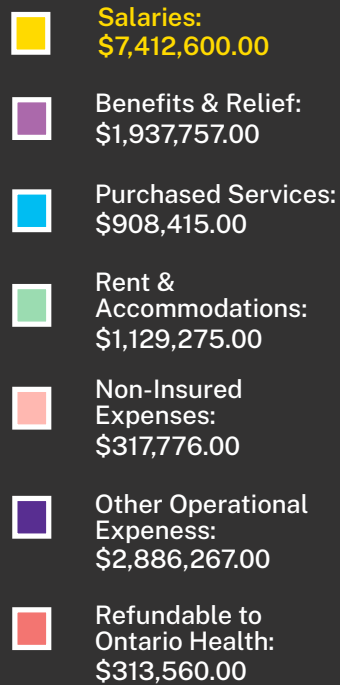
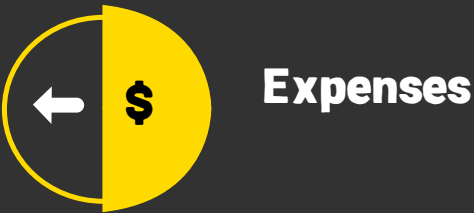
### Our Guiding Principles

- Inclusion & Accessibility
- Equity & Social Justice
- Accountability
- Quality
- Collaboration



2022-2023  
Funding

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 2022-2023.



**Top Languages**



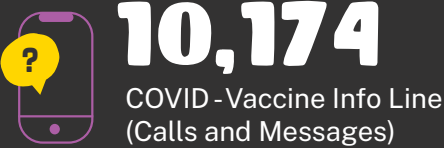
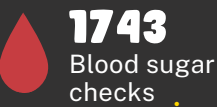
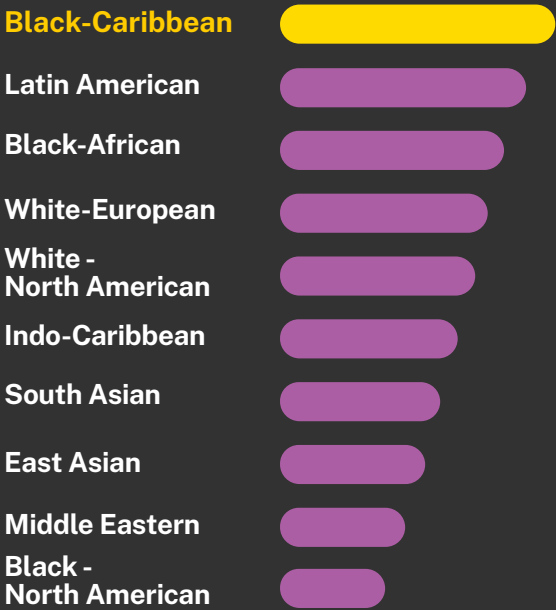
**9735**  
# of Clients seen at Black Creek CHC



**29,662**  
# of Client visits

\* Additional funding from various sources: \$2,282,143.00

**Top Races & Ethnicities**



**Client Countries of Origin**

JAMAICA NIGERIA ITALY MEXICO  
SAINT VINCENT AND THE GRENADINES  
GUYANA SAINT LUCIA ECUADOR  
DOMINICAN REPUBLIC TRINIDAD AND TOBAGO

**Common health issues and reasons for visits**



- 1 Diabetes
- 2 Hypertension
- 3 Mental Health
- 4 Food Insecurity
- 5 Foot care
- 6 Preventative Care (eg. immunizations, preventative health exam)
- 7 Assistance with completion of forms and applications
- 8 Information about community resources

# Board of Directors



Black Creek Community Health Centre is governed by volunteers, as representatives of the community, who act together as the organization's Board of Directors

**BLACK CREEK CHC  
BOARD OF DIRECTORS, 2022-2023**

- L-R: (back row)**  
Karla Bravo; Oghenowede Eyawo; Carolyn Khalil, Evelyn Ascencio; Jerico Espinas; Cheryl Prescod, Executive Director
- L-R: (front row)**  
Danavan Samuels; Ola Adegoke; Laura Lavallee; Elaine Ewers-Baptiste, Ex-officio
- Missing:** Abdikarim Abdullahi; Joyce Nyamadi.

## Community Partnerships & Collaboration

Black Creek Community Health Centre thanks its community partners, collaborators and funders for their support.

**Service Partners**

- Across Boundaries
- Addiction Services Central Ontario
- Aird & McBurney LP
- African Food Basket
- Asante Soccer Academy
- Black Creek Community Farm
- Black Physicians Association of Ontario (BPAO)
- Caribbean African Canadian Social Services (CAFCAN)
- Caribbean Island Food Market
- Canadian Mental Health Association-Toronto
- Centre for Addiction and Mental Health
- Centre for Spanish Speaking Peoples
- Clippers and Combs

- Community Choice Pharmacy
- COSTI
- COTA
- Delta Family Resource Centre
- Ella Charles Cuisine
- Emery Keelesdale Nurse Practitioner Clinic
- Entité 4
- Ephiphany Food and Catering
- Flame Shawarma and Grill
- Greenwin Property Management
- Holiday Helpers
- Humewood House
- Humber River Family Health Team
- Humber River Hospital
- Imdadul Islamic Centre
- Jamaican Canadian Association
- Jane Finch Community and Family Centre (+The Spot)
- Jane Finch Community Legal Aid Clinic
- LOFT Community Services
- Mooreland Kids
- My Brothers and Sisters Keeper
- North York Community House

- North York Family Health Team
- North York General Hospital
- North York Women's Shelter
- Northwood Neighbourhood Services
- Parrot Nest Restaurant
- Rexdale Community Health Centre
- San Romanoway Revitalization Association
- Sickle Cell Awareness Group of Ontario (SCAGO)
- Sick Kids Centre for Community Mental Health
- St Stephens Church of Downsview
- Start Up Here Toronto
- TAIBU Community Health Centre
- Tickit Health
- Toronto Community Housing
- Toronto North Support Services
- Toronto Public Health
- Toronto Public Library
- Unison Community Services
- University Health Network - Gattuso Centre for Social Medicine
- Vaughan Community Health Centre
- West End Midwives
- West Park Healthcare Centre
- Women's Health in Women's Hands
- YAAACE
- Yorkgate Mall

**Academic & Research Partners**

- Humber College
- Public Health Agency of Canada
- Toronto Metropolitan University
- Sick Kids Hospital
- Schulich School of Business - Executive Education Centre
- University of Ottawa Heart Institute
- York University

**Collaborators**

- Alliance for Healthier Communities
- Black Entrepreneurship Alliance
- Black Health Alliance
- FOCUS Table
- Humber Summit - Black Creek Cluster
- Northwestern Toronto Ontario Health Team
- RNAO Best Practice Spotlight Organization (BPSO)
- Wellness Collaborative
- ToWards Peace

## I See You...

GRACE PAYS LITTLE REGARD TO HER NEIGHBOURHOOD's reputation but it doesn't reflect her reality. "Jane & Finch gets a bad rap because I know who I am, and I know who my neighbours are. We are nothing like what media and others say about people who live here." Grace brings this pride and perspective to her role as a receptionist at Black Creek Community Health Centre, where she has worked for more than 14 years.

- "People come to us because they need help. I make them feel welcome because that's the kind of care we all deserve," she says.
- "When I'm leaving for the day, I may see a lady with a worried look on her face peeking in the window. Instead of waving her off to come back another day, it's easy to go get the test results for her so that she doesn't have stress that night."

Black Creek Community Health Centre serves non-insured clients who may be living in Canada, or don't have an OHIP card. "That doesn't mean they don't deserve high-quality healthcare, just like the rest of us, so I come around the counter, look them in the eye, and help them get what they need."

Grace's sixth sense and compassionate approach, embraces clients, meeting them where they are at. "I can kind of tell if a client is nervous. If they say they don't have their glasses, it may be because they can't read. I am here to help them - not to make them feel shame," she says.

**I'm proud to be part of a team that takes care of people when they are feeling scared or vulnerable, no matter who they are or where they come from. I am proud to be a part of the Jane & Finch community and to be a part of Black Creek Community Health Centre because we are the best part of this community.**

**- Grace, Receptionist**



# Black Creek Community Health Centre

## North York Sheridan Mall

2202 Jane Street, Unit 5  
Toronto, ON M3M 1A4

t: 416-249-8000

## Yorkgate Mall

1 Yorkgate Blvd, Suite 202  
Toronto, ON M3N 3A1

t: 416-246-2388



SCAN ME

View this annual report online at  
[bcchc.com/about-us/annual-report-2/](https://bcchc.com/about-us/annual-report-2/)

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