

Care We Deserve

Empowered by Community...
for Community

Impact Report
2024-2025



CENTRE DE SANTÉ COMMUNAUTAIRE
BLACK CREEK
COMMUNITY HEALTH CENTRE



Our Vision

A healthy, resilient and informed community.

Our Mission

We enhance the health and well-being of our community through the delivery of comprehensive and integrated programs and services.

Guiding Principles

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



BOARD OF DIRECTORS, BLACK CREEK CHC, 2024-2025
Abdikarim Abdullahi (past Board Member) | Sayem Khan, Treasurer | Dr. Oghenowede Eyawo | LaToya Hinds | Freddy Bisimwa | Cheryl Prescod, Executive Director | Carolyn Khalil, Secretary | Evelyn Ascencio | Fatema Ali, Vice Chair | Laura Lavallee, Board Chair | Danavan Samuels | Olasunkanmi Adegoke (Past Chair).

A Message to Our Community

At Black Creek Community Health Centre, we believe everyone deserves high-quality, compassionate care -when and where they need it most. Even in times of uncertainty, our unwavering commitment to this community remains constant.

We continue to be a trusted space in the Black Creek Community for health and well-being, ensuring no one is left behind. Access to care means more than just opening our doors. It's meeting people where they are. It's breaking down barriers, rethinking how care is delivered, and bringing services directly to the heart of our neighbourhoods.

This past year, we embraced bold and innovative solutions to reach more people in more ways than ever before. We took care beyond the walls of our centre, ensuring that our most vulnerable community members received the care they deserve.

Our outreach teams stepped up, bringing essential services into apartment buildings, schools, places of worship, and community spaces.

Through innovative technology and partnerships, we advanced a ground-breaking initiative to prevent Type 2 diabetes, training local community members as health coaches to empower one another.

In partnership with the North Western Toronto Ontario Health Team, we proudly opened The HUB @2115, a community hub that acts as a welcoming space where residents can access a range of integrated health and social services close to home.

These reflect a shift in how care is provided, moving from illness care to a wellness model with a strong emphasis on health promotion, prevention and, community-driven solutions. This approach goes beyond programs and services, empowering the community to ensure everyone in North West Toronto has access to the care they deserve, when they need it.

None of this would be possible without the dedication of our staff, Board of Directors, volunteers, and community partners. Your commitment, passion, and resilience fuels our work and pushes us to do better, every single day.

As we look ahead, we remain steadfast in our mission: **to build a healthier, stronger, and more connected community**, one bold step at a time.

Together, we are shaping the future of community health. Together, we are delivering the care we deserve.



CHERYL PRESCOD
EXECUTIVE DIRECTOR



LAURA LAVALLEE
CHAIR, BOARD OF DIRECTORS

People Accessing Care Teams

In 2018, Black Creek Community Health Centre received funding to enhance access to interprofessional care teams (IPCT) for solo healthcare practitioners in Northwest Toronto and North York Central.

Since the People Accessing Care Teams (PACT) program has been in place, Black Creek CHC has received 12,303 referrals for mental health counselling, substance use support, physiotherapy, chiropody and system navigation services from 1046 healthcare practitioners.

By engaging solo health providers, the PACT program improved access to wrap-around care for clients and developed care pathways to ensure timely access and improved communication between providers, for continuity of care. In addition to improved health outcomes for clients, both providers and clients report positive experiences as a result of their involvement with PACT.

“ When my family doctor said I needed specialized foot care, I didn’t even know what a chiropodist was! When he said he was connecting me to care at Black Creek CHC, I was relieved because I’m already going to their weekly exercise program. ”

-PACT CLIENT, BLACK CREEK CHC

Diabetes Prevention Challenge

“ I knew I was carrying extra weight and that I could exercise more, but it wasn’t until I connected with one of Black Creek Community Health Centre’s Community Health Coaches that I finally got motivated and felt empowered to take care of my own health. Now, thanks to his incredible support, I’m moving more, making better food choices for myself and my children. I lowered my blood sugar levels too! ”

-CLIENT, HEALTH COACHING TO WELLNESS PROGRAM - IN COLLABORATION WITH NEXJ HEALTH



Community Health Coaches, Health Coaching to Wellness program

Partnerships

Service Partnerships

- Abiona Centre
- Access Alliance Multicultural Health and Community Services
- Across Boundaries
- Addiction Services Central Ontario
- Aird &McBurney LP
- Arcelor Mittal Tailored Blanks
- Asante Soccer Academy
- Black Coalition Against AIDs Prevention (BLACK CAP)
- Black Creek Community Farm
- Black Physicians Association of Ontario (BPAO)

- Caribbean African Canadian Social Services (CAFCAN)
- Caribbean Island Food Market
- Centre for Addiction and Mental Health
- Centre for Spanish Speaking Peoples
- Church of St. Stephens Downsview
- Clippers and Combs
- CP24 CHUM Christmas Wish
- Community Choice Pharmacy
- COSTI
- COTA
- Crossroads Clinic -Women’s College Hospital
- Delta Family Resource Centre
- Dominion Church International
- Emery-Keelesdale Nurse Practitioner-Led Clinic
- Entité 4

- Greenwin Property Management
- Healthy Living Now - Ontario Self Management Program
- Holiday Helpers
- Humber River Family Health Team
- Humber River Health
- Imdadul Islamic Centre
- Jamaican Canadian Association
- Jane Finch Community and Family Centre (+ The Spot)
- LOFT Community Services
- Lucky’s Corner Restaurant
- Lumacare
- Mennonite New Life Centre
- Mooreland Kids
- My Brother’s and Sister’s Keeper Youth Organization



Awards / Recognitions

Black Creek CHC is often recognized for bringing innovative solutions to address unique challenges facing the community we serve. We were especially proud to be recognized by the Canadian Institute for Social Prescribing with the Social Prescribing Innovation Award in September, 2024.

Black Creek CHC was recognized along with TAIBU, Rexdale and Somerset West CHCs for achievements in the Black-Focused Social Prescribing Project.

Accreditation

The Canadian Centre for Accreditation (CCA) Review Team congratulated Black Creek CHC on achieving all Mandatory and Leading Practice Standards for a full, four-year accreditation.

The CCA is a national, not-for-profit organization that offers accreditation specifically tailored to community-based health and social services across Canada.

“ I know I can access care at Black Creek, but they don’t wait for me to get sick – they help me get well and stay well. ”

By connecting me with care in my own community, I’m able to take charge of my own physical and mental health and wellbeing. ”

-COMMUNITY RESIDENT, BLACK CREEK

- NexJ Health Inc
- North York Community House
- North York Family Health Team
- North York General Hospital
- North York Women’s Shelter
- Parkdale Queen West Community Health Centre
- Parrot Nest Restaurant
- Roy McMurtry Youth Centre
- Rexdale Community Health Centre
- San Romanoway Revitalization Association
- Sickle Cell Awareness Group of Ontario (SCAGO)
- Sick Kids Centre for Community Mental Health
- South Riverdale Community Health Centre
- Start Up Here Toronto

- TAIBU Community Health Centre
- Tickit Health
- Toronto Community Housing
- Toronto Public Health
- Toronto Public Library
- University Health Network
- University of Ottawa Heart Institute
- Vaughan Community Health Centre
- Vitanova Foundation
- Walnut Foundation
- West End Midwives
- Westview Centennial Secondary School
- West Park Foundation
- Women’s Health in Women’s Hands
- YAAACE
- Yorkgate Mall

Academic and Research Partners

- GLAD Canada
- Humber College
- Toronto Metropolitan University
- Public Health Agency of Canada
- Public Health Ontario
- Toronto Metropolitan University
- Sick Kids Hospital
- Schulich School of Business -Executive Education Centre
- University of Guelph Humber
- University of Toronto
- Women’s College Hospital
- York University

Partner Spotlight - SCAGO

As a non-profit organization, founded on the tragic loss of a family member who died from preventable complications of Sickle Cell Disease, SCAGO works in collaboration with organizations to advance awareness around the disease.

Lanre Tunji-Ajayi, Co-Founder of Sickle Cell Association Group of Ontario (SCAGO) praised Black Creek CHC for its leadership in advancing awareness and collaborating to support the implementation of Health Quality Ontario’s Sickle Cell Quality Standard through improved access to culturally relevant care.

Through a collaborative formed between SCAGO and five organizations from the Greater Toronto Area – Black Creek, Rexdale, Taibu and Durham CHCs, along with Roots Community Services – a framework was created to improve outcomes for people impacted by Sickle Cell Disease.

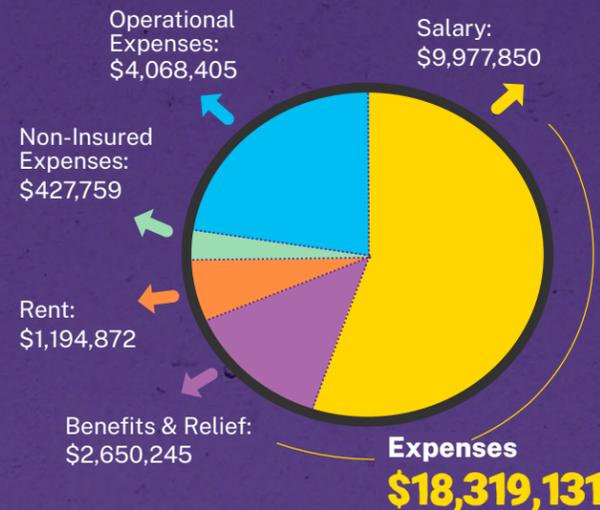
“ Through Black Creek CHC’s selfless leadership, SCAGO has advanced awareness to better serve the Black community throughout Ontario. ”

SCAGO FOUNDER, MRS. LANRE TUNJI-AJAYI, MSM

Total Revenue
\$18,483,461

Ontario Health Revenue: \$14,601,984
Revenue - Others: \$3,881,477

OTHER REVENUES:
FedDev, PHAC, Addiction Services Central Ontario, West Park Foundation, City of Toronto, United Way, South Riverdale Community Health Centre.



Top Countries of Origin

→ Nigeria

- Jamaica
- Mexico
- Italy
- Guyana
- Saint Vincent and the Grenadines
- Ecuador
- Saint Lucia
- Ghana
- Cameroon

Top Race/Ethnicity:

→ Black - African

- Latin American
- Black - Caribbean
- White - European
- Indo - Caribbean
- Asian - South
- White - North American
- Asian - South East
- Asian - East
- Black - North American

Top Spoken Languages:

→ English Spanish • French • Italian • Portuguese
Punjabi • Urdu • Tagalog • Arabic • Hindi

Total Clients Seen:
16,494

Health Outreach Team: Mobile Wellness Clinic

"I am so happy Black Creek Community Health Centre comes to my apartment building. I am not always able to get to the mall so the Wheels to Wellness van brings the staff to check my feet and my blood pressure to keep me healthy and safe."

- COMMUNITY RESIDENT



Harm Reduction Program/Wellness Collaborative:

Individuals Served:
4,000

2,107
Blood Sugar Checks

2,426
Blood Pressure Checks

Referrals made:

108 Primary Health Providers
1,695 Diabetes Care
6103 Wrap-Around Services

Individuals Served:
6,450

Special Projects

Interprofessional Care Teams (IPCT)

Black Creek CHC was able to expand attachment and access to primary care for community residents through investments from Ontario Health.

In partnership with Unison Health and Community Services, more residents of Northwest Toronto are attached to primary care.

An Africentric IPCT model that takes an anti-racist, culturally appropriate approach to primary care was developed through a collaboration between Taibu, Rexdale, and Black Creek CHCs.

Community-driven Healthcare Model

Born from the Pandemic's High Priority Communities Strategy, the Locally Developed Population Health Model evolved to include the centre's mobile outreach clinics and pop-up screening clinics hosted in the community.

Community members are referred to appropriate services offered by Black Creek CHC and the North Western Toronto Ontario Health Team partners. Community members who are unattached to primary care providers are connected to Black Creek CHC or other community practitioners to access the care they need and deserve.

Black Entrepreneurship Alliance (BEA)

The Black Entrepreneurship Alliance celebrated 3 years, graduating their 4th cohort from the Business & Leadership Essentials Certificate program. Congratulations to our community's entrepreneurial spirit!



Creative Rhythm program, Black Creek CHC

Black Creek's Creative Rhythm program, funded by the City of Toronto's Cultural Hotspot Initiative, offered youth aged 14-20 a space to connect, express emotions, and build confidence in a healing environment that supports mental well-being.

By combining music, production, videography, stage performance, and mental health support, youth talent and creativity thrives, along with their confidence.

Through journaling and one-on-one check-in by on-site mental health professionals, some shy and withdrawn youth struggling with anxiety found courage and confidence to perform on stage.



Partnerships

Collaboratives

- Black Focused Social Prescribing
- Humber River - Black Creek Cluster
- North Western Toronto Ontario Health Team (NWT OHT)
- RNAO Best Practice Spotlight Organization (BPSO)
- Toronto Refugee Health Network

- System Navigation Access and Partnership Project (SNAP)
- Toronto Opioid Overdose Action Network (TO2AN)
- Transitions in Care
- Wellness Collaborative
- West Park COPD Initiative

Funding Support

- Alliance for Healthier Communities
- Canadian Association of Community Health Centres
- Clayton Gyotoku Fund
- City of Toronto
- Government of Canada (FedDev, PHAC)
- Government of Ontario (Ontario Health)
- Toronto Foundation
- United Way of Greater Toronto



OLDIES SONGS

each day i feel so sad

#Playing...

ageing.love



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BLACK CREEK
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Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément