



CENTRE DE SANTÉ COMMUNAUTAIRE
BLACK CREEK
COMMUNITY HEALTH CENTRE

Annual Impact Report

2025 - 2026



**Rooted in Care,
Thriving in Community**



A Proud Legacy

A Retirement Message from Cheryl Prescod



Dear Friends & Colleagues,
As I reflect on my time with Black Creek Community Health Centre, I do so with deep gratitude, for the community that welcomed me, for the staff and partners who walked alongside me, and for the Board Members whose commitment made so much of our work possible.

As I prepare to retire from my role, I am reminded that this moment is not about one individual. Black Creek Community Health Centre's story has always been a collective one, shaped by the voices, experiences, and leadership of the community itself. From the beginning, our work has been grounded in a simple truth: the most meaningful services are community-inspired and community-driven. Together, we have listened, learned, and built a model of care that reflects the realities of those living in the community.

The Community Health Centre model of care delivery has thrived, growing beyond traditional healthcare to include food security, social connection, and economic opportunity. Through initiatives such as the Black Entrepreneurship Alliance, we have supported pathways to employment and self-determination. Our commitment to access has also deepened, as we work toward French Language Services designation, and programs offered in Spanish and other languages. Through these strategies, we are ensuring people are not only served, but that they feel that their needs are understood.

A defining shift in our work has been the integration of navigation, meeting people where they are, and walking alongside them as they connect to care, community support, and each other. This holistic approach transforms how services are experienced by community clients.

As a collaborative team, we have never been afraid to ask what is possible. With the support of our highly engaged Board of Directors who encouraged us, we were supported to push the envelope, challenge assumptions, and pursue new ways of serving our community.

The COVID-19 pandemic tested us deeply, but it also reaffirmed the community's strength and wisdom. It reshaped how we work, placing community even more firmly at the centre of everything we do.

"Together, we have listened, learned, and built a model of care that reflects the realities of those living in the community."

Today, as we continue to expand initiatives like the Mobile Outreach program and People Accessing Care Teams (PACT) in Northwest Toronto, we are reminded this journey has always been about meeting people where they are. It began with community, thrived with and in collaboration with community, because it's always been about community.

It has been my honour to be part of this shared work. Thank you for entrusting me in my role; it was the most gratifying and rewarding work of my career. I look forward to watching the seeds we have sown together continue to flourish on the path ahead.

With sincere gratitude,
Cheryl Prescod

Board Chair Message



It is with gratitude that we share this year's impact report with our community, funders, partners, and supporters. This report reflects Black Creek Community Health Centre's ability to thrive through strong partnerships, dedicated staff, trusted volunteers, engaged Board leadership, and, most importantly, a community whose wisdom and resilience continue to guide our work.

Over the past year, BCCHC has remained committed to providing care that reflects the realities of people's lives. We continued to expand access to integrated, professional care, addressing not only medical needs, but also the broader factors that contribute to health and wellbeing, including housing, food access, income security, mental health, and social connection.

We are proud to have improved access to care by extending hours at our North York Sheridan Mall and Yorkgate Mall locations, expanding services through partnerships such as the Hub @ 2115 Finch West, and offering more programs and services in French and Spanish to help reduce language barriers.

Building on our tradition of responding to emerging needs, we strengthened programs that support healthier living through improved social connection and wellbeing, including Transitions in Care, the Sickle Cell Support Group, Black-focused Social Prescribing, Money Moves, culturally appropriate food box distribution, and Knitting Neighbours.

We are grateful for the partnerships that help us better support clients and residents. Client stories throughout this report highlight a model of care that is community-rooted, culturally-responsive, and grounded in dignity, respect, and belonging. They remind us that meaningful progress is possible when we listen to and work alongside community.

As the Board of Directors, management, staff, and community prepare for a leadership transition in 2026, we do so with confidence built on years of shared commitment and collective effort.

We extend our heartfelt appreciation to Cheryl Prescod as she prepares to retire after 15 years of leadership as Executive Director. Her vision, passion, and unwavering commitment have helped shape Black Creek CHC into the trusted provider at the heart of the community it is today.

"Client stories....remind us that meaningful progress is possible when we listen to and work alongside community."

We are deeply thankful to all those who make this work possible, and who continue to believe in a future where everyone has access to compassionate, connected, community-based care. Together, we remain committed to growing alongside the community's needs and carrying this work forward.

On behalf of the Board of Directors, thank you for your continued trust in Black Creek Community Health Centre, its care team and community partners.

Sincerely,
Laura Lavallee

Partnerships

Service Partnerships

Abiona Centre
 Access Alliance Multicultural Health and
 African Food Basket
 Community Services
 Across Boundaries
 Addiction Services Central Ontario
 Aird & McBurney LP
 Black Coalition Against AIDS Prevention
 (BLACK CAP)
 Black Creek Community Farm
 Canadian Mental Health Association
 (CMHA) Toronto
 Caribbean African Canadian Social Services
 (CAFSCAN)
 Caribbean Island Food Market
 Caritas School of Life
 Centre for Addiction and
 Mental Health (CAMH)
 Centre for Spanish Speaking Peoples
 Church of St. Stephen Downsview
 Community Choice Pharmacy
 COSTI
 COTA

CP24 CHUM Christmas Wish
 Delta Family Resource Centre
 Emery-Keelesdale Nurse
 Practitioner-Led Clinic
 Entité 4
 Healthy Living Now -Ontario Self
 Management Program
 Humber River Health
 Holiday Helpers
 Humber River Family Health Team
 Imdadul Islamic Centre
 Jamaican Canadian Association
 Jane Finch Community and Family Centre
 (+ The Spot)
 LOFT Community Services
 Lumacare
 Mennonite New Life Centre
 My Brothers & Sisters Keeper
 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 Centres
 Parrot Nest Restaurant
 Rexdale Community Health Centre
 Rwandan Canadian Healing Centre
 San Romanoway Revitalization Association
 Sickle Cell Awareness Group of Ontario
 (SCAGO)
 Sick Kids Gary Hurvitz Centre for
 Community Mental Health
 South Riverdale Community Health Centre
 Start Up Here Toronto
 TAIBU Community Health Centre
 Toronto Community Housing
 Toronto Public Health (Dental Program)
 Toronto Public Library
 Toronto South Detention Centre

Unison Health & Community Services
 University of Ottawa Heart Institute
 Vitanova Foundation
 Walnut Foundation
 West End Midwives
 Westview Centennial Secondary School
 West Park Healthcare Centre & Foundation
 WSB Dolomite Financial Centre
 Women's Health in Women's Hands
 YAAACE
 Yorkgate Mall

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
 Toronto Opioid Overdose Action Network
 (TO2AN)
 Transitions in Care (SOLGEN)
 Wellness Collaborative
 Black Health Alliance

Academic and Research Partners

GLAD Canada
 Government of Canada (FedDev, PHAC)
 Humber College
 Public Health Ontario
 Toronto Metropolitan University
 Sick Kids Hospital
 Schulich School of Business -Executive
 Education Centre
 University Health Network
 University of Guelph Humber
 University of Toronto
 York University

Funders and Supporters

Alliance for Healthier Communities
 Canadian Association of Community
 Health Centres
 City of Toronto
 Government of Canada (PHAC, Fed Dev)
 Government of Ontario (Ontario Health)
 Scotiabank
 Toronto Foundation
 United Way of Greater Toronto
 Westpark Healthcare Foundation



Black Creek CHC's long-standing partnership with the Mennonite New Life Centre continues to help clients access care in ways that feel safe, familiar, and culturally responsive.

Through Black Creek CHC's Mobile Outreach Team and the Mennonite New Life Centre's collaboration with Humber Polytechnic School of Nursing, clients receive health and community services closer to where they live and in their preferred language.

Since the pandemic, this partnership has deepened trust, strengthened community connections, and helped more clients feel seen, supported, and confident accessing their care.

"Through the Mennonite New Life Centre's ongoing work with Black Creek Community Health Centre, clients feel seen and safe as they are able to access care in their own language, which helps build trust and community", says Tracy Docheff, Director, Bridging Program, Community Health Services and Communications, the Mennonite New Life Centre. "The visionary leadership at Black Creek Community Health Centre reveals a deep understanding of this community and vulnerable populations," she continues.



Wrap-Around Services, Rooted in Care

When Telburth, a 66-year-old father of five daughters, came to Black Creek Community Health Centre, he was facing far more than a serious foot condition and possible amputation. He was also experiencing homelessness, food insecurity, and significant barriers to care, including a lack of photo identification needed to access essential health services.

What began as a medical appointment evolved into a holistic care journey. After Telburth's doctor, Dr. Jerome Liu, connected him with Cyril, Black Creek CHC's Health Navigator, he received the advocacy and support required to access urgent surgical care. By the time he was assessed, surgeons had to remove his toe, but they were able to save Telburth's foot.

Since then, Cyril, along with Katrina Sealy, Health Promoter, and other members of the care team have helped Telburth obtain identification, income support, housing, nutritious food, dental care, clothing, and footwear, as well as ongoing case

management to address his medical and practical needs.

Through Black Creek CHC's wrap-around approach, Telburth was connected with multiple providers and partner agencies working together to support his health, safety, and dignity.

Today, Telburth is eager to share his story so others are aware of the support available at Black Creek Community Health Centre. "This help has changed my life," he says. "I cried. I didn't know where to look for help." Speaking about Cyril, he adds, "This man is a blessed man."

For his part, Cyril credits Black Creek CHC's leadership and commitment to providing the resources and support needed to provide clients with compassionate, client-centred care every day.

"This help has changed my life. I cried. I didn't know where to look for help.....This man is a blessed man."




Year In Review

Summer Research Institute

The Summer Research Institute 2025 advanced equity-driven research and evaluation while supporting Black Creek CHC's mission of health equity and client-centred care. Over four months, the first cohort of student researchers gained hands-on experience in community-based participatory research, focusing on local priorities such as sickle cell disease, newcomer health, diabetes care pathways, mobile outreach, the Hub@2115, and client engagement. The initiative strengthened student skills in data collection, analysis, and knowledge mobilization, while building the organization's capacity to respond to community needs through research grounded in community partnership.

Mental Health of Black Canadians Project

Black Creek CHC's Lift & Lead Youth Group, sponsored by Public Health Agency of Canada, hosts weekly workshops for youth aged 12 to 20, to support their mental health through conversations, games and activities. The safe space

offers a welcoming environment where youth learn coping skills & strategies to support everyday living for teens, by teaching participants about self-esteem, healthy relationships, and safe environments.



Meeting People Where They Are At In the Community

Meeting clients where they are at is at the core of how Black Creek Community Health Centre supports clients with healthcare programs and services.

Whether it's through Mobile Outreach, at local events, or in the mall's halls, the care team adjusts their approach to meet the needs of the community.

ACT NOW! National Conference on Black Mental Health and Wellness

The Black Creek Community Health Center team took center stage, leading a Healing Circle for conference delegates to demonstrate healing happens everywhere every day.

The Healing Circles provide culturally grounded spaces for individuals of African ancestry to address racial trauma, societal stressors, and community challenges. Using ancestral wisdom, with African-centered wellness practices, rooted in Ubuntu ("I am because we are"), clients gain tools for self-healing, self-determination, and resistance, with access to mental health professionals.

Culturally-Rooted Care

French Language Services

As an identified provider of primary care services in French, Black Creek CHC continues to move toward full designation, as a French Language Service primary care provider.

We expanded our Primary Health Care Team with the addition of French-speaking clinical providers and administrative support staff. This enabled our team to increase attachment of Francophone clients to our services.

Maternal Health for Spanish-Speaking Communities

The Maternal Health program for Spanish-speaking families grew from listening to and engaging with community members. It offers a Spanish prenatal group and a breastfeeding support group in partnership with the Centre for Spanish Speaking Peoples, creating welcoming spaces to learn, share, and connect. The program is supported by a midwife, lactation consultant, and community health worker, who provide care throughout pregnancy and after birth. Together, they offer education, guidance, and hands-on support to promote healthy pregnancies and breastfeeding. This year, the breastfeeding group even welcomed multiple generations from one growing family.

Black-Focused Social Prescribing

The Black-Focused Social Prescribing program empowers community, building trust with healthcare providers to ensure safe, equitable and culturally affirming care to improve health outcomes through barrier-free access to workshops, training, programs and events with an Afrocentric approach.

This past year, clients participated in community markets, mingling events, and the Food as Medicine project, which provided clients with cultural food hampers and nutritional workshops. In collaboration with Church of St. Stephen's Downsview Anglican Church, we also hosted the Second Annual Community Cooking Workshop to celebrate Black History Month.



"I really appreciate all our gatherings with Black Creek. I have learned to appreciate my African background, which ordinarily, I have been hiding due to the fact that my accent is different from people I meet. I have also learned to quilt, sew and draw. It has also made me not feel left alone and behind. I wish these activities will not come to an end, please."

-Participant, Black-Focused Social Prescribing Program

Community Ambassadors

Rooted in trust, cultural understanding and community leadership, the Community Ambassador Program plays an important role—strengthening connections between the health centre and the diverse communities in Toronto's Northwest.

This past year, Community Ambassadors attended more than 30 community events, outreach activities, and clinics each month. Through monthly training sessions, the Ambassadors improve their community engagement practices and leadership skills.

The dedication and visibility of Ambassadors is widely recognized by the community and partner organizations. In fact, Emma Nelson, Community Ambassador, recently received a Community Champion Award from Toronto Police Service, in recognition of her outstanding community contribution.



Client Experience

Feedback from the Client Experience Survey continues to guide our work.



of clients say they feel welcome and comfortable at Black Creek CHC



feel involved in decision-making



would recommend Black Creek CHC to family & friends



of clients feel that their opinions matter to Black Creek CHC

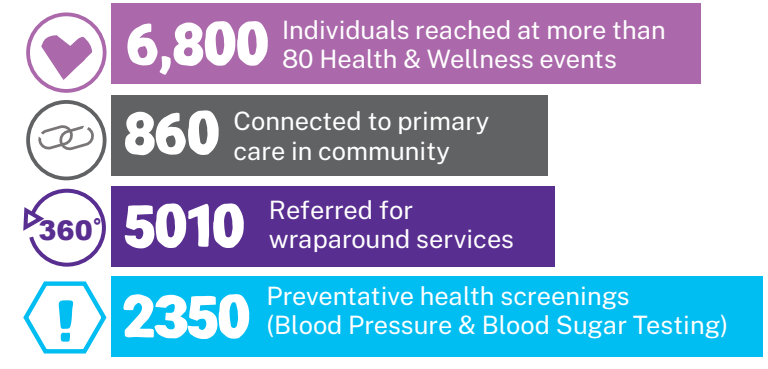
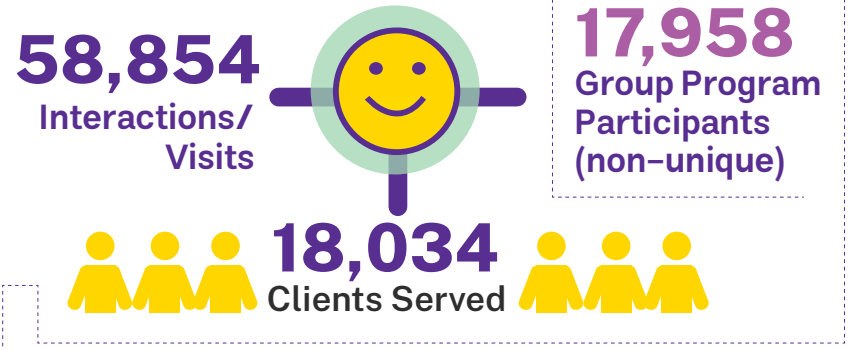
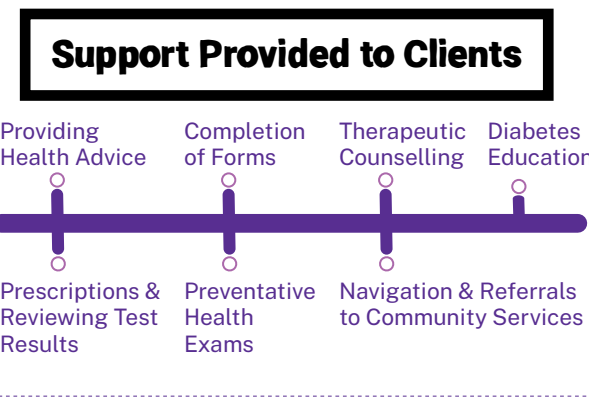
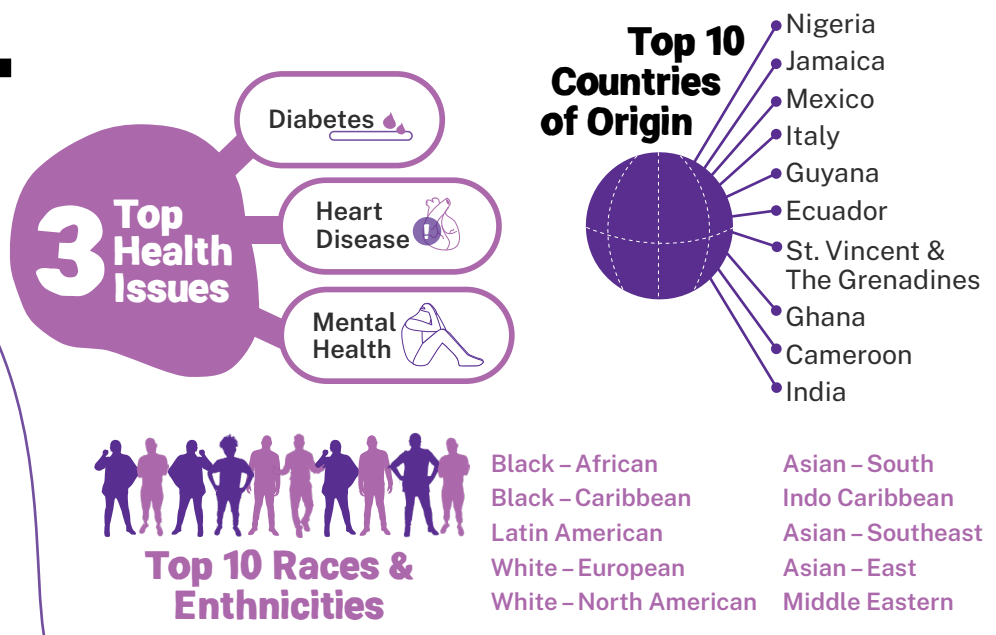


of caregivers feel involved in decision-making

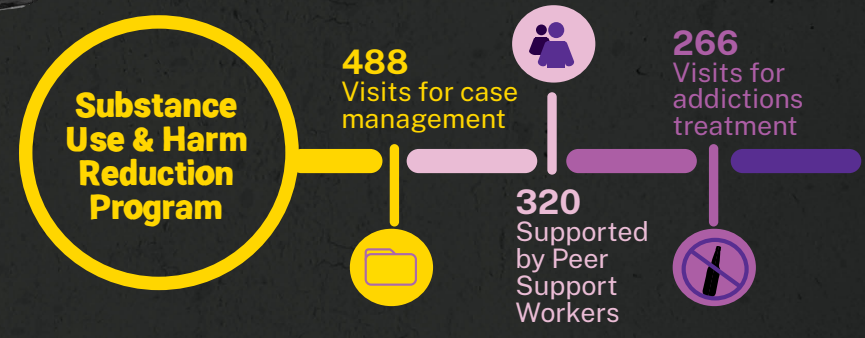


of clients are able to get an appointment with their Doctor/ Nurse Practitioner on their preferred day.

We Ask Because We Care



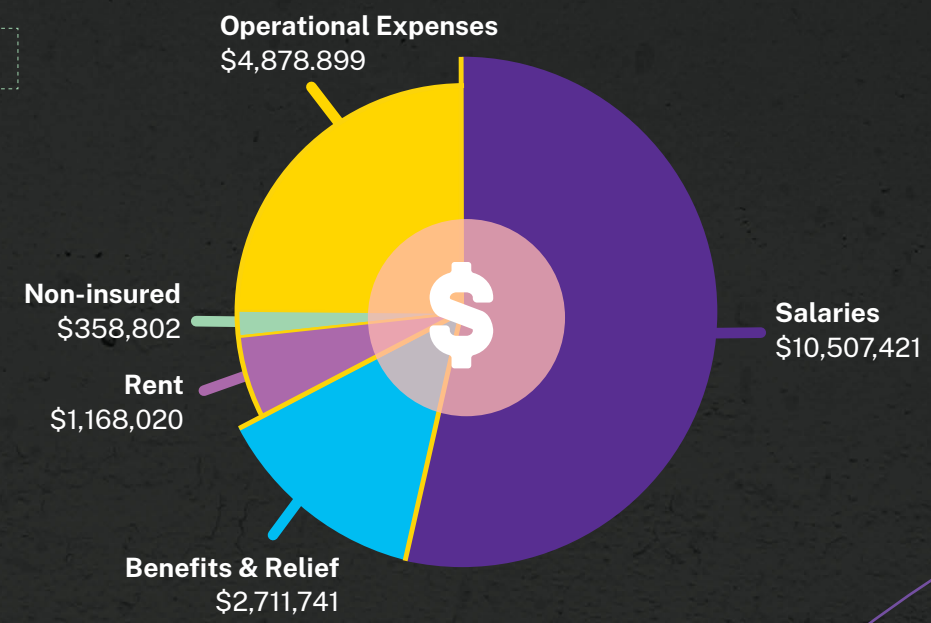
Mobile Health Outreach



Black Creek CHC Financial Summary 2025/2026

Ontario Health Revenue \$15,216,013

Income Other \$3,987,906
 Black Entrepreneurship Alliance, Harm Reduction, Falstaff Community Program (Government of Canada, Addictions Services of Central Ontario, United Way of Greater Toronto)



Board of Directors

- Fatema Ali, Vice Chair
- Evelyn Ascencio
- Dr. Oghenowede Eyawo
- LaToya Hinds, Secretary
- Carolyn Khalil
- Sayem Khan
- Laura Lavallee, Board Chair
- Danavan Samuels
- Dr. Adrian Viens
- Amanda Zeffiro, Treasurer

MISSION

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

VISION

A healthy, resilient and informed community.

GUIDING PRINCIPLES

Inclusion & accessibility
Equity & social justice
Accountability
Quality
Collaboration

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Toronto, ON M3M 1A4

Yorkgate Mall
1 Yorkgate Blvd., Suite 202
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