

---

West Toronto  
Community  
Health  
Services

ANNUAL  
REPORT

2022



♥ Storefront Humber Inc.



West Toronto Community Health Services

---

It is my privilege to write this address as the Chair of the inaugural Board of Directors for West Toronto Community Health Services. As of December 15, 2021, Regeneration Community Services, Storefront Humber and The Four Villages Community Health Centre amalgamated to form West Toronto Community Health Services (WTCHS). WTCHS is the result of years of dedicated efforts by the leadership teams and the Boards of Directors of all three legacy organizations, to realize our shared vision of becoming a single agency providing a full range of community mental health and addictions services, community support services, home care, and inter-professional primary health care services. Not only was WTCHS the first amalgamation to occur under the Ontario Not-For-Profit Corporations Act, to our knowledge it was the first amalgamation of its kind in Ontario – an achievement for which we all should be proud.

By building on the foundation and successes of our legacy organizations, we are better positioned to offer access to a fuller range of community health support services and programs ‘in-house.’ We will provide a more coordinated care experience for our clients, a stronger team for our providers to care for and support our clients, and a single point of access for comprehensive community care and support services for our primary care and hospital partners. As we move forward together, our focus will be on whole system quality, in which we will engage our providers and engage our clients through our client advisory councils.

I want to thank the leaders and staff of WTCHS for their hard work and dedication throughout the amalgamation process, for your efforts in creating this unique organization to further care in West Toronto, and your unwavering commitment to our clients and community throughout the COVID-19 pandemic. As we continue to recover from the effects of the pandemic as an organization, while providing support to our clients to heal and recover, we will also be working to fully achieve our vision: a single point of contact for the full range of community mental health and addictions services, community support services, home care, and inter-professional primary health care services. As incoming Board Chair, I want to thank our outgoing board chairs of Regeneration Community Services, Roslyn Shields, and Storefront Humber, Lynn Barber, and all members of the board of directors who worked towards this successful merger.

We are excited about our future together as a single agency and how we can contribute to and participate in health system evolution. This our first annual report as West Toronto Community Health Services.

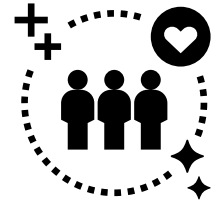
Rachel Conway,  
Board Chair



# WEST TORONTO COMMUNITY HEALTH SERVICES

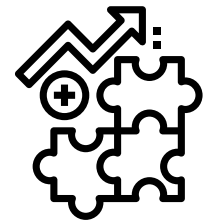
## Vision

All residents in West Toronto will live healthy, independent lives and have the best quality of life possible in their own home and community.



## Mission

Provide a continuum of quality care for West Toronto residents, enabling and promoting their optimal health and well-being through comprehensive multi-disciplinary community health and social services including supportive housing.



## Values

Values and accompanying expected behaviours:

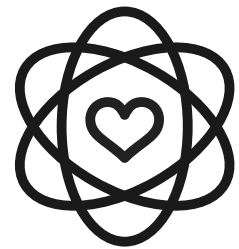
**Respect:** everyone is treated courteously, opinions are valued, persons are affirmed

**Diversity and Inclusion:** clients, management, staff, and volunteers of all ethnoracial and religious backgrounds, socioeconomic status, sexual orientations and gender identities feel a sense of belonging and are actively engaged

**Collaboration:** everyone works together with people from different teams who have different skills and perspectives, to accomplish goals that benefit clients.

**Empowerment:** everyone has confidence in their own abilities, and has access to power, authority, and influence to make one's own decisions.

**Excellence:** culture of continuous improvement, strive to achieve the highest standard of care



# PRIORITY INITIATIVES

This past year our organization has focused on supporting our clients and communities through the COVID-19 pandemic and recovering from its effects. We helped safeguard the health of our staff, and in doing so maintained access to care with virtual care as an enabler. We also expanded services to address the impact on the residents of our community by partnering with Daily Bread and setting up a satellite location for a weekly foodbank. Our Storefront Humber staff were able to continue delivering food to seniors who were isolated, and we actively supported the vaccination program in West Toronto as a partner in the West Toronto Ontario Health Team.

These initiatives lead to our recognition that the community requires support coming out of the pandemic. Our response is our new Integrated Community-Based Care program that expands the delivery of integrated, accessible and streamlined services to allied health, mental health and community supports for at-risk adults and seniors in the West end of Toronto. A large portion of these services is dedicated to addressing individuals with long COVID symptoms.

Additionally we are looking forward to implementing our Quality Improvement Plan of which a key Quality Indicator is integrating our client intake, referrals and care coordination and particularly working with our Primary Care partners to help establish a Primary Care network in west Toronto.

# WTCHS INITIATIVES

We are looking forward to implementing and fostering initiatives toward internal referrals for our clients to receive greater access to care, and Client Advisory Councils across all of our service areas to ensure our clients can participate in the way we deliver services and programs.

## 01

### Internal Referrals

We are working towards the goal of one integrated internal referral process that is coordinated across service areas. To fully implement this, we also need to look at electronic mechanisms to enable this work, which will take time. In the interim, we are developing ways to make quick internal referrals to Mental Health Case Management, Chiropody, Primary Care, and Personal Support. To-date we have established referral forms to Chiropody services, referral forms so clients can access Peer Support and Case Management services from Primary Care, and we are beginning our work on a referral process from Primary Care to Home Care. We are looking forward to providing access to integrated care in a seamless way across all service areas in the future.

## 02

### Client Advisory Councils

WTCHS understands that our clients' experience with our organization relies strongly on their input and feedback, which is why we are excited to engage with our clients on a regular basis as part of our Client Advisory Councils (CAC). WTCHS will have three CACs which will be integral to each of our service areas: Mental Health & Addictions, Community Supports & Home Care and Primary Healthcare, providing valuable feedback and insight into client experience and lending a quality improvement lens to the way we deliver care and services.

# WTCHS INITIATIVES

## Integrated Community-Based Care (ICBC)

The ICBC program expands the delivery of integrated, accessible and streamlined services to allied health, mental health and community supports for at-risk adults and seniors in the west.

It delivers a model of care that is individualized and responsive to client needs, improving/prolonging client's emotional, physical, emotional, psychological and spiritual well-being.

### 03

#### ICBC

The ICBC program provides access to care from a range of providers and services. It promotes independent living for adults and seniors, persons with chronic conditions, persons who are home-bound, and other vulnerable populations.

The program's services support individuals with Long Covid symptoms, in-particular ethno-culturally diverse neighborhoods, where rates of COVID-19 infections are higher, and individuals who have delayed access to care during the pandemic, resulting in higher complexity in both physical and mental health needs.

#### ICBC Team

- Occupational Therapist
- Kinesiologist
- Social Worker
- Peer Support Worker
- Community Health Worker

# BY THE NUMBERS

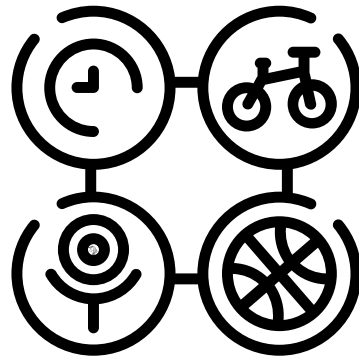
By bringing together three organizations we are able to better serve our clients and communities. This past year we have delivered services to over 7000 clients and offered over 50 programs in the West End of Toronto . Throughout the year, many of our regular programs were post-poned or held virtually due to the COVID-19 pandemic. We look forward to opening all programs at capacity as soon as it is safe to do so.

Total clients served



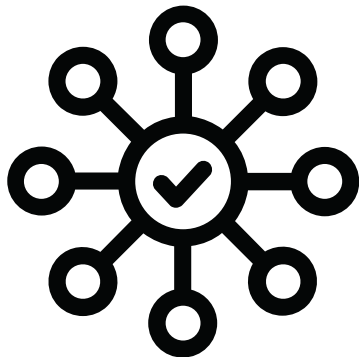
**7191**

Total Programs



**52**

Total Program Participants



**29,674**

April 2021-March 2022

# STATEMENT OF FINANCIAL POSITION

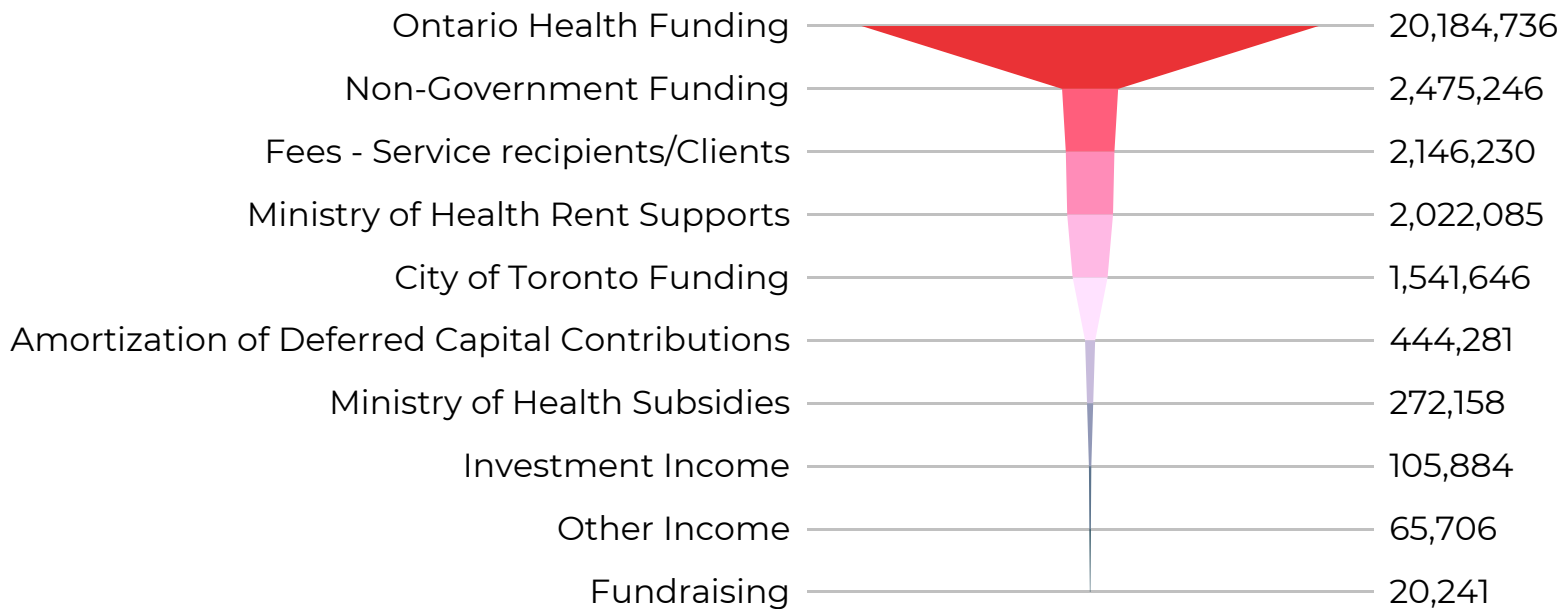
As at March 31	2022	2021
<b>Assets</b>		
Current		
Cash and equivalents	\$ 4,922,796	\$ 3,020,746
Investments	1,084,395	1,883,184
Accounts receivable	936,476	1,126,281
Prepaid expenses	213,652	174,797
	7,157,319	6,204,988
Investments	1,632,010	2,143,853
Restricted cash and investments	371,621	353,568
Capital assets	1,433,155	1,521,929
	<b>\$ 10,594,105</b>	<b>\$ 10,224,338</b>
<b>Liabilities and Net Assets</b>		
Current		
Accounts payable and accrued liabilities	\$ 2,610,005	\$ 2,096,482
Due to Ministry of Health	2,868,796	1,639,670
Due to the City of Toronto	28,596	484,618
Deferred contributions	208,339	249,810
Current portion of long-term debt	34,553	69,308
	5,750,289	4,539,888
Long-term debt	22,192	52,344
Deferred capital contributions	862,943	851,703
	6,635,424	5,443,935
Net assets		
Invested in capital assets	513,467	548,574
Internally restricted reserve funds	2,720,085	2,897,208
Externally restricted reserve funds	371,621	353,568
Unrestricted	353,508	981,053
	3,958,681	4,780,403
	<b>\$ 10,594,105</b>	<b>\$ 10,224,338</b>



# FINANCIAL HIGHLIGHTS

## Revenues

2021 - 2022

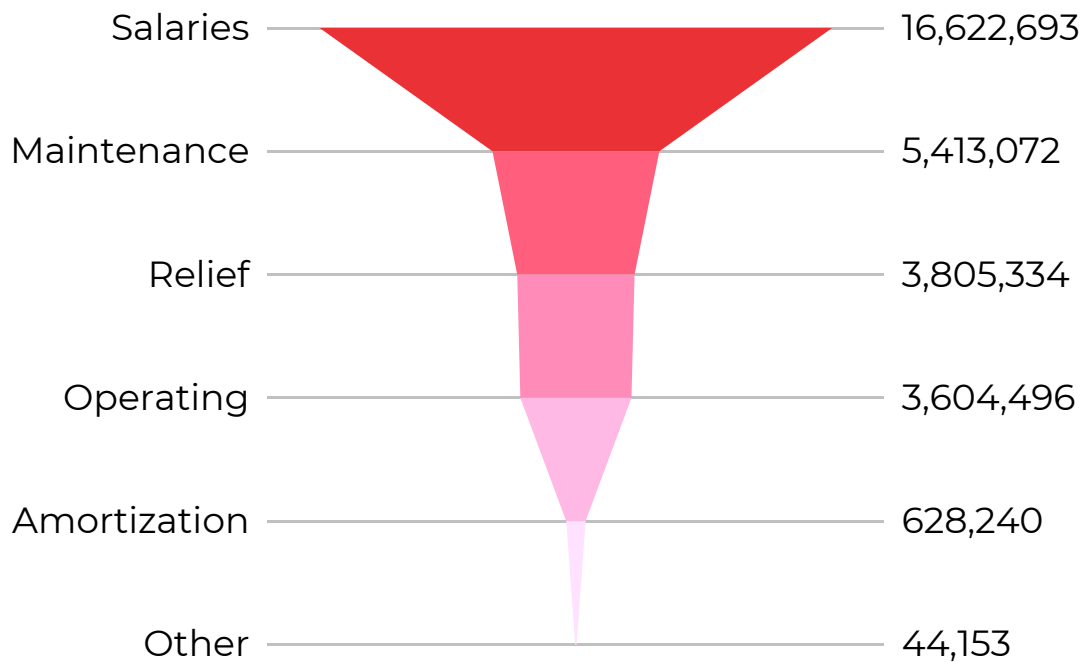


**Total Revenue:** \$29,278,213

# FINANCIAL HIGHLIGHTS

## Expenses

2021 - 2022



**Total Expenses:** \$30,117,998

# ACKNOWLEDGEMENTS

Thank you to all of our staff, Board Directors and partners for your continued support to ensure seamless service and program delivery to our clients.

*We thank our volunteers, for your continued support in our efforts to provide services to our clients during this past year. Your dedication is appreciated.*

## FUNDERS

- Ontario Health
- United Way
- Home and Community Care Support Services



## CONTACT

West Toronto  
Community Health  
Services

12445 Lake Shore  
Boulevard West  
Etobicoke, ON, M8V  
1C5

(416) 259-4207