
West Toronto
Community
Health
Services

ANNUAL
REPORT

2023



♥ Storefront Humber Inc.



West Toronto Community Health Services

It is with great pleasure that I address you as the Chair of the Board of Directors for West Toronto Community Health Services (WTCHS) once again. WTCHS has had a busy and transformative year, and I am excited to share our progress and continued path for the future.

Over the past year, WTCHS has been diligently working towards achieving the main goals of our recent amalgamation:

- a) to create a single point of contact for a full range of community health care and support services and,
- b) integrating services and sharing resources across our service areas to provide better access to a fuller range of community care for all our clients. We have undertaken many initiatives this year that are integral to achieving our goals; I would like to highlight a few of them.

First, this year we have finalized our inaugural strategic plan, which will serve as a roadmap for our journey over the next 3 years. This plan is a testament to our dedication to improving the health and well-being of our community members, and it outlines the priorities on which we will focus to achieve our objective: providing comprehensive community health care and support services to our clients.

Second, we are keeping a commitment to our clients, made when our amalgamation was first proposed: to create 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. I am pleased to tell you that this single point of access will launch shortly. By engaging with our staff, and clients through our client advisory councils, we continue to ensure that all our progress includes the perspectives of those most affected.

Third, our organization made it a priority to focus on organizational development. By reviewing, improving and in some cases, streamlining our systems and our processes, we can create a more effective and supportive organization that will enable us to execute our strategic priorities.

Finally, our re-branding initiative and development of our new central website is an exciting chapter for our organization. When our new name and website launch, it will help to give more visibility to the great work that our organization is doing.

To conclude, I would like to acknowledge our exceptional staff, who have worked tirelessly throughout this year, and over the past many years, to support our clients and community. They have played a crucial role in preparing our organization for a significant shift in how we deliver community health care and support services - a shift that has the potential to transform community health care throughout Ontario. To all our staff: Thank you for your unwavering commitment to our clients and to our mission. Your dedication and passion have been instrumental in our success, and the Board appreciates all you do daily! I would be remiss if I also did not acknowledge the dedication and passion of our CEO and the senior management team: your leadership over this last year has positioned our organization to make a meaningful positive impact on the future health and well-being of our community.

This Annual Report represents our commitment to transparency and accountability. We are proud to serve the West Toronto community and will continue to be a key partner in our community. We are excited about our journey ahead, and we remain committed to contributing to and participating in the evolution of our local health system. Thank you for your ongoing support, and please stay tuned as there is much more to come!

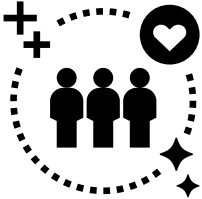
Rachel Conway,
Board Chair



WEST TORONTO COMMUNITY HEALTH SERVICES

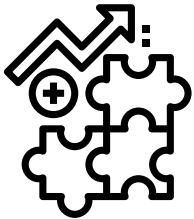
Vision

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:

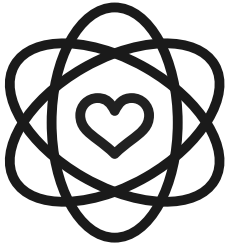
Respect: everyone is treated courteously, opinions are valued, persons are affirmed

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

Over the last year, our organization has been working on some important developments to make community health care and support services more accessible for our community. This year we have:

- 1. Established One Contact for Everything:** We made it simpler for people in our community to find all the community health care and support services they need in one place by establishing one primary contact for all of our services.
- 2. Brought Foot Care to our Clients:** We noticed that some of our clients need foot care, but it was not always easy for them to get to our clinic. So we brought our foot care services to them with clinics now being offered to our clients who live with mental health and addiction issues, as well as some of our senior clients in our Mimico location.
- 3. Incorporated Registered Massage Therapy:** We made it possible for more people to get access to registered massage therapy to help manage pain and help with rehabilitation by welcoming two Registered Massage Therapists to our Primary Care team.

These initiatives represent our unwavering dedication to the well-being of our community, and we look forward to continuing to innovate and make a positive impact in the years ahead.

WTCHS INITIATIVES

01

One Number to Call for all our Services

A top priority this past year has been creating a single point of contact for the full range of community health care and support services that we offer.

By providing one contact point, we are making it easier for individuals to access the services they need promptly and efficiently.

Launching in November, we have established one phone number to call and one email to contact, providing access to integrated care in a seamless way.

02

Expanding Chiropody Services

In our continued mission to provide integrated and coordinated care, we recognized a crucial gap in services that our clients faced: the absence of accessible Chiropody care. To bridge this gap, we brought foot care to those who need it most within our community. This initiative ensures that individuals with foot health concerns can receive specialized care when they wouldn't otherwise have access to it, contributing to their overall well-being and mobility.

WTCHS INITIATIVES

03

Integrating Registered Massage Therapy into Primary Care

Registered Massage Therapy (RMT) is known for its effectiveness in helping people manage pain and can play a vital role in rehabilitation care.

To make this therapy accessible, we have partnered with the Registered Massage Therapy Association of Ontario to launch a one-year pilot project providing our clients access to RMT care.

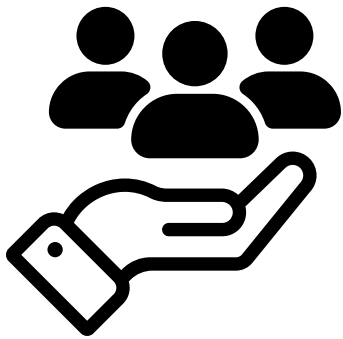
This initiative recognizes the valuable contribution of Registered Massage Therapy and its role in complementing our approach to rehabilitation and pain management within primary care teams.

This project is fully funded by the Registered Massage Therapy Association of Ontario.

BY THE NUMBERS

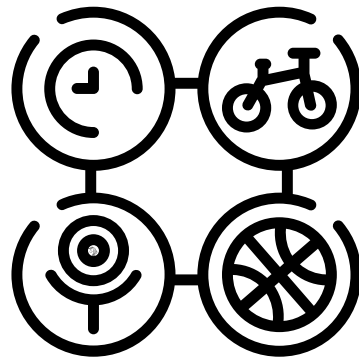
We were thrilled to host our programs in-person again and see our clients interacting and having fun! This past year we have delivered services to over 7000 clients and offered over 70 programs in the West End of Toronto.

Total clients served



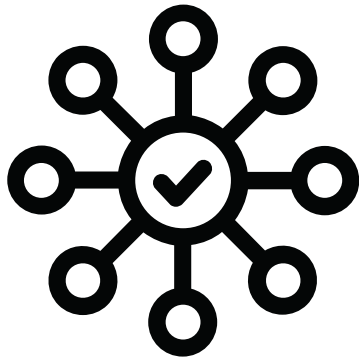
7498

Total Programs



79

Total Program Participants



17, 806

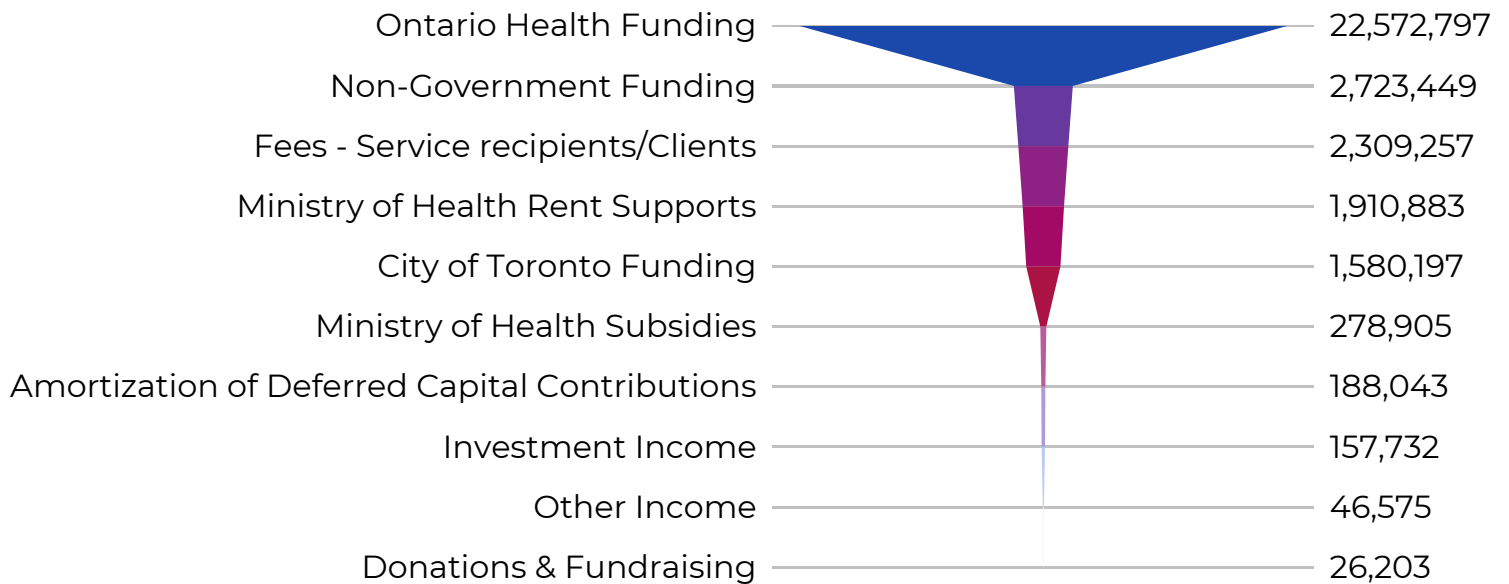
April 2022-March 2023

Program and participant numbers are DRAFT. Final numbers will be updated before posting publicly.

FINANCIAL HIGHLIGHTS

Revenues

2022 - 2023

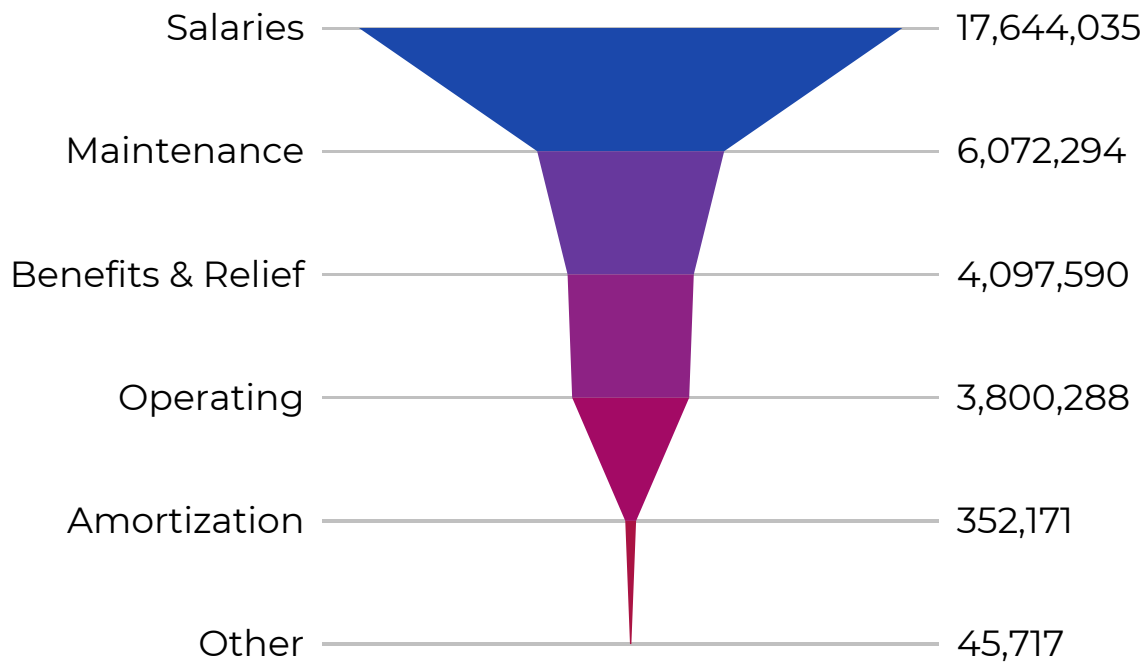


Total Revenue: \$31,794,041

FINANCIAL HIGHLIGHTS

Expenses

2022 - 2023



Total Expenses: \$32,012,095

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.

As always, thank you to 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

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