



Annual Report 2001-2002

Chair of the Board Report

by Dan Abrahams

It's been three years since I became Chair of the LAMP Board of Directors. In some ways, the time has flown by, yet each of my three years as Chair has been crammed with activities and events and achievements. This past year has been no exception.

The Chair of the LAMP Board actually has few defined responsibilities, apart from, uh, chairing, so let me define a role for myself and, I'm sure, anyone fortunate enough to succeed me: Unabashed Chief Fan of LAMP. It's a role that's become second nature and I experience it more intensely each day I'm involved with this organization. Well, as my kids might say – duh! How could anyone witness the contributions made by our staff, our volunteers, and our Board members, and NOT become a passionate admirer of LAMP? This is a model for healthcare and community service delivery that really works. It's also a group of people who care about this community and who are genuinely dedicated to mobilizing every possible resource to make it a healthier community. Yes, I'm a fan. I always will be, long after my term as Chair has ended.

The government of Ontario says that it's a fan of this model, too. Or at least, that's what the Ministry of Health's recent strategic review says.

That report is chock full of praise for community health centres such as LAMP – in fact, the government's own committee recommended that CHCs be both enhanced and expanded. As if we needed any further proof, the report confirms that our work here at LAMP IS meaningful, not just to this community but to the province as a whole.

Unfortunately, the government of our province has remained largely silent. As of this writing, at least, it's given a muted endorsement of the CHC model but it hasn't promised a dime of additional core funding. In fact, the recent June 2002 budget offered nothing to alleviate a funding crisis for community health centres that originated more than a decade ago. That was the last time there was any improvement in core funding.

The cost to LAMP has been that our Board and our staff and our volunteers must work harder, do more with less, try to accommodate new and important government initiatives (the diabetes project, for example) while continuing to run core programs, such as primary health care. Tough, and unpleasant, choices have to be made all the time and the day may come when we can no longer attract and keep capable, professional staff, simply because we

are not able to pay competitive wages. That day is coming soon, in fact.

The government knows this. It is inexplicable that they have not acted. It becomes rather shocking, in fact, when you read a government-generated report that says, straight out, that expansion of the CHC model is entirely compatible with the government's own objectives for health care reform. What, then, is the delay? More importantly, where is the money? How can we continue to expand services, or even to offer the services we have, without a genuine fiscal commitment to this model? That's a question I urge you to put to the Minister of Health, and to your own member of the provincial legislature.

Despite these fiscal challenges, or maybe because of them, we all have reason to be very proud of LAMP. We have never just been a place where you go to have your pulse checked; rather, we are ourselves the pulse of this community. LAMP is at the forefront of every major community initiative in the Lakeshore. This past year, the Board has been involved with efforts to make our neighbourhood safer. We have continued our work to alleviate homelessness and poverty. We have become involved in the new Early Years initiative and

LAMP—Your Community Health Centre

LAMP in the News!

Over the past year LAMP has been mentioned several times in the local press. In addition to the many articles about the celebrations marking our 25th Anniversary, there were a number of other noteworthy articles. A sampling follows:

Seven Etobicoke agencies see increase in United Way Support spoke about United Way funding for programs which included \$39,698 for LAMP's ASK! Program.

Children's programs granted \$80,000. LAMP was one of two after-school youth programs which received \$40,000 through a RBC Financial Group donation.

Peace in our neighbourhood through Hip Hop featured the announcement by Anne McLellan, former Federal Minister of Justice and Attorney General of Canada, when she announced a funding grant of \$21,370 to LAMP's I.C.Visions project through the 'National Strategy on Community Safety and Crime Prevention'.

LAMP was featured in a one page article *Just what the doctor ordered* as part of the Future of Medicare series by The Toronto Star.

Health Centres receive cash injection saw LAMP as the lead agency in a \$290,000 three-hospital, five- community health centre (CHC) initiative to educate people with diabetes whose first language is not English.

Out of the Cold project a community success in caring for the homeless as a partner in the successful 21 week program LAMP opened its doors on Mondays from mid-morning until 6 p.m. to provide health care, a place to rest, shower and have lunch.

Success story hidden a recent article in the Toronto Star which outlined the success of Community Health Centres asks why the Health Minister Tony Clement sat on report that found the province's 56 community health centres do a good job of keeping health care costs under control and keeping patients healthy.



hope to play a key role, with our partners, in providing these important services to the Lakeshore. Most recently, the Board has embarked on a strategic review of its own, to help determine the future direction and needs of this organization, in light of a changing political environment, and given the plethora of programs and services currently operating under LAMP's umbrella.

I've been very proud to be the Fan-in-Chief at LAMP for the past three years. I have served with an impressive group of Board members, who increasingly epitomize the diversity of the Lakeshore community. I've seen the fine work that they and other volunteers do for this organization. Their commitment to LAMP amazes me. I must say the same for our staff: what a dedicated group of people! And last but not least, I've also been privileged to work alongside LAMP's Executive Director, Russ Ford, first as he settled into his duties here and later as he demonstrated his fine organizational and leadership skills. Russ keeps this organization going, he rises to every challenge and he does so with unfailing courtesy and humour.

It's been a wonderful three years. I'll be remaining on the Board, I hope, though not as Chair. But as I've said, I'm sure that, whatever my role here, I'll be a LAMP fan for life!

Executive Director Report by Russ Ford

The past year could best be described as one of program expansion for LAMP. Largely through the development of partnerships with other organizations we have been very successful in attracting new programs and services to our community. Moreover, we have continued to operate our existing programs, even in the face of continued under funding. All of this is a tribute to our board, our

staff, and to our many capable volunteers.

Some of the most exciting developments in 2001-2002 have included the expansion of pre and post natal services; the growth of our dental program; the establishment of the diabetes initiative and more recently a partnership with Stonegate Community Health Centre to implement the government's new asthma initiative. It has been a year of partnerships and a year when we demonstrated that LAMP has the ability to effectively implement a wide range of provincial health care initiatives in the Lakeshore.

As it has done for more than 25 years, LAMP has continued to play a leadership role in this community. We have worked on our own and with others to help address urgent community concerns as they arise. In the past year our efforts have focused on public safety, as well on the need to do something to alleviate the problem of homelessness. We will continue to be responsive, and we will continue to work with others to make this a healthier community.

Much of our success, and our ability to respond to local concerns, is attributable to the many Lakeshore residents who volunteer their time and skills at LAMP. We continue to benefit from the incredible array of talents that are present in our community. Some people volunteer directly in the provision of services, others serve on committees and some choose to sit on the board of directors. We have been well served by all of our volunteers.

The past year also saw LAMP in the news. We were especially pleased when the then-federal Minister of Justice, the Hon. Anne McLellan, chose LAMP as the venue to announce an investment of almost \$3 million into community based crime prevention programs. In addition, we were the subject of a feature article in the Toronto Star, which

highlighted the quality of our health services. There have also been several articles in the local papers about many of the services we provide.

Not all of the stories have made us feel good, unfortunately. Recently there have been stories in various media about the provincial government's unwillingness to adequately fund LAMP and other CHCs. This is despite the government's own strategic review, which concluded that the community health centre model provides excellent care and is entirely consistent with the government's goals for reform of the health care system.

The persistent under funding of our core services is clearly the most important issue on our agenda at the moment. Our operating revenue has not increased in eleven years. While we will continue to pursue projects and partnerships that will bring enhanced services to our community, we also must continue to advocate for the adequate funding of the core health care programs and services, which are integral to LAMP. The help and support of our members in this area would be gratefully received.

Finally I would like to especially thank two groups of people. First I would like to express my gratitude to the 2001-2002 board of directors for their support and leadership. In times of limited resources boards often have to make tough decisions. This board has not just made the difficult decisions; it has promoted and exemplified the values and principles of LAMP even in its decision-making process.

And I would also like to thank the LAMP staff. On a daily basis, this committed group of people make an enormous contribution to our community. It is certainly a privilege to work with them. They serve the Lakeshore very, very well.

Wasn't It a Party!!

On June 13th we celebrated 25 years of volunteering at LAMP, recognizing especially the 296 people who contributed over 20,000 hours during the past year.

The bar-b-que and the meeting were hot, and the red carpet was out to honour these special folks.

Volunteers work in many capacities at LAMP – tutoring, providing information and support, filling in tax returns, running the food bank, welcoming visitors, preparing breakfasts, working on community development initiatives, helping in the office, sitting on committees and the Board of Directors, fund raising, planning, advocating, and producing special events.

Almost 2/3 of them and 3/4 of the total hours served are in 4 of our programs: Ask! (48 volunteers / 4020 hours), The Family Centre (43 volunteers / 3953 hours), Equally Healthy Kids (58 volunteers / 3334 hours), and the Adult Literacy Program (32 volunteers / 3096 hours)

Our volunteers are as young as 14 and as old as 80. They are from all walks of life and many different backgrounds. Their skills are considerable, and their loyalty and commitment to LAMP is exceptional.

We Salute them All!



The Year in Review

Major Accomplishments in 2001-2002:

- We hired a second family physician and now have a full complement of Primary Health Care staff. Welcome Kevin!
- We re-opened the dental clinic at LAMP. Funded and staffed by the Toronto Public Health Department, the clinic offers care to children (up to 18) and seniors unable to access adequate dental care.
- We initiated an organizational review and training on issues of anti-oppression and anti-racism.
- EHK Breakfast programs and ASK! community food bank were able to respond to record demand for access to food.
- We received increased funding from The United Way to support programs at ASK! and the Family Centre. Also, additional funds from ISAP (Federal government) for newcomer settlement.
- The Federal Minister of Justice visited LAMP to announce a commitment of an additional \$2.7 million to address community based crime prevention activities.
- LAMP was featured in a full-page article in the Toronto Star.

Partnerships:

- We took a lead role in developing a new partnership between West End Health Centres (LAMP, Davenport-Perth, Stonegate, Parkdale, and Access Alliance) and St. Joseph's, Queensway Trillium and Toronto Western Hospitals. The partners received Provincial funding in January to offer a comprehensive diabetes care model

aimed at addressing the underlying risk factors and complications associated with diabetes.

- We reached an agreement with the Trillium Hospital to enhance our service to persons without OHIP.
- In conjunction with Rexdale and Stonegate Community Health Centres we received funding to expand pre and post natal care services.
- We have joined Stonegate CHC to develop an asthma prevention program.
- LAMP along with some other community organizations is working with the United Way to create services in an underserved part of Etobicoke.

New Programs:

- A Step by Step Quit Smoking Program provides individual motivational counseling weekly for those who think they want to quit smoking. This program is offered in partnership with the Toronto Public Health Department.
- The Speech program developed a "Ready for School" language group for pre-schoolers whose first language is not English and achieved reduced waiting lists and earlier identification of young children needing help with speech and language problems.
- A Women's Health Series began, with the topic "Perimenopause".
- Public Education activities about the stigma of mental illness were planned and implemented by the members of Among Friends. Events included information tables

at the Lakeshore Festival and on the sidewalk in front of the centre and a workshop for the community on depression.

- The WEUHA – Health Canada Diabetes Prevention Project began in November. This is a three-year program aimed at preventing diabetes among members of the Polish, Spanish, Vietnamese and West Indian communities of West Toronto. The Caribbean Diabetes Facilitator has been working out of LAMP mobilizing residents from the Lakeshore and surrounding areas to develop a comprehensive promotional strategy appropriate to this group and offering a series of diabetes prevention workshops.
- The pilot "Out of the Cold" drop-in program for people who are homeless or under housed became a six month program over the winter.
- Equally Healthy Kids' Street Level drop-in launched an HIV-AIDS education project with two trained youth peer educators.
- A mental health assessment and counseling service is offered twice a month at LAMP, with follow-up at Trillium Hospital Community Mental Health Program.
- Six newcomer orientation workshops were offered by ASK! to facilitate settlement and provide information about Government and community services to newcomers to Canada.
- The Family Centre offered three new Parent Education programs in collaboration with other LAMP and community programs. There are now nine of these!



Our Board of Directors

Delisa Abrahams *
 Dan Abrahams (Chair)
 Helen Bailey *
 Robert Currie
 Manan Fazli

Elaine Fung *
 Lorraine Gibson
 (Vice Chair)
 Janet Greaves (Treasurer)
 Bette Kirk

Brian MacKay*
 Eva Hourihan
 (Member at Large)
 Susan Milankov (Secretary)
 Janice Monahan*

Perez Oyugi
 Elizabeth Slone
 Deryck Smith
 Michael Sproul
 * Retired during the year

Statement of Income & Expenditures

Lakeshore Area Multi-Services Project, (LAMP) Inc.
SUMMARIZED BALANCE SHEET

AS AT MARCH 31, 2002

	2002	2001
ASSETS		
Current assets		
Cash and short term investments	\$ 933,131	\$ 793,663
Accounts receivable and prepaid expenses	113,273	83,679
	1,046,404	877,342
Capital assets (including building expansion)	867,185	960,744
	1,913,589	1,838,086
LIABILITIES		
Current liabilities		
Accounts payable and unearned revenue	280,667	195,199
Accounts payable - Ministry of Community and Social Services	53,278	53,278
Accounts payable - Ministry of Health and Long Term Care	159,376	89,415
	493,321	337,892
Deferred capital contributions	788,174	867,992
	1,281,495	1,205,884
NET ASSETS		
Invested in building expansion	79,011	92,752
Capital fund	173,147	173,147
Unrestricted	379,936	366,303
	632,094	632,202
	1,913,589	1,838,086

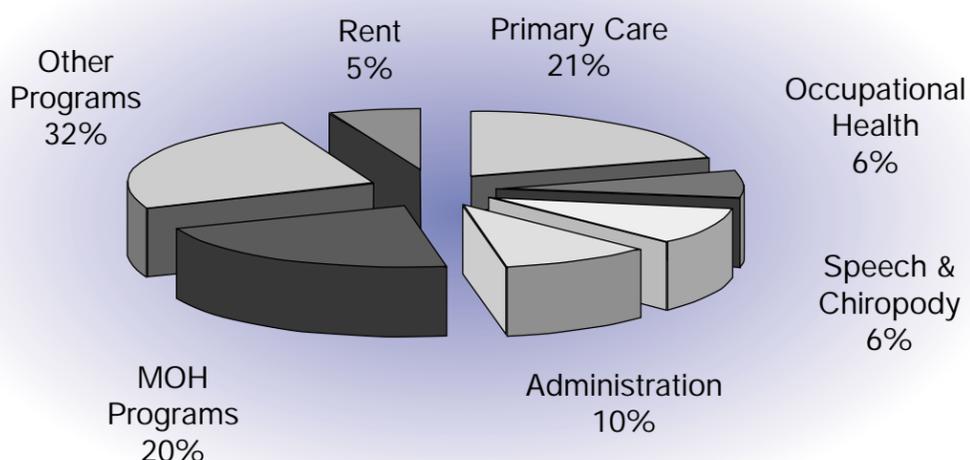
SUMMARIZED STATEMENT OF OPERATIONS YEAR ENDED MARCH 31, 2002

Revenues		
Ministry of Health and Long Term Care funding	2,496,120	2,221,628
Donations, fund-raising, interest and other income	192,561	141,746
Other project/grants	559,278	455,516
Amortization of deferred capital contributions	151,636	133,575
Rental, consulting and membership fees income	75,091	79,620
	3,474,686	3,032,085
Expenses		
Salaries and benefits	2,420,281	2,261,512
Program costs, development and other expenses	568,799	412,301
Rent	176,433	174,122
Non-recurring	143,193	33,772
Depreciation	166,088	147,316
	3,474,794	3,029,023
Excess of revenues over expenses for the year	\$ (108)	\$ 3,062

Complete audited financial statements available upon request from the office of the Executive Director.

LAMP 185 Fifth Street, Etobicoke, Ontario M9V 2Z5
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WHERE THE MONEY WAS SPENT



Auditor's Report

The accompanying summarized balance sheet and statement of operations are derived from the complete financial statements of Lakeshore Area Multi-Services Project (LAMP) Inc. as at March 31, 2002 and for the year then ended on which we expressed an opinion without reservation in our report dated May 17, 2002. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying summarized financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

The summarized financial statements do not contain all disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that this statement may be not appropriate for their purposes. For more information on the Corporation's financial position and results of operations and cash flows, reference should be made to the related complete financial statements.

Toronto, Ontario May 17, 2002

CLARKE HENNING LLP
CHARTERED ACCOUNTANTS



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Visit our Web site at www.lampchc.org

In accordance with the Public Sector Salary Disclosure Act, the following are the salaries and benefits at this Centre over \$100,000 for the fiscal year 2000/2001.

Ciara Quigley, Physician	
Salary	\$122,353
Taxable Benefits	\$ 7,413