



Annual Report 2010-2011

LAMP Community Health Centre

... serving our community for 35 years.

CHAIR OF THE BOARD REPORT

LAMP makes a difference in our community and I am honoured and deeply grateful to have been able to serve as its Chair for the last two years.

Board members have the opportunity to talk and listen to the people who use LAMP's programs. They tell us their stories. They tell us how their participation in LAMP has changed their lives. Here are some examples of what the board heard this year:

SEYA – (South Etobicoke Youth Assembly) is a program for teenagers, led and run by teenagers. Two young men talked about the impact SEYA had on their lives. They described the closeness and family bonds they develop at SEYA. One young man had decided to teach anger management to other youth on how to control and manage their anger, after being trained for it. This youth had taken Street Level's anger management program and was giving back. At SEYA, they encourage their friends to do their homework, showing how to be leaders, offering advice and conflict resolution training. Laughter, fun, pride in their accomplishment and support dealing with their day-to-day lives and problems is found at SEYA. They became volunteers to give back and role model for others.

The Adult Learning Program assists people to improve their literacy. The adult learners and their volunteer tutors describe the friendships they develop sharing knowledge, their lives and encouragement. The adults in the program talked about their great satisfaction for the first time being able to help with their children's homework, read to a child and approaching job interviews with confidence and finding a better job. They described how learning is now a pleasure and working with their tutor a partnership.

People in the Diabetes Education Program talked about how the dietary advice, education, cooking and exercise classes helped them to better meet the day-to-day challenges of being diabetic.

The Foot Clinic provides foot care for people who find it difficult to do so on their own. Many seniors use this program and look forward to their appointment. As one lady said, "I don't know what my husband and I would do without the foot clinic – we are not as supple as we used to be!"

The Early Years Drop-In is popular with parents and small children. Parents do not feel so isolated; they can meet other parents and compare child-rearing ideas, talk about problems and share the joy of raising a family. Children learn through playing with friends and toys, and they learn with joy at the Early Years Drop-In.

RAY – (Rathburn Area Youth Project.) We heard from youth who described the friendship, mentoring and fun they found at RAY. There was nothing else like it in their community and they needed RAY. One young man spoke about how the kids financed a trip to Africa through their own fund-raising efforts. They brought books and created a library where none existed before. He said how much he learned and experienced, "We think we don't have a lot here, but I realized how much we really have compared to others". He added, "We are planning and fundraising for another trip to go back and to help again".

Dads Today is for fathers, step-fathers, uncles, brothers or good friends raising and guiding the growth of a child. Dad's Time gives dads and kids time together to share fun and have dinner.

These are just a few of the programs LAMP offers to make our community a healthier place to live, work and play.

LAMP is here for you. The aim of the Executive Director, Board, and Staff is to meet the needs of our community. Our goal is to provide a place where you can get help, find answers, connect with your community, volunteer, share your talents, and to take action on community issues. Walking through the doors of LAMP, you know you are welcome and a valued member of our community.

Jem Cain, Chair

EXECUTIVE DIRECTOR REPORT

2010-2011 has been another year of growth for LAMP. We are serving more people with more programs and services than ever before.

Our satellite in Mississauga has become fully integrated in its community and is an integral part of the health/social services system. Residents coming to our centre reflect the very diverse population of the community. Our clinical services have become dominated by persons who do not have health insurance and our programs focus on isolated seniors and those who have been discriminated against due to their sexual orientation.

Diabetes growth is close to epidemic proportions in Ontario and as a strategy the provincial government has steadily increased funding to our diabetes education program. Due to this expansion we relocated this program out of the LAMP building and into new premises on Evans Ave.

Dental services have also expanded in Etobicoke and Mississauga. We are adding a second operator in Etobicoke and funding has been received to develop a similar program in Mississauga.

We have also developed stronger working relationships with our two school boards and are now offering more youth programs in the local high schools.

While we can take some pride in these and other accomplishments, this is no time to rest on our laurels. Storm clouds can be seen on the horizon. LAMP receives money

from the City of Toronto which like all budgetary matters is up for review and we are housed in a City-owned building.

The money we receive from the City in grants goes to providing programs and services to those who need it the most and it contributes greatly to building a healthy community. We witnessed cuts at the provincial level in the 1990s which of course coincided with a huge expansion in food bank use, crime and greater economic inequities. Do we really want to go back there?

The City has informed LAMP that our rent will be increased by about 125%. Our relationship with the City seems to have deteriorated into a landlord-tenant relationship, rather than the collaborative one we enjoyed in the past.

At the same time service volumes are growing as does our communities' needs. The loss of psychiatric services and the large expansion of the Mimico jail will undoubtedly strain our capacity even more.

Despite these clouds, let me assure you that LAMP is up to these and any other challenges. We are a resilient organization and we are committed to the well-being of our community. We are well connected to our community and we will not shy away from our responsibility to work with others to build a vibrant and inclusive community.

I hope you will join us, become a member and actively participate in what should be a very interesting year

Russ Ford, Executive Director

HIGHLIGHTS OF LAMP CHC's ACCOMPLISHMENTS, AWARDS, AND SUCCESS STORIES 2010-2011

LAMP continues to lead the way in building healthy communities. This past year extraordinary efforts from staff and volunteers produced outstanding results. Here are some of the highlights.

Programs and Services

- A new record 1,089 income tax returns were filed through ASK! income tax clinic for low income individuals and families in South/Central Etobicoke
- 12,500 Information/Advocacy and Referral Services were provided linking and supporting community members in accessing a wide range of government and community services
- Volunteers and staff filled out 2,585 government and community forms for people i.e. CPP, GIS, SIN, EI, OAS, affidavits etc.
- The Lakeshore Adult Learning program provided over 4600 learning hours to more than 400 learners this year. 94 percent of the learners were highly satisfied with

their progress and overall literacy service. Fatima, a foreign-trained professional who came to us for support upgrading and mentoring says, "I was able to learn and gain confidence to apply and secure an IT job at a bank."

- LAMP started two new food access programs. A community kitchen program for adults who want to cook healthy meals on a budget is running this summer. Another initiative is the popular pizza oven at Lakeshore Village Park that runs in conjunction with our Good Food Market.
- LAMP partnered with the Metro Toronto Police Service's 22 division to offer 4 community based workshops to raise awareness about domestic violence. The sessions were supported by a wide range of professionals who shared their expertise and support on how to identify and support victims of domestic violence.

Youth Services

- Street Level's Deniese Masters successfully taught many local youth to control, manage and express their

anger appropriately instead of yelling and pushing. The anger management sessions resulted in very positive outcomes. One youth realized and agreed to intensive counselling, one stopped using drugs and alcohol, one asked if he could get a referral to a psychologist because of mental health issues and another sought help to improve an unhealthy relationship.

- 20-30 tweens (10-13 year olds) are so interested in the cooking club, they are making some of the healthy recipes at home for their families. The Campbell Soup Company of Canada this year is supporting this program through a very generous operating donation for the first time.
- The South Etobicoke Youth Assembly delivered 20 anti-bullying workshops to grade 9 and 10 students this school year. They also delivered a leadership workshop to youth at Lakeshore Arts' summer Youth Camp, and other workshops like time management, goal setting, financial literacy, and anti-oppression training to youth in



the community. Leadership camps and arts workshops were also developed for the first time to inspire and encourage local youth to find their passion. "I learned lots of things about the present, future and about respect." "I learned how to set my goal."

- LAMP as part of LCI's Healthy Action Team worked to develop a comprehensive school health survey. More than 400 students participated in the research to inform staff and community about priority health issues. The data will be used to meet current student health needs and will act as a benchmark to measure future health improvements.
- 6 TDSB High School Focus on Youth students were hired this summer to work at LAMP for 8 weeks to give them their first full time job and work experience.

Leading the Way

- The Lakeshore Mental Health and Addictions Planning Group hosted a community forum to improve mental health and addiction services in the Lakeshore. The meeting focused on developing a one-stop service facility where people could go for help with mental health issues or addictions. Community members, stakeholders including mental health service providers, The TDSB, The City of Toronto Parks and Recreation, Toronto Police Services, Toronto Public Health, CAMH, Trillium Health Centre, LAMP, South Etobicoke Legal Services, and a host of other organizations championed the concept of a new comprehensive facility. The vision is still in its early stages and the community will be invited again to get further involved in the process in the fall.

Awards and Opportunities

- One of LAMP's Primary Health Care Teams - Ciara Quigley, Family Physician and Wendy Goodine, Nurse Practitioner - were recipients of a Community Partner Award from Community Living Toronto. The Awards are given in appreciation of valuable contributions in supporting the Community Living Program which supports people living with an intellectual disability.
- Jasmin Dooch and Deniese Masters were given a Community Partner Award from Lakeshore Collegiate Institute. The award is given for valuable contributions to improving the lives of students at LCI.
- Kudos to Gavin Sheppard Executive Director of the Remix project. (The youth arts and culture program evolved through LAMP's youth led IC Visions program.) Gavin who grew up in the Lakeshore is going to Yale this fall, and has been selected as one of 16 World Fellows for 2011. "I am thrilled and humbled" states Gavin regarding the prestigious opportunity for global leadership development. Gavin is an innovative cultural entrepreneur who uses art and music as tools for youth inclusion and economic growth.

FINANCIAL REPORT 2010-2011 FISCAL YEAR

Where the money comes from ...

Toronto Central LHIN & Ministry of Health and Long Term Care	\$6,565,220
Rental, Consulting, membership, deferred income	\$647,591
Ministry of Community, Family & Children's Services	\$537,822
United Way	\$435,974
Federal Government	\$309,470
The George Hull Centre	\$187,506
City of Toronto	\$184,241
Donations, fund-raising, interest	\$182,525
Ministry of Training Colleges and Universities	\$99,051
The Ontario Trillium Foundation	\$80,795

Where the money goes ...

Primary Care	\$2,669,011
LHIN\Ministry of Health Programs	\$2,095,789
Speech, Chiropody and Occupational Health	\$729,762
Administration plus Repairs & Maintenance	\$577,805
Ontario Early Years	\$537,822
ASK!	\$461,184
Rent	\$452,563
Depreciation	\$272,814
Other programs (8 programs under \$100,000)	\$243,777
Among Friends	\$236,974
Rathburn Area Youth Program	\$234,589
Family Centre\Brighter Futures	\$222,037
Street Level	\$175,505
SEYA (South Etobicoke Youth Assembly)	\$104,570
Adult Learning	\$101,998

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

LAMP Community Health Centre

185 Fifth Street, Toronto ON M8V 2Z5

Phone: 416-252-6471

Fax: 416-252-4474

www.lampchc.org

Board Chair:

Jem Cain

Executive Director:

Russ Ford

2010-2011 BOARD OF DIRECTORS

Kadian Barnes

Jocelyn Beckles

Jem Cain, Chair

Hilary Clarke

Joan Green-Simon

Debbie Grier

Rachel Hollingshead

Shaenor Keeling

Clare Lewis

Susan Milankov, Vice Chair

Iman Mohamed, Board Member in Training

Paul Nazareth

Barbara Pidcock, Secretary

Kamal Sangha

Margie Santos, Member at Large

Walter Weary, Treasurer



Ontario's Community Health Centres



United Way Greater Toronto



Ontario
Toronto Central Local Health Integration Network



Printed on 100% Post-Consumer Recycled Paper