

**Celebrating
Care We
Deserve**

35 years of Compassionate
Community-Based Care



CENTRE DE SANTÉ COMMUNAUTAIRE
BLACK CREEK
COMMUNITY HEALTH CENTRE

**ANNUAL REPORT
2023 - 2024**



Mission

We enhance the health and wellbeing of our community through the delivery of comprehensive and integrated programs and services.

Vision

A healthy, resilient and informed community.

Our Guiding Principles

- Inclusion & Accessibility
- Equity & Social Justice
- Accountability
- Quality
- Collaboration

Black Creek Community Health Centre is governed by a group of dedicated volunteer representatives of the community, who act together as the organization's Board of Directors.

- Abdikarim Abdullahi
- Ola Adegoke
- Fatema Ali
- Evelyn Ascencio, Secretary
- Karla Bravo
- Oghenowede Eyawo, Vice Chair
- Carolyn Khalil, Chair
- Sayem Khan
- Laura Lavallee, Treasurer
- Danavan Samuels

Chair/Executive Director Message

Dear Clients, Community Members and Partners, Since opening Black Creek Community Health Centre's doors in 1989, our commitment to providing equitable access to high-quality, culturally appropriate health and social care for residents of Toronto's Northwest has been unwavering.

As we reflect on the past 35 years, we celebrate the health centre's rapid expansion to meet the growing needs of the community. Through strategic partnerships and a focus on equity, the care team, supported by our dedicated Board of Directors engaged the community, conducted research, and built capacity to embrace innovative approaches that expand access to care.

This past year, we maintained the community's trust, delivering care in more ways, and in more spaces. Consistent with lessons learned during the pandemic, we collaborated through strategic partnerships on multiple initiatives that improve access and increase the care team's community presence.

We worked closely with the North Western Toronto Ontario Health Team (NWT OHT) and partners to develop a community care hub: a dedicated space in the community that offers convenient and coordinated care closer to home. We also led the development of a mobile health unit, which literally brings Black Creek CHC's services into the community, starting in the Summer, 2024. The mobile unit's design and function builds upon our goal of meeting residents where they are at, providing them with the care they deserve.

Wrapping up the year on a high note, peer reviewers from the Canadian Centre for Accreditation interviewed staff and clients, and reviewed the health centre's policies as part of a process that measures performance against standards of quality and leading practices. Black Creek CHC received a glowing review and was granted full accreditation for the next four years.

Looking ahead, we are optimistic and determined that, as we navigate the coming years together, we are well-positioned to work toward a healthier, more connected, and resilient community.

Thank you for entrusting us to provide you and your loved ones with the care we all deserve and for being an integral part of the Black Creek CHC family.



Cheryl Prescod, Executive Director, Black Creek Community Health Centre



Carolyn Khalil, Chair, Board of Directors, Black Creek Community Health Centre

Our Clients

"I discovered Black Creek CHC as a student in 1999. I was alone in a new country, but no matter what I was dealing with, there was someone at Black Creek CHC to support me.

Since I suffer from severe chronic depression, there was a time I didn't know if I could go on, but the team never gave up on me. I could not have gotten through without the support of these people. My doctor patiently supported my husband and I when it took many years to get pregnant, but I still say she helped me carry that boy – my Daniel turns 5 years old on July 4th.

I was so blessed, and I'm still so blessed. The story never ends – these people do so much for the community. I cannot see my life without them and their compassionate care and support.

This is my community. The care is excellent. I didn't even know such great care existed – especially here, because of what people hear about Jane and Finch. It's a beautiful place and a journey.

These professionals need more resources to ensure we can take care of the next generation so they can take care of us. I pray these beautiful people can do their good work for more people.

It's the Care We Deserve – we all deserve it – in Canada, in Ontario, in North York and in our community at Jane and Finch."

- Nerlande, Black Creek community resident, proud mother to Daniel, married to Stanley



At Black Creek CHC, the interdisciplinary care team engages individuals, families and community organizations to collaborate and deliver comprehensive programs and services to support and enhance community health and wellbeing.

Community partners are essential to the work that brings clients the care they deserve, right here, in their home community.

Service Partnerships

Access Alliance Multicultural Health and Community Services
Across Boundaries
Addiction Services Central Ontario
Aird &McBurney LP
Asante Soccer Academy
Black Coalition Against AIDs Prevention (BLACK CAP)
Black Creek Community Farm
Black Physicians Association of Ontario (BPAO)
Brothers & Sisters Keepers
Canadian Mental Health Association
Caribbean African Canadian Social Services (CAFSCAN)
Caribbean Island Food Mart
Centre for Addiction and Mental Health
Centre for Spanish Speaking Peoples
Church of St. Stephen's Downsview
Community Choice Pharmacy
COSTI
Crossroads Clinic-WCH
Delta Family Resource Centre
Dominion Church International
Emery Keelesdale Nurse Practitioner-Led Clinic

Entité 4

Epiphany Food and Catering
Greenwin Property Management
Healthy Living Now -Ontario Self Management Program
Holiday Helpers
Humewood House
Humber River Family Health Team
Humber River Health
Imdadul Islamic Centre
Jamaican Canadian Association
Jane Finch Community and Family Centre (+ The Spot)
La Passerelle
LOFT Community Services
Lucky's Corner Restaurant
Lumacare
Margaret's Housing and Community Support Services
Mooreland Kids
My Brothers and Sisters Keeper
NexJ Health
North York Community House
North York Family Health Team
North York General Hospital
North York Women's Shelter

Partnerships

"The partnership between Black Creek Community Health Centre and the Jamaican Canadian Association harnesses community strengths to provide holistic, culturally sensitive healthcare and support services to the members and the Black community in general. It brings together resources and expertise to enhance community health services, and promote cultural awareness, ultimately fostering overall well-being and a healthier and more resilient community."

Sylvanus Thompson, Ph.D., Technical Advisor, Health, Wellness and Well-being Initiatives, JCA



"At Humber River Health, we are proud to be a part of the North Western Toronto Ontario Health Team, working alongside the Black Creek Community Health Centre to bring meaningful change to our community. Over the past year, Black Creek has demonstrated remarkable leadership and dedication, significantly enhancing the health and well-being of our community. The Community Care Hub at our Finch campus is an example of what can be achieved when we unite our efforts."

Barb Collins, President and CEO, Humber River Health

Quality Improvement

"Black Creek Community Health Centre's Quality Improvement Committee is dedicated to enhancing healthcare standards through specific quality issues through focused targets and actions. This year, we focused on implementing strategies to identify and address food insecurity, using sociodemographic data to help identify and address health disparities, worked towards improving access to primary health care and access to cancer screenings for under-screened communities and enhance client experience."

Farha Khan and Dr. Neda Vujicic, Co Chairs, Quality Improvement Committee, Black Creek Community Health Centre

Ottawa Heart Institute
Parkdale Queen West Community Health Centre
Parrot Nest Restaurant
Pilgrim's Feast Tabernacle
Revivaltime Tabernacle
Roy McMurtry Youth Centre
Rexdale Community Health Centre
San Romanoway Revitalization Association
Sickle Cell Awareness Group of Ontario (SCAGO)
Sick Kids Centre for Community Mental Health
South Riverdale Community Health Centre
Start Up Here Toronto
TAIBU Community Health Centre
Tickit Health
Toronto Community Housing
Toronto Public Health
Toronto Public Library
University Health Network
University of Ottawa Heart Institute
Vaughan Community Health Centre
Vitanova Foundation
Walnut Foundation
West End Midwives
Westview Centennial Secondary School
West Park Healthcare Centre

Women's Health in Women's Hands
Y-Space
Yorkgate Mall

Academic and Research Partners

GLAD Canada
Humber College
Public Health Agency of Canada
Public Health Ontario
Toronto Metropolitan University
Sick Kids Hospital
Schulich School of Business-Executive Education Centre
University of Guelph Humber
University of Toronto
Wilfred Laurier University
Women's College Hospital
York University

Collaboratives

Black Social Prescribing
Black Creek Community Collaborative
Humber River -Black Creek Cluster
North Western Toronto Ontario Health Team (NWT OHT)

RNAO Best Practice Spotlight Organization (BPSO)
Systems Navigation Access and Partnership (SNAP) Project
Toronto Opioid Overdose Action Network (TO2AN)
Transitions in Care
Wellness Collaborative

Funding Support

Alliance for Healthier Communities
Canadian Association of Community Health Centres
City of Toronto
Government of Canada (FedDev, PHAC)
Government of Ontario (Ontario Health)
Laidlaw Foundation
Toronto Foundation
United Way of Greater Toronto

1989



BCCHC Opens >
Ministry of Health & Long-term Care approves a Community Health Centre in Toronto's Northwest. Black Creek Community Health Centre opens its doors at Jane-Sheppard Mall with 15 staff.



1995-1999
Child & Youth Programs >

Increased funding to expand staff, programs & services. Youth gain increased access to health & social programs.

2005-2009



Provincial Diabetes Strategy > Black Creek CHC receives funding for inter-professional Diabetes Education Program to address chronic disease prevention and self management in Northwest Toronto.

Yorkgate Location >
Black Creek CHC opens a second location at Yorkgate Mall to improve access to programs & services for youth & families

2015-2019



Healthy Kids Community Challenge >
Community partnerships established to address healthy childhood behaviours, funded by Ministry of Health.

People Accessing Care Teams (PACT) >
Ontario expands funding for Interprofessional Care Teams (IPCT) to support access to patients of solo practitioners in North York West and North York Central.

Service Sites Expansion >
Services expanded to locations at Bathurst & Sheppard/ Bathurst & Finch.



Fallstaff Community >
United Way of Greater Toronto provides funding to open a service hub in the Falstaff Community.

North York Women's Shelter >
Partnership brings onsite primary care services to residents.

Community Choice Pharmacy >
On-site pharmacy opens at Black Creek CHC Sheridan Mall location.

French Language Services (FLS) >
Black Creek Community Health Centre received Identified French Language Service Provider status to develop a French Language Service Plan to serve the Francophone population in North York

North Western Toronto Ontario Health Team (NWT OHT) >
Black Creek Community Health Centre, along with 13 local health organizations approved as one of Ontario's first OHTs, to coordinate/plan local health care service delivery.

Harm Reduction Services >
Supports those dealing with substance use established in North York West, through partnership with the Central Region Wellness Collaborative & The Works, City of Toronto.

Best Practice Spotlight Organizations (BPSO) >
As a BPSO, Black Creek works with Northwest Toronto Ontario Health Team and RNAO to implement best practice guidelines & improve quality of care, including falls prevention, client/family caregiver experience, and screening for substance use

Black Entrepreneurship Alliance >
Government of Canada funded The Black Entrepreneurship (BEA), established in partnership with the Schulich Executive Education Centre, YSpace, York University, and TD Community Engagement Centre to support Black professionals and entrepreneurs to achieve their business goals.



1992



We're On The Move >
Health Centre relocates to a larger space at North York Sheridan Mall, Jane St. and Wilson Ave.

Teen Moms on the Move >

Young mothers offered programming in a safe space to connect & learn new skills.



Ontario Early Years >
Provincial funding to support community families with young children

2000-2004



We're Growing >

Care team expands to 35 staff, including health care providers, community health workers & support staff.

2010-2014

Youth Challenge Fund (UWGT) >

Funding awarded to create and incubate Social Enterprise Centre of Excellence (SECE), now known as CEE Centre for Black Professionals.

North York West Health Links >

Black Creek CHC named lead agency for North York West Health Links and Humber River



March 2020

COVID - 19 >

The pandemic, resulting in more than 7 million deaths worldwide, prompted Black Creek CHC's team to mobilize & partner to bring equitable access to vaccines, testing and & trustworthy information into the community.

2021

High Priority Community Strategy >

Government funding increased community engagement and supported the development of the Community Ambassador Model, which works with trust-builders to reach diverse communities. This model continues to adapt to support mobile wellness clinics and & health activities.

2022



Dental Program for Seniors >

In partnership with Toronto Public Health, Black Creek CHC opened an Oral Health Program for eligible seniors at its Yorkgate Mall location.

2023

Black Health Plan Ontario >

Ensures equitable access to health services for Black communities through mobile wellness services, a bridging clinic for asylum seekers, partnerships with Black-serving organizations (i.e. Jamaican Canadian Association, Sickle Cell Awareness Group of Ontario) & the Black Social Prescribing Pilot Project.

Community Research Initiatives >

As a strategic priority, Black Creek hires a research coordinator to build capacity to do community-based research, aiming to improve community health outcomes and impact public policy.

2024



Accreditation >

Black Creek achieved full accreditation status from the Canadian Centre for Accreditation for the next four years



Community Care Hub >

In collaboration with North Western Toronto Ontario Health Team & other partners, a health service hub is developed at 2115 Finch Ave. W to support coordinated services for residents of Northwest Toronto



TOP 10 SPOKEN LANGUAGES

- English
- Italian
- Tagalog
- Arabic
- Swahili
- Urdu
- Spanish
- Portuguese
- Vietnamese
- Hindi
- Punjabi

TOP 10 COUNTRIES OF ORIGINS SERVED

- Nigeria • Jamaica • Italy • Mexico • St. Vincent & The Grenadines
- Guyana • Uganda • Saint Lucia • Ecuador • Kenya • Colombia



15,731 Clients Served



53,423 Interactions and Visits

Your Health in Your Hands Wellness Clinics

3,697 participants in Your Health In Your Hands Clinics

24,084 PARTICIPANTS IN GROUP PROGRAMS

TOP 3 HEALTH ISSUES AMONG CLIENTS



Diabetes



Heart Disease



Mental Health

Support Provided to Clients

Providing Health Advice

Prescriptions & Reviewing Test Results

Completion of Forms

Navigation & Referrals to Services Within the Community

TOP 10 RACES & ETHNICITIES SERVED

- Black - African
- Black - Caribbean
- Latin American
- White - European
- White - North American
- Asian-South
- Indo Caribbean
- Asian-Southeast
- Asian-East
- Middle Eastern



Story

Breastfeeding Support/Midwifery Support families in the community



Laura, Lactation Consultant, Black Creek Community Health Centre

Black Creek Community Health Centre engages with clients to develop and deliver programs and services that meet unique and emerging needs in the community. This past year, Black Creek CHC offered a new breastfeeding support program when the care team recognized a growing need among Spanish-speaking newcomers to Canada for prenatal, pregnancy and postnatal care.

Women with limited family and social supports were unable to access the care they deserved, either because they did not have the appropriate documentation or because they were unfamiliar and unable to navigate the healthcare system, due to language barriers.

As the group expanded from two expectant mothers to a group of twelve women who came to rely on each other for support and companionship, they built their own community capacity through the practical sharing of baby clothing and equipment.

While members of the interdisciplinary care team collaborated to connect the young mothers with programs and services including midwifery and breastfeeding support by offering Spanish translation, the program offering expanded as babies were referred to Early ON children's programming in support of their ongoing healthy development.



Black Creek CHC has a full-time lactation consultant on staff to support a healthy start for mothers and babies through breastfeeding support programs

(left to right) Navjot, Registered Midwife, BCCHC, checking Elias, five-months-old, as mom, Ommulbanin looks on.



HighLights of... 2023/2024

- Prime Minister Justin Trudeau visits Black Entrepreneurship Alliance, funded by Fed Dev Canada



- Parrot Nest Family Restaurant Wellness Clinics



- Men's Health Fair – Fall 2023



- Yorkgate Health Fair – Winter 2024

- Black Social Prescribing Pilot Project Launch



- Black History Month - Paint Night



- Best Practice Spotlight Organization

- Roy McMurtry Youth Centre Partnership (with SRA)

- Health Fair - North Western Toronto Ontario Health Team



- Spanish Speaking Breastfeeding & Prenatal Supports



- Bridging Clinic - Refugee Health & Wellness Services

- Cancer Prevention Screening & Awareness Workshops



- Wheels to Wellness Community Consultation – Summer 2023



- Francophone Engagement in Partnership with Entité 4

- Black Creek CHC's 35th Anniversary 1989 - 2024

- Courtside Care with the Toronto Raptors

- Harm Reduction: Overdose Recognition & Response Workshops with BLACKCAP

- Caregiver Workshops

- North York Women's Shelter Services



- Health Promotion Workshops - Nutrition & Exercise

- Immunization Information & Drop-in Forms Clinic

- Chronic Disease Prevention & Management Workshops

- Chronic Pain Self-Management Workshops

- Community Health & Wellbeing Week

- Diabetes Virtual Care Project



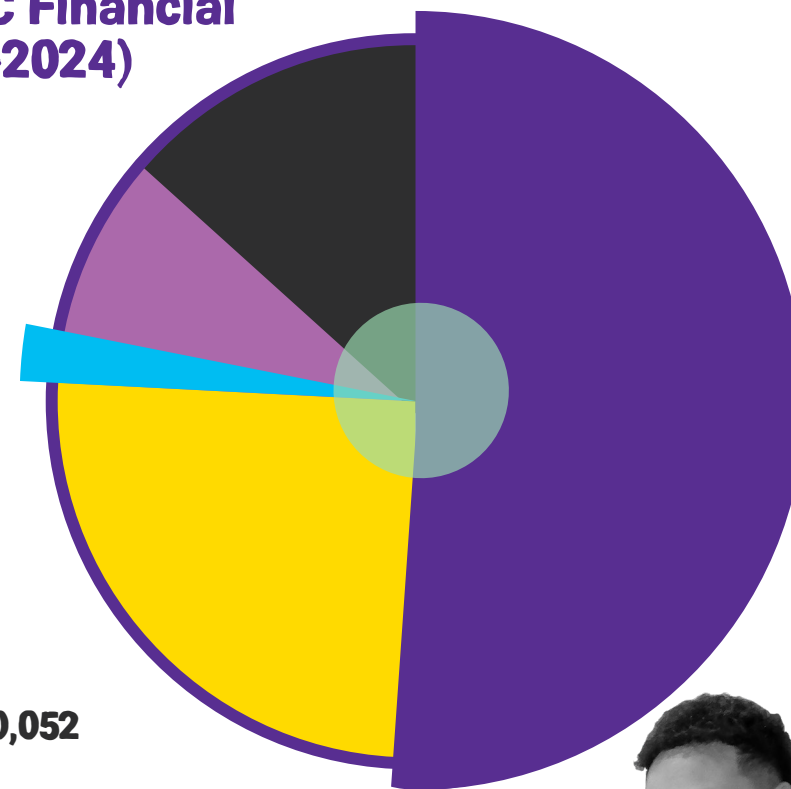
- Canadian Centre for Accreditation Designation

- North Western Toronto Ontario Health Team Community Hub

- CANRISK Diabetes Screening Tool Research - Black Creek CHC partners with TAIBU, Access Alliance & Rexdale CHC to evaluate effectiveness of the CANRISK Diabetes Screening Tool for African Caribbean & Black communities

Black Creek CHC Financial Summary (2023-2024)

- Salaries \$8,418,980
- Benefits & Relief \$2,076,207
- Rent \$1,155,461
- Non-insured \$344,369
- Operational Expenses \$4,460,455



Income

Ontario Health \$14,330,052

Other \$2,207,981

Black Entrepreneurship Alliance, Harm Reduction, Falstaff Community Program (Government of Canada, Addictions Services of Central Ontario, United Way of Greater Toronto)



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This report is also available online
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