

Sherbourne Health Centre

2005/2006

Annual Report



SHERBOURNE
Health Centre

Building connections.
Building health.



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Our Mission

Is to reduce barriers to health by working with the people of our diverse urban communities to promote wellness and provide innovative primary health care services.

Our Vision

Is a healthy urban community in which all individuals are supported by wellness programs and health services including primary health care services that are welcoming, inclusive and accessible.

Message from the Chair



Sherbourne Health Centre is experiencing an era of rapid growth and change. The current Board is now almost completely comprised of people, like me, who had no formal leadership roles when Sherbourne was established in 1999. But many of us have been fortunate enough to work with the founders – to learn from them and to be inspired by their vision and passion. And we recognize that Sherbourne is a result of their tireless efforts to build reality out of vision. As we have moved into more senior Sher-

bourne positions, we have accepted accountability for nurturing what exists and for ensuring it remains relevant. As we move ahead, we are cognizant of our obligation and responsibility of service for those Sherbourne was created to serve.

We have been taking stock of the past, examining the present, and putting

“...we recognize that Sherbourne is a result of their tireless efforts to build reality out of vision.”

in place the tools needed to ensure Sherbourne’s future. A key factor is increased involvement by the community. Volunteer leadership must be capable of enabling, managing and supporting Sherbourne’s next steps. We need

a variety of competencies, skills and talents. I am gratified that more people from the communities we serve are coming forward to volunteer for committee roles, to serve on advisory panels and to seek Board positions.

In the next year, Sherbourne will be creating a new strategic plan to guide us forward. I believe this activity will enliven and energize the entire organization. New health buses have arrived. The building is almost open. More staff will be joining us soon. It’s a time bright with promise as we continue working to make our community a healthier and better place.

A handwritten signature in black ink, appearing to read 'Brigitte Witkowski'.

Brigitte Witkowski

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Message from the CEO



It has been a year of dynamic growth at Sherbourne Health Centre. On April 6, the Ontario government designated Sherbourne as a Family Health Team site. This exciting development means our interdisciplinary primary health care program will soon expand, connecting with all programs to ensure coordinated and comprehensive care for those we serve.

Generous support from the Ministry of Health and Long Term Care helped grow our commitment to members of the lesbian, gay, bisexual, transsexual and transgendered (LGBTT) communi-

ties. In partnership with the Family Service Association of Toronto and the 519 Community Centre we now serve as sponsors of the LGBTT Parenting Network, an innovative health promotion program designed to connect and support new parents.

In May, two new buses took over our mobile program. With The Rotary Club of Toronto's ongoing support and capital funding from the Government of Canada's Supporting Community Partnerships Initiative, we replaced the old health bus with vehicles that are easier to access and operate. Sherbourne expanded its electronic medical records system to include the buses. Volunteer nurses create and maintain records that are instantly available to providers at our main site.

Renovation to our main building, almost completed, will enable expansion of all services; deepening our connections

with the communities we serve and for the first time bringing all staff together under one roof.

The introduction of innovative scheduling practices has also improved access to programs. One example is our Mental and Emotional Health program's launch of single sessions which are designed to respond quickly and creatively to clients in need.

These are just some examples of growth at Sherbourne this year, but they illustrate our commitment to serving diverse communities in partnership with our clients, funders, staff, volunteers, donors and partners. Together their enthusiastic efforts have made Sherbourne what it is, and I am sincerely grateful.

A handwritten signature in dark ink, appearing to read 'Suzanne Boggild'. The signature is fluid and cursive.

Suzanne Boggild

Growth and Change

Sherbourne Health Centre's dedication to improving urban health requires that the organization never stands still or remains complacent. At the same time, we are committed to evolve in a way that is sensitive to our surroundings and the needs of the communities we serve.

“...new ideas led to innovations in client services”

Fiscal 2005-06 marked a period of renewal and building for the future. We expanded existing programs and services. We tried out new ideas that led to innovations in client service. We recorded many firsts, including new partnerships and the delivery of two new health buses.

The New Building

Renovations to our new home (the former Central Hospital) moved ahead, guided by a team of architects, contractors, and project managers. Interior and exterior work resulted in a noticeable transformation. What for years had been an abandoned, empty space transformed into a modern, client-centred facility. Perhaps the most significant change took place when new windows were substituted for old and, in some cases, even replaced brick walls. Once dark, windowless spaces were thus opened to the sun and vistas of Allen Gardens. When finished early in 2007, the new 333 Sherbourne will be a much friendlier, more inviting, comfortable space, a significant improvement over the cramped quarters where we currently serve clients.





Program Highlights

Mirroring that pace of physical work, the organization's program structure continued evolving, guided by a mission and vision created by our community-based Board of Directors and brought to life by our dedicated, professional staff and our enthusiastic volunteers.

Programs and services grew and achieved numerous milestones in fiscal 2005-06. In primary care, a new system for scheduling appointments was greeted with enthusiasm as most clients received guaranteed visits within 24 hours. The change also resulted in greater efficiency with fewer missed appointments.

In April, a University of Toronto study of primary care compliance factors awarded Sherbourne an enviable 90 per cent rating. Almost 14,000 clients utilized our primary care program in the past year. This core program began planning for an exciting enhancement after the announcement in April that Sherbourne had been selected as a site for one of the province's new 150 Family Health Teams. Within days of the announcement, staff began planning the steps that will lead to the phased-in launch of this collaborative approach to health care delivery over the next year.

Programs and services for the lesbian, gay, bisexual, transsexual and transgendered communities (LGBTT) were enhanced with the

announcement of annual funding from the Ministry of Health and Long-Term Care for the Supporting Our Youth (SOY) program and to support the transfer of the LGBTT Parenting Network to Sherbourne in fiscal 2006-07. The network is a collaborative project of Sherbourne, the 519 Community Centre and the Family Service Association of Toronto. We launched a group program, *Gender Journeys*, for Trans clients who are in the early stages of transition. SOY continued to provide a broad range of supports and programs for at-risk LGBTT youth. Fiscal 2005-06 saw the largest number of clients served since the program began. LGBTT program staff continued active leadership and involvement in a number of community partnerships and initia-

tives. One, with the Toronto Department of Public Health, the Ontario Tobacco Strategy and others, resulted in the development of a smoking cessation program targeted at LGBTT communities. In 2005-06, LGBTT primary care and SOY together recorded almost 8,000 client

“...2005-2006 saw the largest number of clients served since the program began...”

visits. Health promotion and community outreach activities – such as the highly successful annual health fair *Queer Health Matters* – added another 3,000 contacts.

The *Making Us Visible* breast health program for lesbian and bisexual women organized a series of community-led educational events, including activities focusing on immigrant women and women of colour. Resource materials developed by the program clearly met a critical need as requests for copies were received from agencies located throughout the world. This project is funded by the Canadian Breast Cancer Foundation, Ontario Chapter.

In our mental health program, we recorded more than 2,000 visits with individuals, groups, couples and families. About one-third of these clients also visited Sherbourne for primary care. Services in this program address the impact

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More Program Highlights

of past or recent violence, compounded by homophobia, transphobia, racism, language or cultural differences, homelessness and violence. In mental health – like primary care – changes in intake and appointment bookings resulted in decreasing wait times.

Services for homeless and underhoused people continued expanding in a number of ways, including mobile services, staff working in partnership with shelters and drop-in centres, and planning efforts preparing for the opening of an infirmary in early 2007.

Health bus staff and volunteers accommodated over 21,000 visits at 12 weekly stops. Two new vehicles purchased to replace the

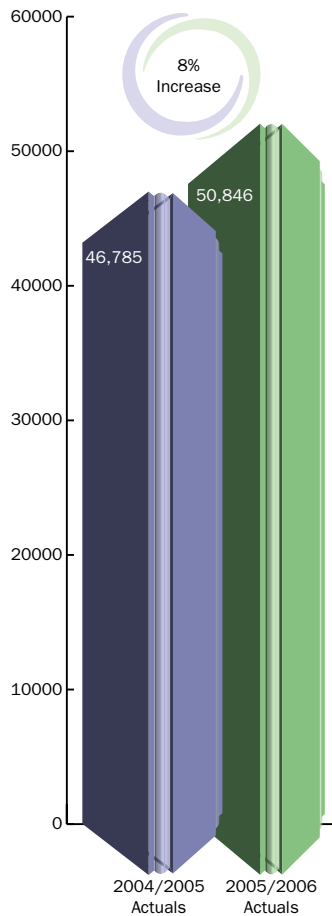
aging bus went into service in May. This mobile program also continued expanding its integrated care approach as more than 700 referrals were made from the bus program to primary care services at the centre. This process became more efficient as the buses joined the main clinic in the use of electronic health records, and new wireless technology made it possible to transmit data instantly.

“...more than 700 referrals were made from the bus program to primary care services...”

The Community Naturopathic Clinic for people living with HIV/AIDS increased capacity by 31 per cent and achieved greater diversity in its client base, particularly with women whose patient numbers more than doubled in the year. The Chiropractic Clinic also recorded strong numbers with over 8,300 client visits.

Behind the scenes, Sherbourne kept its focus on developing and maintaining efficient and effective internal structures and services. Human resources, finance, information technology, communications, physical plant and fundraising departments worked to design and deliver systems to serve Sherbourne's current needs and to be ready when the new building opens in January 2007.

Total Clients Served



The Services We Provide

- Primary health care for the communities of southeast Toronto
- Health care, health promotion and support groups for Toronto's LGBTT communities
- SOY: Supporting Our Youth (support programs for LGBTT youth)
- The Rotary Club of Toronto Health Bus (mobile nursing care and health education for homeless and under-housed people)
- Mental health counselling (individual and couple) and support groups
- Naturopathic and chiropractic care





Statement of Financial Position

As Of March 31, 2006

ASSETS

	2006	2005
CURRENT		
Cash and cash equivalents	\$6,533,275	\$3,763,962
Prepays	\$122,349	\$118,798
Accounts Receivable	\$304,159	\$629,842
GST Receivable	\$130,632	\$28,885
	\$7,090,415	\$4,541,487
CAPITAL ASSETS		
	\$15,939,613	\$12,662,241
	\$23,030,028	\$17,203,728

LIABILITIES

CURRENT		
Accounts Payable and Accrued Charges	\$1,622,771	\$375,841
DEFERRED REVENUE	\$5,603,320	\$4,213,401
DEFERRED CAPITAL CONTRIBUTIONS	\$15,939,613	\$12,662,241
	\$23,165,704	\$17,251,483

FUND BALANCES

UNRESTRICTED	(\$135,676)	(\$47,755)
	\$23,030,028	\$17,203,728



Statement of Operations & Changes in Net Assets

Year Ended March 31, 2006

REVENUE	2006	2005
Ministry Of Health and Long-term Care Funding	\$4,440,278	\$4,097,185
Trillium Foundation	\$32,100	\$35,300
OHIP	\$296,936	\$296,661
Other Guarantors	\$15,880	\$15,091
Supporting Communities Partnership Initiative	\$73,314	\$85,984
Atkinson Grant	\$101,627	\$112,618
Canadian Breast Cancer Foundation Grant	\$78,123	\$42,952
Interest	\$80,601	\$3,652
Fundraising	\$309,755	\$73,743
Other Revenue And Recoveries	\$107,674	\$295,117
Amortization Of Deferred Capital Contributions	\$437,764	\$420,185
	\$5,947,052	\$5,478,488
EXPENDITURES		
Administration	\$357,990	\$365,573
Finance	\$273,093	\$271,759
Risk Management	–	\$34,336
Human Resources	\$180,924	\$202,266
Information Systems	\$345,796	\$295,199

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Statement of Operations & Changes in Net Assets

			2006	2005
EXPENDITURES (continued)				
Community Relations And Communications			\$223,685	\$99,130
Housekeeping/Maintenance			\$645,514	\$676,670
Plant Security			\$62,071	\$23,469
Fundraising			\$89,975	\$73,502
Clinical Services				
Client Registration		8%	\$258,141	\$226,311
Health Bus/Mobile		12%	\$413,534	\$393,178
Mental Health		14%	\$472,762	\$523,617
LGBT Primary Care		29%	\$956,919	\$708,246
General Primary Care		30%	\$977,398	\$783,670
Infirmery		5%	\$170,989	\$219,315
Naturopathic Clinic		2%	\$66,791	\$49,444
Atkinson Foundation Grant			\$101,627	\$112,618
Amortization Of Capital Assets			\$437,764	\$420,185
			\$6,037,973	\$5,478,488
			(\$87,921)	-
EXCESS OF EXPENDITURES OVER REVENUE				
FUND BALANCE, BEGINNING OF YEAR			(\$47,755)	(\$47,755)
FUND BALANCE, END OF YEAR			(\$135,676)	(\$47,755)



Community Support

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This past year again saw growing numbers of individuals and institutions supporting the work of Sherbourne Health Centre. An impressive group of volunteers dedicated time, energy and expertise. In the Supporting Our Youth program 256 people gave 10,084 hours of service. Forty volunteer nurses, working on the health buses, donated another 1,400 hours. And board members, committee volunteers, and community advisory teams, added countless more. All three levels of government continued providing critical funding. This was combined with financial support from over 1,500 individuals and 60 companies and foundations who demonstrated the community's generosity and its concern for the people we serve.

Ontario Ministry of Health and Long-Term Care

Government of Canada and City of Toronto
Supporting Community Partnerships Initiative

Human Resources and Skills Development Canada

Toronto Arts Council

Rotary Club of Toronto Charitable Foundation

The Rotary Club of Toronto

Manulife Financial





Community Support



The Counselling Foundation

Humber College

Laidlaw Foundation

LGCA Foundation

The Paloma Foundation

O'Connor Gallery

The Geoffrey H. Wood
Foundation

Cabbagetown Tour of Homes

RBC Foundation & RBC
Financial Group

Compass Group Canada

E*Trade Canada

MAC AIDS Fund

Sears Young Futures

Famous Players Media Inc

University of Toronto, OSA

Tippet Foundation

This Ain't The Rosedale Library

Toronto Community
Foundation

House & Home Media

Veritas Communications

Toronto Arts Council

Fraternity Professional
& Social Club

Goodman & Carr LLP

Church-Wellesley Village BIA

Kimberly-Clark Inc.

Molson

Ontario Association of
Naturopathic Doctors

Pink Triangle Press

Pride Toronto

TD Bank Financial Group

Toronto Rainbow Lions Club

Woody's on Church

Byzantium

Singing OUT!

IBI Group

Steamworks

Bleecker Street
Co-operative Homes

Oasis

Pharmacy.ca

Realspace Management Group

Pink Turf Soccer League

Canadian Naturopathic
Association

O'Gradys

The Toronto Star

Zippers

Toronto Women's Bookstore

Downtown Swim Club

Church Mouse & Firkin

LAUGH Inc.

Markham Street Films

Play

Priape

Illusions In Hair Design

NOW Magazine

Xtra!

Kitchener Waterloo Youth
Collective

and over

1,500

individual donors

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Health Centre

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Pictured: Celebrating the launch of two new buses. From The Rotary Club of Toronto, John Lloyd, current president, Sylvia Milne, past president, with Sherbourne's CEO, Suzanne Boggild.

Design: Romelda Morson
Creative Direction: Lorraine Parow
Photography: parowpictures

