



Annual Report 2004



Growing Services, Partnerships and Facilities

Sherbourne Health Centre has had an exciting and challenging year with the rapid growth of our services, the implementation of new initiatives and partnerships and, the start of renovations to our main building. Early in the year we hosted our Breaking New Ground Ceremony to mark the start of renovation to our main building at 333 Sherbourne Street. Internal demolition of the building is now complete and we are ready to start renovations for this fall.

As more and more clients and communities access our services, we have redoubled our efforts to focus on priority needs and to invest our time and resources wisely. We are delighted to share our renewed vision and mission and our impressive service achievements in this Annual Report. As you will see from these pages, our commitment and contribution to healthy urban communities grows stronger every year.

Whether we are providing individual client visits, group programs, community wellness initiatives or engaging in advocacy work on behalf of our clients, the spirit and dedication of Sherbourne staff shines through. We extend our sincere gratitude and thanks to all Sherbourne Health Centre employees- you are reducing barriers to health and providing much needed primary health care in the local community and in our special communities of interest.

Our Board of Directors provides leadership to ensure corporate strategy, resources and policy support the

delivery and growth of our programs and services. We thank these volunteers for their vision, hard work and commitment to Sherbourne Health Centre's development.

We particularly acknowledge the contribution of Stephen Squibb, Founding Chair of Sherbourne Health Centre, from 1999 to 2003. His tireless commitment to the development of a responsive and inclusive primary health care organization has inspired us all and laid a firm foundation for our future.

It is with deep regret that we announce the death of our Founding Vice Chair, Jim Shea. Jim made an enormous contribution to the establishment and early development of Sherbourne Health Centre. His passion and visionary ideas will be greatly missed at Sherbourne Health Centre and throughout the community.

This year, we also reluctantly accepted the resignation of board members Notisha Massaquoi, Sandra Romano Anthony and Harold Wu. Thank you Nothisha, Sandra and Harold- we value your volunteer contributions to Sherbourne Health Centre.

As our organization grows and changes, so too does our corporate membership. We are delighted to welcome over 75 new members of the Corporation. Your support and commitment is essential.

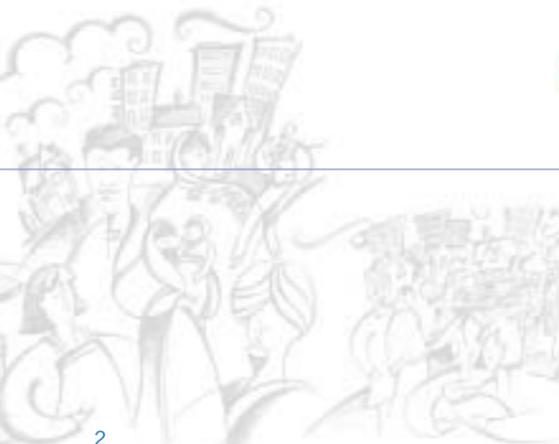
Our Community and Program Advisory Committees also provide much needed and welcome counsel as we develop

our services. Thank you members of The Health Bus Community Advisory Panel, The Trans Working Group, The Infirmary Working Group and the SOY Community Advisory Committee for all your hard work this year.

Sherbourne Health Centre's achievements have been facilitated by numerous partners, supporters, local networks and community organizations. With their generous support, we are becoming more and more integrated within the communities we serve and we look forward to strengthening these ties in the years ahead.

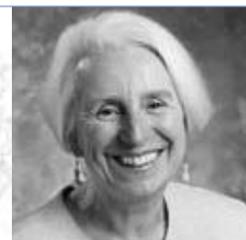
You will also see listed in this Annual Report the many funders and donors who enable us to achieve our mission. We particularly acknowledge the continued support of the Ontario Government's Minister of Health and Long Term Care The Honourable George Smitherman and his staff for the development of Sherbourne Health Centre as an important community health resource.

Our growth and experience over the past year confirms the value of our mission and our services. The commitment, dedication and hard work of all our staff, board, volunteers, students, partners, funders and donors have enabled this year of achievement. We acknowledge and thank each and everyone of you for your efforts.



Felbourn

Felicity Somerset, Chair



Suzanne Boggild

Suzanne Boggild, Chief Executive Officer



Vision

Health Without Barriers

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.

Mission

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.

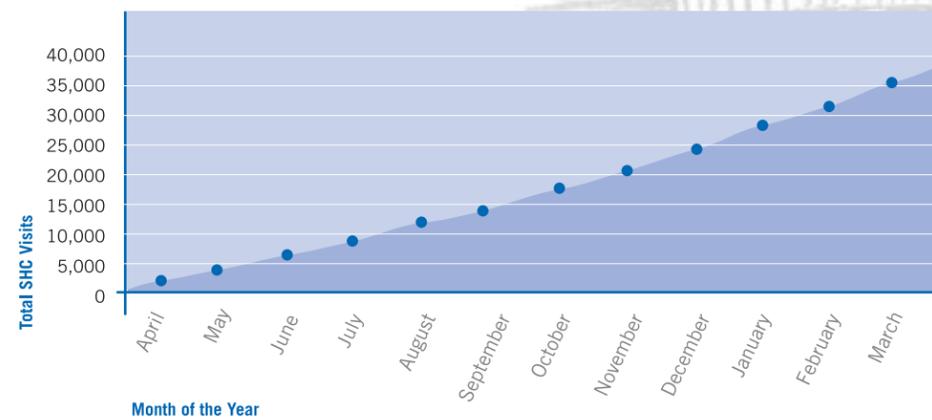
Strategies to Achieve Our Mission

We will work to:

- Reduce barriers to primary health care and increase our ability to meet priority community health needs
- Achieve high standards of care, service and operations
- Manage our finances effectively and increase alternate revenue sources
- Attract, retain and develop highly-committed and knowledgeable directors, staff and volunteers



Client Visits 2003 - 2004



Primary Health Care Program

The Primary Health Care Program has experienced significant growth over the last year as news of Sherbourne Health Centre's services has spread in the community. The program provides a range of health and wellness services including preventative health measures, care and monitoring of acute and chronic illnesses, pre-natal care, and well child care.

New staff have joined our team to help address the increasing volume and complexity of client needs. Our Registered Nurse is an integral part of the team and provides a variety of nursing and health promotion services. Our Nurse Practitioner works specifically with people who are homeless and underhoused and or have mental health issues. Our Client Resource Worker assists individuals to access community resources and key medical appointments. Our physicians provide family practice care within the program.

The Primary Health Care Program has also introduced new partnerships to better serve our clients. A partnership with a community pharmacist with special expertise in HIV and Hepatitis C, enables us to meet individually with clients to discuss and review their medications. Through our "Eating Right When Money is Tight" series, a nutritionist provides nutritional counseling to address health concerns such as high cholesterol or high blood pressure.

Complementary and Alternative Health Care Services

Through our 333 Sherbourne Street site, faculty and students of the Canadian Memorial Chiropractic College provided 12,321 chiropractic visits to local residents providing an important local resource six days a week.

Faculty and students of the Canadian College of Naturopathic Medicine also provided 1,497 naturopathic visits to clients living with HIV/AIDS. Our partnership with the People with AIDS Foundation, the AIDS Committee of Toronto and the Ontario Trillium Foundation enabled us to expand this Clinic to two days a week.



Client Activity

This year has been one of significant growth for Sherbourne Health Centre. We delivered 35,336 primary health care visits either on site at 333 Sherbourne Street, through our Health Bus, or at shelters and local drop-in centres.

With our partners, we also completed over 500 health promotion and community development activities including:

- Wellness workshops for LGBTTT communities;
- Support groups for Tamil women and their daughters; and
- A health promotion partnership with Jarvis Collegiate Institute for young, black women;
- Parenting workshops for the Trans community.

Communities and People We Serve

In addition to seeing clients from the diverse local communities surrounding Sherbourne Health Centre, we are seeing:

- Numerous clients who identify as lesbian, gay, bisexual, transgendered or transsexual (LGBTTT);
- Many recent immigrants or newcomers to Canada who seek culturally responsive care from our diverse staff group; and,
- Many clients who are homeless or underhoused.

Comprehensive Primary Health Care for Lesbian, Gay, Bisexual, Transgender and Transsexual Communities

As an innovation in LGBTTT care, we are incorporating primary medical care, health promotion, counselling and a range of community development activities. In a comprehensive LGBTTT Program, Our multi-disciplinary team brings significant experience and strong community connections to their roles. This has resulted in a rapid response from LGBTTT communities and a steady growth of the program throughout the year.

We are particularly proud of the following achievements:

- A Working Group of professionals and members of the trans community developed our model of care, hormone treatment protocols and two health promotion brochures;
- New support groups were offered for transsexual/transgender youth in partnership with Central Toronto Youth Services;
- An art-therapy group for lesbian, bisexual and transwomen was held regularly;
- Wellness Workshops were offered on bisexuality, heart health, parenting transgender youth, and effects of club drugs;
- Over 80 LGBTTT health and education consultations, training sessions, and presentations were provided for partner agencies and professionals;
- Partnerships were created with The Children's Aid Committee on Trans Youth, The LGBTTT Seniors Network and The Rainbow Health Network; and,
- A Health Fair, LGBTTT parenting brochures, and a monthly e-letter offered topical research information on LGBTTT health and social issues.



Mental and Emotional Health Program

The Mental and Emotional Health Program had a very busy year with individual counseling sessions, group work and community partnerships. Key achievements this year include:

- Our Outreach Services for individuals with long-standing mental health issues;
- Our partnership with Jarvis Collegiate Institute for group work and mentoring with young black women;
- Our Group work with Tamil women to assist them with current stressors, past experiences of war trauma and intergenerational issues;
- Our very popular Mindfulness Based Stress Reduction Program;
- The initiation of a Network for South Asian Service Providers; and,
- The establishment of psychiatric consultation to support our family physicians and counselors with their client service.

Looking towards the future, the Mental and Emotional Health Program will develop group support for men who have experienced childhood abuse with a specific focus on men experiencing cyclical homelessness, substance use and longstanding mental health issues.



Services for Homeless and Under Housed People

Through innovative partnerships with three local shelters we have greatly strengthened our Services for Homeless and Underhoused People this year.

Every week, our nurses and physicians provide on site primary health care services for residents of Heyworth House (a shelter run by Dixon Hall) and The Maxwell Meighen Salvation Army Shelter. Many of these residents have been without primary health care providers for years.

At The Women's Residence, a City of Toronto shelter, our community outreach workers assist a very vulnerable group of clients with health related aspects of daily living.

The Health Bus, which operates stops in partnership with 14 community agencies, received over 22,000 visits during the last year. This volume represents a ten percent increase in visits from the previous year.

The Health Bus also made more than 680 referrals to Sherbourne's on site services and added outreach support at all community stops. An evaluation of several sites revealed ongoing demand for the nonjudgmental and accessible approach offered by our staff .

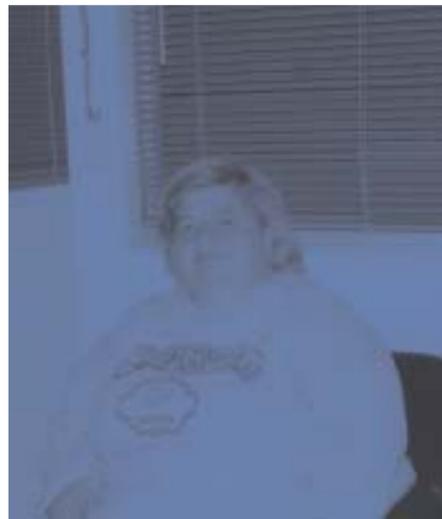
We were also very proud to begin the year with a Winter Relief Initiative in partnership with The Toronto Disaster Relief Committee and Toronto Rotary Club. With these partners we were able to distribute warm winter clothing and supplies to hundreds of underhoused men and women and to promote long term strategies to end homelessness in our communities.

Our commitment to homeless and underhoused people make us very proud to support Cathy Crowe, street nurse extraordinaire, as she pursues the Atkinson Charitable Foundation's Economic Justice Award. This generous award and our support are enabling Cathy to devote her considerable energies to important advocacy work on behalf of homeless and underhoused people.

Renovation Update

To accommodate the growing demand for our services we have renovated our Annex at 333 Sherbourne Street. Visitors will now find nine examination and treatment rooms and a much improved client reception and registration area on the main floor. A large meeting space has also been created in the lower level to accommodate our numerous group sessions, workshops and community meetings.

Now that the internal demolition work is complete in our main building, renovations for our purpose built primary care space will begin in earnest. The final design work and tendering of the project will occur this fall and contractors will be on site early next year. When renovations are complete, we will open our extended hours Primary Care Response Centre, and our Infirmary for Homeless and Under Housed People and we will integrate all services in our main building. Watch for our progress reports during this very exciting phase of our development.



Diane Vaughan

"My Community Health Worker from Sherbourne Health Centre has impacted my health and wellbeing. I can talk to her easily, and she listens and understands."



Thanks to Our Funders & Donors

Sherbourne Health Centre thanks the Ontario Minister of Health and Long Term Care and his staff for core funding and support of our operations. We also gratefully acknowledge the contributions and support of many other businesses and individuals that enable us to deliver our programs and services.

| | |
|---|--|
| Bell Mobility | Neil Wysick Residence |
| Canadian Breast Cancer Foundation – Ontario Chapter | Ontario Trillium Foundation |
| City of Toronto - Supporting Community Partnerships Initiative (SCPI) | Research Capital Corporation |
| Digital Equipment of Canada | Singing Out – Lesbian and Gay Chorus of Toronto |
| KPMG | Swiss Bank Corporation Trust |
| Lever Ponds | The Marjorie and Joseph Wright Memorial Foundation |
| Manulife Financial | The Rotary Club of Toronto |
| McConnell Family Foundation | The Scholl Foundation |
| Metropolitan Community Church | Tippet Foundation |
| Metropolitan Silver Band | Train Trailer Rentals Ltd. |
| Naturopathic Clinic Bowl-a-thon Donors | Wellesley Central Health Corporation |
| Naturopathic Students' Association | Winter Relief Initiative, Individual Donors |

Financials

Presented are the 2004 audited Financial Statements of the Sherbourne Health Centre, as prepared by Deloitte & Touche LLP. For a full copy of the Sherbourne Health Centre 2004 Financial Statements, including the opinion statement, please inquire to the administrative offices.

SHERBOURNE HEALTH CENTRE CORPORATION Statement of Financial Position

March 31, 2004

| | 2004 | 2003 |
|--|----------------------|----------------------|
| ASSETS | | |
| CURRENT | | |
| Cash | \$ 834,100 | \$ 429,456 |
| Prepays | 83,607 | 34,925 |
| Accounts receivable | 108,801 | 666,867 |
| GST receivable | 26,834 | 72,396 |
| | 1,053,342 | 1,203,644 |
| DEFERRED FUNCTIONAL PROGRAM COSTS (Note 6) | - | 264,265 |
| CAPITAL ASSETS (Note 4) | 12,123,262 | 11,615,477 |
| | \$ 13,176,604 | \$ 13,083,386 |
| LIABILITIES | | |
| CURRENT | | |
| Accounts payable and accrued charges | \$ 591,206 | \$ 1,033,527 |
| DEFERRED REVENUE (Note 5) | 509,892 | 138,606 |
| DEFERRED CONTRIBUTIONS (Note 6) | - | 264,265 |
| DEFERRED CAPITAL CONTRIBUTIONS (Note 7) | 12,123,262 | 11,615,477 |
| | 13,224,360 | 13,051,875 |
| FUND BALANCES | | |
| UNRESTRICTED FUND | (47,756) | 21,284 |
| INTERNALLY RESTRICTED | - | 10,227 |
| | (47,756) | 31,511 |
| | \$ 13,176,604 | \$ 13,083,386 |

SHERBOURNE HEALTH CENTRE CORPORATION

Statement of Operations and Changes in Net Assets

Year ended March 31, 2004

| | 2004 | | | 2003 |
|--|--------------------|-----------------------|--------------------|------------------|
| | Unrestricted | Internally Restricted | Total | Total |
| REVENUE | | | | |
| MOHLTC operating funding (Note 8) | \$ 3,548,922 | \$ - | \$ 3,548,922 | \$ 2,570,507 |
| Trillium Foundation | 35,600 | - | 35,600 | 21,000 |
| OHIP | 194,398 | - | 194,398 | 8,959 |
| Other Guranors | 10,502 | - | 10,502 | - |
| SCPI Grant | 230,714 | - | 230,714 | 87,203 |
| Atkinson Grant | 18,150 | - | 18,150 | - |
| Other revenue | | | | |
| Interest | 5,470 | - | 5,470 | 1,265 |
| Donations | 82,566 | - | 82,566 | 22,205 |
| Other revenue and recoveries | 111,938 | - | 111,938 | 11,230 |
| Amortization of deferred capital contributions (Note 7) | 350,426 | - | 350,426 | 223,638 |
| Amortization of deferred functional program revenue (Note 6) | 264,265 | - | 264,265 | - |
| | 4,852,951 | - | 4,852,951 | 2,946,008 |
| EXPENDITURES | | | | |
| Administration and Board | 422,871 | 10,227 | 433,098 | 439,215 |
| Finance | 247,316 | - | 247,316 | 154,697 |
| Human resources | 233,112 | - | 233,112 | 212,974 |
| Information systems | 223,805 | - | 223,805 | 208,011 |
| Community relations and communications | 86,885 | - | 86,885 | 110,937 |
| Housekeeping/maintenance | 661,891 | - | 661,891 | 477,457 |
| Plant security | 24,641 | - | 24,641 | 24,169 |
| Clinical service | | | | |
| Client registration | 164,544 | - | 164,544 | - |
| Health bus/mobile | 454,473 | - | 454,473 | 339,453 |
| Mental health | 496,322 | - | 496,322 | 165,483 |
| LGBTT primary care | 408,317 | - | 408,317 | 306,010 |
| General primary care | 643,330 | - | 643,330 | 67,608 |
| Infirmery | 165,169 | - | 165,169 | 174,252 |
| Naturopathic clinic | 56,474 | - | 56,474 | 33,560 |
| Atkinson Grant | 18,150 | - | 18,150 | - |
| Amortization of capital assets | 350,426 | - | 350,426 | 223,638 |
| Amortization of deferred functional program costs | 264,265 | - | 264,265 | - |
| | 4,921,991 | 10,227 | 4,932,218 | 2,937,464 |
| EXCESS OF (EXPENDITURES OVER REVENUE) | | | | |
| REVENUE OVER EXPENDITURES | (69,040) | (10,227) | (79,267) | 8,544 |
| FUND BALANCE, BEGINNING OF YEAR | 21,284 | 10,227 | 31,511 | 22,967 |
| FUND BALANCE, END OF YEAR | \$ (47,756) | \$ - | \$ (47,756) | \$ 31,511 |

Board of Directors 2003/2004

Felicity Somerset, Chair

Ron Rosenes, Vice Chair

Larry Wright, Treasurer

Robert Witterick, Secretary

Stephen Squibb, Past Chair

Sandra Romano Anthony

Jack Darville

Anton Hart

Carol A. Jones

Krish S. Krishnan

Peg Lahn

Notisha Massaquoi

Allan Peterkin

Brigitte Witkowski

Harold Wu

Chief Executive Officer

Suzanne Boggild

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