

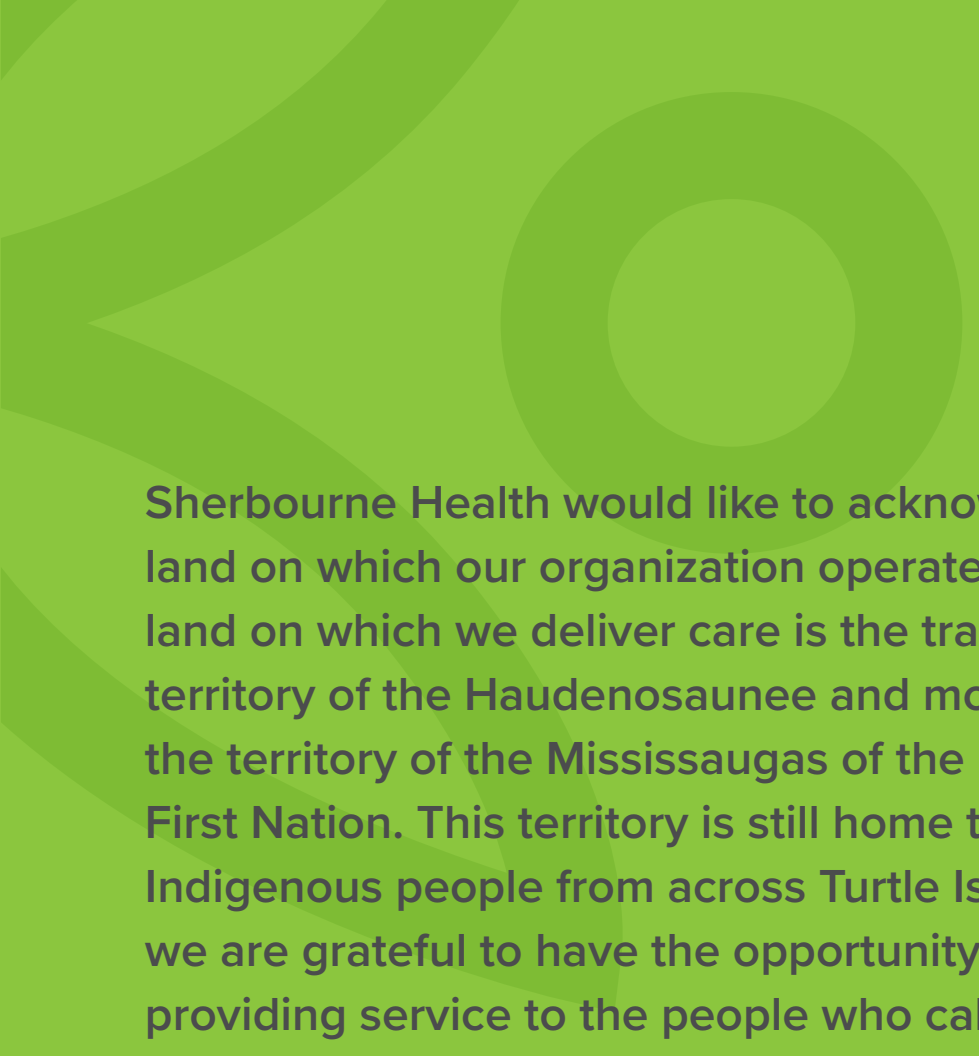


# REAL Response

Annual Report 2020–2021



sherbourne HEALTH



Sherbourne Health would like to acknowledge the land on which our organization operates, and the land on which we deliver care is the traditional territory of the Haudenosaunee and most recently, the territory of the Mississaugas of the New Credit First Nation. This territory is still home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to continue providing service to the people who call that land home today.

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# VISION MISSION VALUES

## OUR VISION:

Healthy People.  
Healthy Communities.

## OUR MISSION:

A dynamic provider of integrated health services, community programs and capacity-building initiatives that enable people and diverse communities to achieve wellness.

## OUR VALUES:

### **At Sherbourne We Care.**

**We warmly welcome everyone. We passionately do our best while we listen to, care for, and work with each other and our communities.**

### **WE INSPIRE EACH OTHER TO BE...**

#### **BOLD.**

We challenge oppression and discrimination.

We forge new paths and create new ways to serve our communities.

We create change by asking thoughtful questions, finding answers, then taking action.

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#### **KIND.**

We affirm each other's lives and hopes.

We treat ourselves and each other with respect.

We learn from our perspectives, strengths and challenges.

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#### **REAL.**

We say what we mean.

We own our commitments.

We constantly bring hopefulness to the work.

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#### **OPEN.**

We meet each other where we are.

We break down silos.

We work together knowing we are greater than the sum of our parts.

## MESSAGE FROM THE BOARD CHAIR AND THE PRESIDENT AND CEO

Our annual report on the activities of Sherbourne Health this past year must begin by acknowledging the dedication and resilience of our staff and physicians, as well as our third-party vendors who provide housekeeping, food services and after-hours security. COVID-19 has shown we have remarkable skills and abilities when it comes to doing our work as one team, providing responsive care and adapting whenever possible to virtual platforms.

A year so dominated by the pandemic meant that our on-site staffing numbers were reduced to client-facing positions leaving many other positions to work remotely. Those essential staff kept our on-site services going, offering the full range of primary care services to ensure our clients continued to receive care and support. Our mental health services, like primary care, added virtual visits to its roster of services to maximize access and continuity of care. Many of our on-site groups were put on hold but some, when possible, pivoted to secure online platforms and socially distant outside activities to provide facilitated support for program participants during this difficult time.

COVID-19 unveiled the disparities which exist for many of the communities we serve. Issues of homelessness, food security, immigration status, and discrimination were heightened during this year and our advocacy to ensure that “hot-spot” areas receive access to testing and vaccines proved a vital and necessary response to combat community spread. Through our mobile health bus and community clinics we were able to work with our downtown east partners to offer COVID testing, vaccines, and wrap-around supports. In addition, we provided on-site harm reduction supplies to mitigate overdose deaths and promote safe substance use. We launched our Food for Good™ initiative, a multi-faceted program to tackle

food insecurity and offer opportunities for nutrition education and resources, networking, and social enterprise development.

Amidst the backdrop of the pandemic, we revamped our Rainbow Health Ontario website and launched a new learning management system, *LGBT2SQ Health Connect*, that enhances foundational knowledge of, and competency in LGBT2SQ health.

We continue to be an active participant in the latest iteration of health care transformation in Ontario with the confirmation of the Downtown East Toronto Ontario Health Team (DET-OHT). We are now part of the Core Table that is guiding the future development of this OHT. Our

Board has been actively supportive of our work in this area, keeping current of OHT developments through Board Education sessions and endorsing the Collective Decision-Making Agreement, a requirement for all OHT member organizations. Ontario Health Teams propose a new way for organizations to work together locally to address the health outcomes and issues of their populations. By working collaboratively with diverse organizations and sectors, we can offer our clients more robust and integrated services – strong wrap-around supports that reduce duplication, redundancy and create healthier outcomes. The DET-OHT’s first year priority populations focus on people experiencing homelessness and those with mental health concerns and we are pleased that Sherbourne continues to play a central role in collaborating with other community partners to address gaps in care for these populations.

And like many organizations in Toronto and around the world, events this past year were a catalyst for deeper discussions about anti-Black racism, and other forms of discrimination. Discussions in Board, staff, and management meetings have encouraged opportunities for Sherbourne to revisit its approaches to diversity, equity, and inclusion. We look forward to introducing a new framework that ensures our policies and practices continue to create safe spaces – free from all forms of discrimination – and positions our organization as an equity champion.

This report captures highlights from our work this year and includes a special section on our COVID-19 response. Our many thanks and appreciation to our staff, physicians, facility vendors, community partners, volunteers, donors, and funding partners who supported our initiatives this past year. Your support and dedication make our resilience possible.



A handwritten signature in black ink that reads "Palmer".

**Hazelle Palmer**  
President and  
Chief Executive Officer

A handwritten signature in black ink that reads "Michelle Moldofsky".

**Michelle Moldofsky**  
Board Chair

# YEAR IN REVIEW

COVID-19:

## REAL Response

Throughout the COVID-19 pandemic, Sherbourne Health has provided wrap-around support for our service users and for the communities we serve. Driven by the strength of our values, our mission and our teams, we've pushed the boundaries of what can be done to bring a REAL response to our community.

### VIRTUAL CARE



39,926

virtual primary care visits

### VIRTUAL SUPPORT



6,245

virtual mental health visits

✓ 300

COVID check-ins performed by  
Diabetes Education Program

### FOOD FOR GOOD



1,424

food hampers



2,490

to-go-style snack bags



400

grocery gift cards distributed

### OUTREACH



12

Sherbourne Health has  
translated COVID vaccination  
information into 12 languages

### COVID-19 TESTING



1,347

COVID-19 tests administered  
at the Corner

### VACCINATIONS



205

vaccinations in our first clinic,  
held for our service users



March 30

first COVID-19 vaccination clinic at  
the Wellesley Community Centre for  
our service users and St. James Town  
community members

## VIRTUAL CARE

An important part of Sherbourne Health's pandemic response was seamlessly offering virtual care and ensuring our service users still had their primary care concerns addressed as quickly as possible. When that wasn't possible, we stepped up to provide a safe environment, following stringent COVID-19 precautions, for our in-person visits.

## VIRTUAL SUPPORT

Our health care providers also went the extra mile when it came to mental health through the pandemic. Counselling, addiction services, and group sessions were all offered virtually to make sure our service users had the support they needed at a difficult time.

By necessity, many of our social and support groups moved online during the pandemic. Supporting our Youth (SOY) continued to offer ways for LGBT2SQ youth to come together, first through their "Keeping Connected" videos, then through social groups, and our Trans and Non-Binary programming continuously offered virtual programming as well. Support for newcomers

was maintained as well through a number of groups sharing support and resources. While we missed seeing people face to face, we appreciated every opportunity to connect.

## OUTREACH

Teams across Sherbourne Health partnered with other community agencies to reach as many people as possible – those who might be suffering from isolation and finding it harder to access services and essentials.

One way our Hep C team responded was by creating strategic partnerships to build capacity and provide wrap-around, community based Hep C care to residents of the newly developed shelter-hotel programs. The first satellite clinic opened at the Delta Shelter-Hotel in Scarborough and continues to operate on a weekly basis. Like the fixed-site clinic, the Delta program offers Hep C testing, treatment, peer support, and practical assistance.

Across Sherbourne Health, teams continued to find new ways to maintain connections to our service users, from "COVID



*“Working at Sherbourne has been a great experience, even over the pandemic,” says Laura. “Though there were less people in the building, we still felt like we were able to offer assistance to everyone who came through our doors,” adds Khimani.*

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**Khimani Williams and Laura White**  
Client Engagement and Safety Workers

check-ins” performed by the Diabetes Education Program to finding ways to get harm reduction education and supplies to people in our neighbourhood, our teams rallied to serve our communities in new and creative ways.

### **FOOD FOR GOOD™**

During the COVID-19 pandemic, Sherbourne Health saw an increase in demand for our food programs and realized that many of our clients and community members were facing greater food insecurity due to the social and financial ramifications of the pandemic. In response, Sherbourne and our Food for Good™ initiative began to provide healthy takeaway lunches and food hampers containing fresh produce and food staples that were available for pick-up at our facility. We also offered warm nutritious meals through our St. James Town Catering Collective and were thrilled and thankful when community members came forward to volunteer their time and support by providing contactless delivery of these meals to individuals and families in need of food.

### **COVID-19 TESTING**

At the St. James Town Community Corner (The Corner), Sherbourne Health has been providing COVID-19 assessments to a neighbourhood that has been heavily impacted by the pandemic. The Health Access St. James Town (HASJT) Intake team at The Corner has supported people who have tested positive with resources they need to make it through this public health emergency, whether that is enabling access to isolation sites to allow COVID-19 positive people to isolate themselves from family members, referrals for mental health supports, connection to primary care and facilitating income and meal supports.

We also brought COVID-19 assessments throughout the community thanks to the Rotary Club of Toronto Sherbourne Health Bus. Through a partnership with Unity Health, we used our mobile clinic to provide services that reach people where they are at.

Throughout the pandemic, our work at The Corner in St. James Town has continued to offer important supports. As the co-chair of the Health Access Leadership table and the lead for the Health Access St. James Town initiative, Sherbourne Health has been able to leverage partnerships to benefit the community of St. James Town, and facilitate localised access to services in one of the most densely populated neighbourhoods in North America.

## VACCINATIONS

Sherbourne Health ended the year on a hopeful note by being a leader in the COVID-19 vaccination effort in our community. Our first clinic was held at Dixon Hall and focused on our service users who fit the provincial vaccination criteria.

Thanks to our tireless advocacy for the residents of St. James Town, a neighbourhood particularly hard-hit by the pandemic, we opened the doors to the first community vaccination clinic at the Wellesley Community Centre on March 30. A true team effort, people from across Sherbourne Health, The Corner, Community Ambassadors, partner organizations and community physicians continue to work at our clinics to help get people vaccinated.

## THANK YOU

Sherbourne Health would like to recognize the donors who generously and selflessly reached out to us to offer relief funds and assistance during the COVID-19 pandemic.

- **Community Food Centres Canada**
- **The Echo Foundation**
- **Emergency Community Support Fund**
- **Good Food Access Fund**
- **La Fondation Emmanuelle Gattuso**
- **Patricia J. Fleming (FBG) Fund**
- **The Rotary Club of Toronto**
- **TD Bank**
- **Tippet Foundation**
- **Toronto Foundation**



*“One of the best things about working through COVID-19 has been hearing positive feedback and inspiring stories from our clients about how the Health Bus has made an impact on them through the pandemic. I’m proud of the work we’ve done to lower barriers to care, including the work with COVID-19 testing that has helped keep people and communities safe.”*

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**Oluwasehun Awobusuyi**  
Community Support Worker,  
Health Bus

## **INTEGRATED HEALTH SERVICES**

At Sherbourne Health, we strive every day to meet the needs of the people and diverse communities we serve. Through an extraordinary team of dedicated and passionate staff, physicians and volunteers – the driving force behind many of Sherbourne’s programs and services – we continuously work to ensure the health and wellness of every person who walks through our doors.

As one of the pillars of our mission, Sherbourne’s Integrated Health Services provide clinical care to our priority populations: people experiencing homelessness, newcomers to Canada, and the lesbian, gay, bisexual, trans, Two-Spirit and queer (LGBT2SQ) communities. Integrated Health Services are one way we move towards our vision of healthy people, healthy communities.

## FAMILY HEALTH TEAM



**38,588 primary care visits**

Including IPC and Health Bus

Our Family Health Team brings a collaborative and innovative approach to clinical care. Through the pandemic, all our providers have had to become creative to continue offering the best possible care for our service users while keeping everyone safe.

### STI TESTING

Our Family Health Team knows that even through a pandemic, sexual health is an important piece of overall wellness.

This past year, our nurses had to get creative to ensure that important tests that could keep our service users safe and healthy did not go by the wayside when face-to-face care was reduced. Through a blend of tactics that limited contact, including clients participating more fully in collecting samples, increasing the level of virtual care alongside short in-person visits and judicious use of sharing photos through our secure platform, we were able to ensure the continued

wellness of our service users while providing seamless access to care.

### THE NEXT GENERATION OF HEALTH CARE PROVIDERS

With the University of Toronto Department of Family and Community Medicine, Sherbourne Health has continued to play a part in educating family medicine providers looking to specialize in LGBT2SQ health by hosting two family medicine residents this past year.

This residency program was started by Dr. Amy Bourns who, during her own studies, had identified gaps in training for family doctors treating members of the LGBT2SQ community. Realizing this, Dr. Bourns created her own residency program to pursue this specialized training. Now, this Enhanced Skills Residency Program has been adopted by U of T with Dr. Bourns as program director. With Sherbourne Health as their home base, learners keep regular clinical hours in our family practice, in addition to working with several other organizations including Women's College Hospital,



*“This past year, one of our biggest successes is simply the fact that we were able to continue client access to healthcare, even when it meant getting creative to support our service users. I’m so proud of the whole team, with a special thanks to our medical secretaries who kept things running smoothly through shifting circumstances.”*

**Noam Lapid**

Registered Nurse, Family Health Team

Michael Garron Hospital, St. Michaels Hospital, CAMH and SickKids, and participate in several rotations including fertility medicine, transition-related surgery clinics and HIV care.

This program enables new family doctors to perform at a high competency level with LGBT2SQ clients, as well as become leaders in the field. Many of these residents will go on to teach the future generations of medical trainees, and with this specialized training, become experts in working with service users who may have trouble accessing safe, quality and affirming care.

## HEALTH BUS



**3,746 clients served**



**983 Health Bus Nurse Practitioner visits**

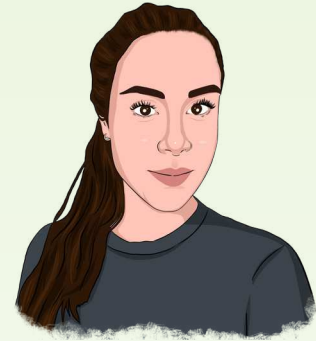


**797 individuals served by Health Bus Case Managers**



**2,500 cold weather supplies handed out from the Health Bus**

The Rotary Club of Toronto Sherbourne Health Bus is our clinic on wheels. We offer health care services to people who often face barriers when accessing healthcare. By focusing on providing accessible care in a confidential and non-judgemental way, the Health Bus has been able to reach vulnerable people, providing everything from mental health resources to warm hats.



*“The pandemic pushed us to expand our collaboration with other community partners, and through this, we set up clinics in local drop-ins and shelters. This shift really helped us to strengthen the community relationships we have which ultimately has allowed us to provide more responsive and coordinated services.”*

**Kira Treviranus**  
Nurse Practitioner, Health Bus

The Health Bus’s services are provided under two programs:

- The Health Bus Specialized Community Program, which delivers services tailored to community needs, such as harm reduction supplies, STI, HIV and Hep C testing, and community navigational support.
- The Moss Park Interprofessional Care (IPC) program, which serves the Moss Park community with primary care, case management and mental health support.

Providing services that reach people where they are at is one of Sherbourne’s values, and has been a strength of the Health Bus model during the pandemic. The team was quick to act throughout the year, providing services at a time when they were more needed than ever.

## MENTAL HEALTH



**6,245 mental health visits**

The importance of mental health in our overall health has been highlighted this past year. Sherbourne Health has responded to the needs of our communities and our service users through virtual visits, increased outreach and partnerships in the community to ensure access to support, healing, growth and overall wellness for the communities we serve.

Part of our COVID-19 response has included brief counselling with a dedicated mental health counsellor. This service is available to all our service users. This intervention removes many barriers to accessing important mental health supports and provides resources and quick assessment for those who need it.



*“Doing virtual mental health support for newcomers to Canada felt hard at the beginning of the pandemic. But as time went on, I was surprised and happy to see that we were able to increase access for these supports by eliminating barriers like childcare and transportation, and provided care for people who really needed it in a way that was convenient for them.”*

**Dyshni Sritharan MSW, RSW**  
Mental Health Counsellor,  
Newcomer Health Team



**Newcomer engagement:  
44 mental health  
support workshops with  
435 participants**

The Newcomer Health Team partnered with a number of settlement service organizations through our Settlement and Health Integration Project to offer mental health support groups during the pandemic. This program was incredibly well received and operated through the full year. As a much-needed source of support, many groups that were intended to be a single event went on to become continued groups.

**DIABETES EDUCATION  
PROGRAM**



**1,169  
visits**



**272 group  
encounters**



**232 new  
service users**

Our Diabetes Education Program (DEP) offers health education about diabetes prevention and management, alongside the support people need to maintain their health and wellness. Through the pandemic, the program’s Registered Dietitian and Registered Nurse continued to offer services – primarily virtually but also safe in-person visits when required. Through forging new partnerships with

organizations like Progress Place and Canadian Centre for Victims of Torture, the DEP was able to do outreach to run additional virtual groups to access harder to reach groups. Since people living with diabetes are at a higher risk of complications and serious illness if they contract COVID-19, the team also focused on vaccine education for their service users and ensuring they have the knowledge they need to keep themselves safe.

This year also saw the DEP start a “Review and Recall” quality improvement initiative to formalize a process of reviewing previous visits and ensuring follow-ups are done with anyone they may have missed.

## HEPATITIS C



**4,500 service sessions for people living with Hepatitis C**



**7,500 outreach contacts largely through street-based harm reduction focused outreach to people experiencing homelessness and people who use drugs**

As a partner of the Toronto Community Hepatitis C Program (TCHCP), Sherbourne's Hep C Team works to provide community-based Hep C education, testing, treatment and support for people who have faced barriers accessing mainstream health care. This includes general support, case management, practical support, counselling, wellness checks, and clinical monitoring. This year, the team achieved a substantial increase in outreach contacts, reflecting the program's aim of adapting service provision to meet community need throughout the pandemic.

This year, the team's work has also centred on improving health and social support access for people who use drugs through the lens of Hep C care. Part of this work has been leading community development initiatives that focus on increasing coordination between harm reduction programs, clinical services, and community; promoting and supporting the development of harm reduction programming in the shelter-hotel system; and increasing community presence through encampment support outreach.

## ARC

Sherbourne's Acute Respite Care (ARC) Program is a short-term health care unit offering 24/7 care for individuals who are experiencing homelessness, or who are under-housed, and/or socially isolated (aged 16 and older) and need a safe place to recuperate from an acute medical condition, illness, injury or surgery.

Through 2020/2021, ARC has undergone a program review allowing us to reinvigorate our model of care. Through robust planning, this time of transition will allow us to offer enhanced services, a new staffing model that will increase the health care complement including more nurses to continue to offer the best care possible. The end of the fiscal year saw ARC begin to implement these changes, and we look forward to a full program re-launch later in 2021.

## COMMUNITY PROGRAMS

Healthy people. Healthy communities. It's our vision, it's our work. To build a healthy community, Sherbourne Health looks to our neighbourhoods and priority populations to find those who experience barriers to accessing healthcare, are isolated or experience complex health challenges. Working for and with our communities, we create opportunities for care, support and resilience.

## HEALTH ACCESS ST. JAMES TOWN

Health Access St. James Town (HASJT) is a pioneering community-based model of localized service coordination and collaboration, where highly skilled and friendly intake workers connect residents to health and social services from more than 15 different partner organizations and beyond, through a single intake process. This intake primarily happens at The St. James Town Community Corner (The Corner) as well as five other sites in the St. James Town neighbourhood.

As the lead organization at HASJT, Sherbourne Health continues to work with the local community to improve access and address systemic barriers to health and wellbeing.

## THE CLINIC AT THE CORNER



**9,016 health access visits at The Corner**

The Corner, an inclusive community hub, is the primary site from which HASJT operates. Through visits at The Corner, service users can access primary healthcare, referrals for specialists to address complex medical needs, mental health services, settlement support, employment counselling, childcare assistance and, more recently, COVID-19 testing, vaccines and related resources.

Sherbourne Health also advocated strongly for the St. James Town neighbourhood residents to have local access to testing and vaccines, helping us to establish the first and longest-running local COVID-19 assessment drop-in at The Corner, as well as the COVID-19 vaccination clinic at the Wellesley Community Centre. Despite the COVID-19 pandemic this past year, the Corner increased the number of service user visits by 26 per cent over the previous year.



*“Throughout the pandemic, I’ve gained a deeper understanding of the local community and created so many new connections. Providing leadership for both our COVID-19 testing clinics at the St. James Town Community Corner and through our vaccination clinic at the Wellesley Community Centre has been a real highlight for me.”*

**Dr. Warda Iqbal MD, CCFP**  
Physician

## DOWNTOWN EAST TORONTO ONTARIO HEALTH TEAM

The Ministry of Health announced the approval of the Downtown East Toronto (DET) Team as an official Ontario Health Team. Sherbourne Health is pleased to be a partner in this collaboration and has been fully involved in the development of this DET Ontario Health Team.

As part of Ontario's health system transformation strategy, Ontario Health Teams (OHTs) have been envisioned as a new way of organizing and delivering care that is more connected to patients and clients in their local communities. The aim is for various health care providers (including community services organizations, hospitals, primary care, and home and community care) to work with patients and clients as one coordinated team to make it easier to navigate the system and transition between providers.

This announcement came after more than a year and a half of planning and preparation alongside our health and social service care delivery partners, as well as clients in the Downtown East.

As it continues its work to integrate care, the DET OHT members have set our Year 1 focus on improving health care outcomes and experiences for two priority populations:

- People experiencing homelessness
- Adults with mental health symptoms who would benefit from counselling or psychotherapy.

Sherbourne Health is co-leading initial initiatives the DET OHT will undertake for people experiencing homelessness. Beyond this, we are a Member of the DET OHT's Core Table and involved in working groups focussed on client engagement, governance, mental health and digital health.



*“I am proud to have taken on a leadership role, coordinating the Food for Good food hamper program that Sherbourne organized early in the pandemic. I loved being able to work with teams across the organization and to help address the immediate need of food security. It was an honour to participate in something that was so needed in our community.”*

**Christina Tran MPH**  
Registered Dietitian

## FOOD FOR GOOD™



At Sherbourne, we believe that everyone deserves access to comprehensive and holistic health and wellness supports that address physical and mental health and which also impact social determinants of health. Food security is one of those determinants.

The **Sherbourne Health Food for Good™** initiative integrates the many food and nutrition support programs we provide to individuals who face food insecurity, need support to manage their dietary restrictions and want to improve their quality of health and wellbeing. This initiative aims to provide education and skills development opportunities for the populations we serve.

The Sherbourne Health Food for Good initiative has created opportunities that increase access to food and connect people to community and provided individuals facing food insecurity with the sustenance and support they needed during this health care crisis.

### HARM REDUCTION

While 2020-2021 was a year marked by the COVID-19 crisis, another public health emergency – the opioid crisis – continued to worsen across the province. Sherbourne Health wanted to ensure that members of the community already isolated by COVID-19 restrictions could still access essential harm reduction programming.

Throughout this year our team increased our outreach efforts on foot to ensure we reached our isolated community members with naloxone and harm reduction supplies. We are proud of our collaboration with other community organizations to achieve this.

In January 2021, Sherbourne repurposed a room on our main floor to create a permanent space for community members to access harm reduction supplies including injecting and smoking equipment, naloxone kits, and educational materials. In addition, the clients and community members were able to do wellness check-ins with our staff within this space. We are extremely proud to have created a physical space that can help us serve people who use drugs in our community.

## CAPACITY- BUILDING INITIATIVES

How do we achieve healthy communities?

By ensuring that people have the skills and tools to create change where it is needed. As a part of our mission, delivering capacity-building initiatives through these programs provides education, skills, support, community, camaraderie and connection. All of these are vital elements to empower people to achieve their best, work towards full wellness of mind, body and spirit and be part of a community ecosystem complete with mutual support and care.

## SUPPORTING OUR YOUTH (SOY)

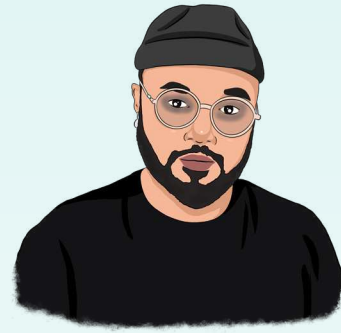


Supporting Our Youth (SOY) is an innovative capacity-building program of Sherbourne Health. SOY works to support the health and well-being of all queer and trans spectrum youth 29 years old and under through our groups, programs and events and by providing one-on-one support.

Support has perhaps never been more important than over the past year. While programing has had to shift and change in order to stay safe, imaginative solutions to new situations continued to keep us connected.

From the beginning of the pandemic, SOY responded to the needs of youth in our programs and communities. First offering Staying Connected, a weekly video series that shared meditation prompts, coping skills and storytelling was shared with program participants to fill the gaps while more interactive solutions were available. SOY continued to evolve through the pandemic, and in addition to weekly community check-ins, we were able to offer multiple virtual groups and activities including:

- **Trans Fusion Crew (TFC)**, a place for all trans, gender non-binary, or genderqueer youth to explore and feel affirmed in their identities.
- **Black Queer Youth (BQY)**, a place to celebrate Black queer and trans spectrum people's experiences and accomplishments.
- **EXPRESS**, a meeting space for LGBT2SQ youth newcomers, refugees, refugee claimants, or non-status persons to navigate a new home together and build community in Canada.



*“A great thing about working at Sherbourne this year is that even when we couldn’t be together in person, I still felt connected to everyone who works here. We were able to hold each other up in tough times. Working with everyone at SOY meant that I stayed connected to my communities and could then be a strong support for youth as well.”*

**Patrick Salvani**  
SOY Groups Coordinator

- **SOY LEAD**, a 20-week peer leadership training program that offers skills building and capacity-building opportunities for LGBT2SQ youth 29 and under.
- **Melanin Linx**, a program matching LGBTQ youth with a Black, LGBTQ mentor to support youth with developing life skills, building resilience and strengthening connection to their various communities.

Despite the challenges of COVID-19, SOY was able to add new activities to the roster including Kiss it Better? A Sexual Health Learning Series, as well as a queer and trans book club and a virtual pride prom.

Like many other programs across Sherbourne Health, SOY was able to continue to reach out into the community by partnering with other organizations. Special thanks to Planned Parenthood, Student Leadership & Youth Employment (SLYE), Black Coalition for Aids Prevention (BLACK CAP), Lumenus Community Services, Parkdale Project Read, Another Story Bookstore and ReAct Youth Program.

## TRANS AND NON-BINARY PROGRAMS

Our Trans and Non-Binary programs also adapted to the circumstances of the pandemic by moving to virtual support and social activities.

Mature Trans Sisters, a social drop-in group for trans women ages 45 and up continued to see 11–14 weekly participants. Gender Journeys, a program offering information and community for anyone with gender changes across the spectrum, helped to facilitate discussions about various experiences of gender transition, embodying changes, coming out, health and hormones, dealing with discrimination, trans and genderqueer community-building and negotiating relationships.



*“The programming we are providing offers more than content; it provides needed social and community connection for our service users during the isolation of pandemic,” says Laura. “In some ways, we’ve even been able to grow that community through offering our social and support programs online,” adds ki.*

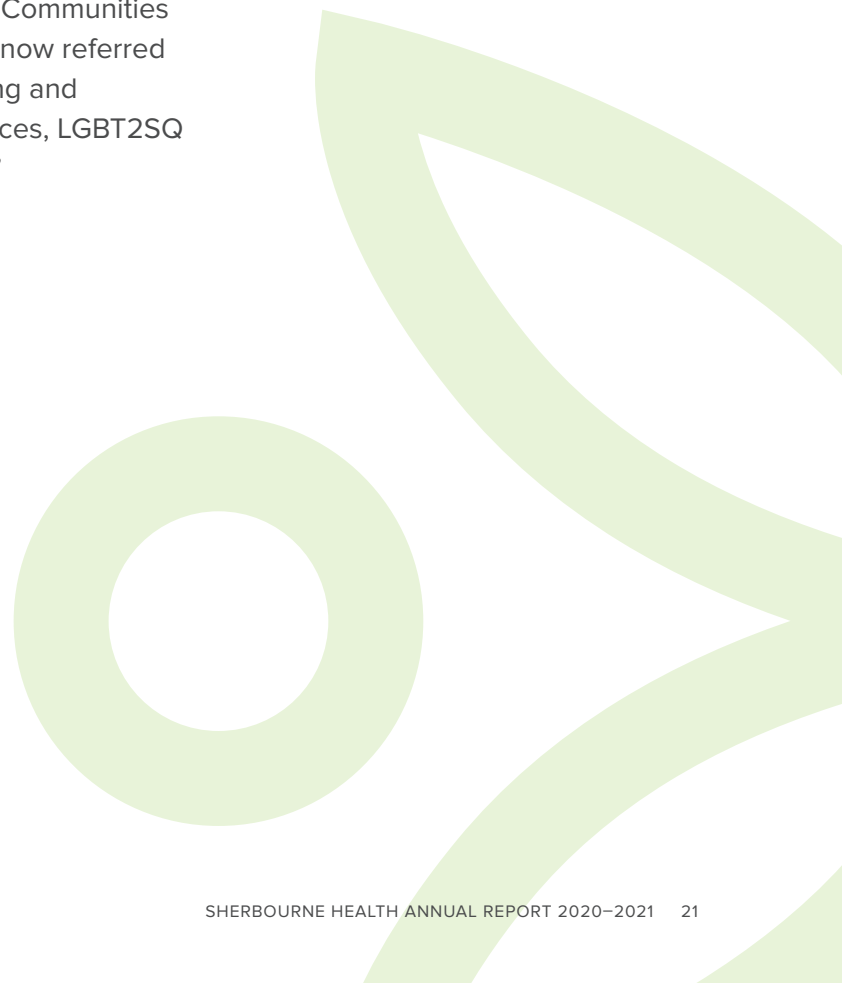
**Laura Shepherd and ki Alleyne**  
Trans and Non-Binary  
Program Coordinators

Offering much needed connection during times when many people experienced a loss of community and support has and continues to be a priority for these programs. Sherbourne's LGBT2SQ programs will continue our dedication to effective and inclusive programming and responding to the diverse needs of Toronto's trans and non-binary communities.

### **PARENTING AND FAMILY RESOURCES, LGBT2SQ COMMUNITIES**

Throughout this past year, work has been done to evolve our LGBTQ Parenting Network to focus on information and referral services and capacity-building, as an integrated approach to Sherbourne's broader offering of LGBT2SQ programs and health services. To better reflect this evolution, the services provided by the LGBTQ Parenting Network are now operating under the LGBT2SQ Communities Team and are now referred to as "Parenting and Family Resources, LGBT2SQ Communities."

We are excited to bring about these ongoing enhancements to our Parenting and Family Resources, LGBT2SQ Communities at Sherbourne Health. By continuing to evolve and adapt to ongoing client needs, we aim to ensure that knowledge, information, resources and support continue to remain effective, accessible and relevant to the program's many diverse service users within the LGBT2SQ parenting communities.



## RAINBOW HEALTH ONTARIO



rainbow health ontario  
SHERBOURNE HEALTH

Rainbow Health Ontario (RHO) is Sherbourne's provincial knowledge transfer and capacity-building program, providing resources and education to improve the LGBT2SQ competency of health care providers.

This year, Rainbow Health Ontario marked a huge milestone that couldn't have been timelier – the launch of our revamped website as well as LGBT2SQ Health Connect – a new online learning management system. RHO is now able to connect even more health care providers in Ontario to relevant education that will allow them to serve LGBT2SQ communities with enhanced understanding. In addition to our popular seven-module

online LGBT2SQ Foundations course, we were also able to launch a new course, Puberty Suppression in Primary Care and shared it virtually via video conference. Since the launch of our learning management system in June 2020, we've had **2,392 people complete the LGBT2SQ Foundations course** and an additional **749 attendees in our webinars**, and we've received terrific feedback about the quality and ease of taking these courses online.

RHO continued to publish resources this year, including our new *Health in Focus* series. The first three HIF documents shine a light on important issues in healthcare where there are still gaps in knowledge, and this year included care for LGBT2SQ seniors, eating disorders and disordered eating behaviours in LGBT2SQ adults and adolescents and transition-related surgery post-surgical care.



*“This year, Rainbow Health Ontario was able to increase the number of people we were able to offer trainings for by going virtual. I’m proud that we were able to pivot from face-to-face to online learning seamlessly as well as all the great feedback we received from health care providers who took our courses.”*

**Silvana Hernando RP**  
Clinical Educator,  
Trans and Non-Binary Health  
at Rainbow Health Ontario

# DONORS

Sherbourne Health could not provide our impactful healthcare services and dynamic, innovative programming that sustains and enhances the overall health and wellbeing of our service users without donors. This is why we call these valued individuals, corporations, foundations, and community groups the “Friends of Sherbourne”.

**THANK YOU TO ALL THE FRIENDS OF SHERBOURNE WITH A SPECIAL THANKS TO:**

- The Government of Ontario
- The City of Toronto
- Brandon Ash
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- Aston Family Foundation
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- Bell Canada
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- Joe Callaghan and Matthew Perry
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- Toronto Rainbow Reef Rangers
- Dr. Zoe Unger

*This list represents donors who gave \$1,500 and above during this fiscal year.*

**WE WOULD ALSO LIKE TO RECOGNIZE IN-KIND DONATIONS FROM:**

- Deloitte
- ESP Inc.
- Eyes on Church
- FoodShare
- Just Socks Foundation
- Second Harvest
- Twelve Months

In our 2020-21 fiscal year, Sherbourne received

 **1,593** donations from

 **1,041** of our generous and committed friends.

# BOARD OF DIRECTORS AND VOLUNTEERS

## BOARD OF DIRECTORS

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## BOARD COMMITTEES – COMMUNITY MEMBERS

Monica Bienefeld
Laurie Bourne
Chad Brincheski
Max Ferguson
Steven Lewis
Richard Willett



*“A major highlight of the past year for me was being able to contribute to keeping Sherbourne Health’s finances running smoothly, while also working on our overall COVID-19 response for the whole community.”*

**Christian Delos Reyes**  
Finance Supervisor

### OUR VOLUNTEERS

 **92**

 **2,249**  
volunteer hours

# STATEMENT OF FINANCIAL POSITION

As at March 31, 2021	2021 \$	2020 \$
<b>Assets</b>		
Current		
Cash	3,876,038	2,646,605
Prepaid expenses	306,075	343,305
Accounts receivable	202,980	305,902
Inventory	6,526	1,856
	<b>4,391,619</b>	<b>3,297,668</b>
Capital Assets	<b>15,778,936</b>	16,589,534
	<b>20,170,555</b>	<b>19,887,202</b>
<b>Liabilities</b>		
Current		
Accounts payable and accrued liabilities	3,804,719	2,810,862
Deferred revenue	518,547	492,505
	<b>4,323,266</b>	<b>3,303,367</b>
Deferred capital contributions	<b>15,007,297</b>	15,779,542
	<b>19,330,563</b>	<b>19,082,909</b>
<b>Fund balances (deficit)</b>		
Invested in capital assets	771,639	809,992
Unrestricted	68,353	(5,699)
	<b>839,992</b>	<b>804,293</b>
	<b>20,170,555</b>	<b>19,887,202</b>

The full audited financial statements and accompanying notes for the period ending March 31, 2021 are available upon request.

# STATEMENT OF OPERATIONS

Year ended March 31, 2021	2021 \$	2020 \$
<b>Revenue</b>		
Ministry of Health (“MoH”) and Toronto Central Local Health Integration Network (“Toronto Central LHIN”) funding	8,735,725	9,045,229
MoH Family Health Team	3,290,682	3,387,297
Amortization of deferred capital contributions	797,245	858,362
MoH Indigenous, French Language & Priority Populations Branch Grants	656,334	980,540
Other grants and guarantors	509,236	480,538
Fundraising	419,867	371,679
Other revenue and recoveries	203,278	181,964
Supporting Communities Partnership Initiative	74,821	74,080
	<b>14,687,188</b>	<b>15,379,689</b>
<b>Expenses</b>		
Primary care and Family Health Team	6,054,006	5,704,600
Building services and utilities	1,590,733	1,506,058
LGBT primary care	1,583,824	1,727,589
Acute Respite Care (ARC)	1,434,298	1,881,390
Amortization	876,109	936,635
Rainbow Health Ontario	667,451	1,028,711
Administration	596,343	607,777
Information systems	430,552	502,269
Human resources	429,725	338,313
Health bus/mobile	420,177	325,283
Finance	196,103	261,596
Immigration, Refugees and Citizenship Canada	169,037	169,644
Fundraising	102,147	150,633
Communications	100,984	158,237
	<b>14,651,489</b>	<b>15,298,735</b>
Excess of revenue over expenses	<b>35,699</b>	<b>80,954</b>

The full audited financial statements and accompanying notes for the period ending March 31, 2021 are available upon request.



sherbourne.on.ca

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sherbourne HEALTH