



sherbourne HEALTH

Annual Report

2021–2022



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 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 this land home today.



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Message from the Chair of Sherbourne Health's Board of Directors

Sherbourne Health's Board of Directors had another year of working virtually, but never wavered in our dedication to supporting the organization through the uncertainties of the pandemic. The board worked diligently over the past year, always considering the ongoing pressures facing the healthcare system; we all take pride in the ways we continued to show up to guide Sherbourne Health's strategic work.

Our ongoing involvement in the Downtown East Toronto Ontario Health Team (DET-OHT) has continued to ensure Sherbourne's work and leadership aligned with the OHT, and made working together to tackle big issues in health care possible. With our membership in the DET-OHT now in its second year, we are continuing our work to integrate care and improve health care outcomes and experiences for people experiencing homelessness and adults with mental health symptoms who would benefit from counselling or psychotherapy.

The board also kept up-to-date with provincial and funding directions to ensure Sherbourne met its goal to provide the best care possible. Of particular note was the board's support of Sherbourne's structural reorganization and development of communities of practice to improve internal flow and cross-organizational collaboration. We have also continued to engage with Sherbourne's initiatives with respect to anti-Black racism and equity, diversity and inclusion (EDI). The board has already begun to see the benefits from having a dedicated EDI Specialist on staff, including continuing in our own learning and growth around EDI. The board is also proud of Hazelle's leadership in this area as Co-Chair of Ontario Health's Anti-Racism Implementation Steering Committee.

Another highlight of this year saw a dedicated committee of Sherbourne staff and board members team up to develop a new strategic plan. The new plan's directions give us an opportunity to build upon the incredible work of recent years, and we all remain dedicated to improving health outcomes, strengthening partnerships, and building organizational excellence. By the time you read this report, this committee's hard work will have come to fruition and Sherbourne's new strategic plan guiding the next five years will have been released.

I have been a part of Sherbourne's board for six years, and will be stepping down as Chair. It has been an honour to serve this fantastic organization. As I write this, we are also recruiting new board members who will bring their unique perspectives and experiences to help inform Sherbourne's work in the coming years. To these new board members, I'd like to share a warm welcome on behalf of everyone at Sherbourne Health. I'd also like to extend my heartfelt thanks to our outgoing board members, as well as those who are continuing their terms. Volunteering our service as board members is a powerful way to shape the growth of such an outstanding organization, and we should all be proud of our contributions.



Michelle Moldofsky
Board Chair



Message from the President and CEO of Sherbourne Health

It's been another year of Sherbourne Health operating in the shadow of the COVID-19 pandemic, and another year of our staff and physicians rising to the occasion through outstanding care and powerful community outreach.

We've seen a number of issues in our communities become more visible – and more urgent. Food insecurity, the opioid crisis, growing homelessness and increased mental health concerns are just some of the challenges we are facing. But at every turn, Sherbourne Health is finding ways to address these challenges.

Our Food for Good initiative continues to grow, offering healthy food to our service users and community members, with significant movement on our goal of opening a social enterprise café on site. We are building partnerships to find creative ways to cultivate food security and sovereignty, whether it's virtual cooking and storytelling groups with people from all ages through our Limin program, or supporting the St. James Town Catering Collective in providing healthy, culturally relevant meals at The Corner.

We recognize the deep losses felt in our communities due to the opioid crisis and a growing number of overdose deaths. Sherbourne is responding by distributing harm reduction kits, now available 24/7 outside our front doors, developing a supervised consumption site accessible to those staying in our Acute Respite Care program, providing take-home naloxone kits and overdose prevention training, and undergoing significant growth in other harm reduction activities.

Being situated in a community that experiences high homelessness and housing insecurity, we know it's especially important to advocate for increased housing availability in a rapidly gentrifying area. Over the past year, we've endorsed creating affordable and supportive housing in our neighbourhood at the municipal level, as well as growing our supportive housing options for 2SLGBTQ youth.

The pandemic has also brought into stark relief the growing lack of access to mental health services. Sherbourne has reformulated our mental health program and added Brief Therapy Services to give quick access to alleviate crises and give vital support when and where people need it.

There's so much more to be proud of in our work in the past year as well. Our commitment to equity, diversity and inclusion (EDI) continues to grow and evolve. We've created a full-time permanent position in the organization to look at EDI from all angles, from hiring to communications to policy and beyond. I'm also proud to represent Sherbourne Health through my involvement in anti-racism initiatives at the Ontario Health Anti-Racism Implementation Steering Committee, helping to provide oversight at a provincial level.

Operationally, we've had some big changes at Sherbourne Health, including implementing an organizational restructure that places improved and efficient service front and center. Recognizing that people can have overlapping and intersectional identities, we are streamlining our intake and service by removing the silos between our services dedicated to 2SLGBTQ people, newcomers and those in our Urban Health program. The people who make up these groups remain the priority populations that we serve, but we recognize the complexities of people's lives. This restructuring is also aimed at increasing our internal capacity to work with renewed vigor across all areas of the organization, and I hope you'll see some of these changes reflected in this Annual Report.

It is with deep respect and sadness that I acknowledge the many losses that our teams and our communities have had to face this year. Many of our staff have been managing grief alongside their work at Sherbourne – whether we are grieving friends, family members, clients or community members, we know it's been a hard year on our hearts.

But it has also been a year of hope. As we slowly grow out of this pandemic and find new and innovative ways to address the needs of our community, our spirits are full. This report captures highlights from our work this year, and every page shows the dedication and diligence of our staff, physicians, facility vendors, community partners, volunteers, donors, and funding partners who made our successes possible. My heartfelt thanks go to everyone who has done and supported the work this year.



Hazelle Palmer
President and CEO

COVID-19 Response: Going Above and Beyond

Throughout the COVID-19 pandemic, Sherbourne Health has found new ways to respond to the changing needs of our service users and our communities. We take great pride in the dedication and determination of our staff and physicians during this challenging time.

One of the most important pieces of our COVID-19 response was our vaccination clinic at the Wellesley Community Centre. Open from March 2021 to March 2022, the clinic served the Moss Park and St. James Town communities, and delivered 46,000 vaccinations. Sherbourne also acted as a committed advocate to ensure that these neighbourhoods had low-barrier vaccinations available to marginalized residents.

We went above and beyond to ensure high-quality primary care for people living in Downtown East Toronto who have been disproportionately impacted throughout the pandemic. This included organizing the first isolation site for shelter residents in Canada, and creating and sharing a Vaccine Playbook for shelters.

Our Food for Good initiative addressed rising local hunger through the pandemic by offering all service users – from those accessing services on our Health Bus to in-person program attendees – something to eat. We stepped up for isolated, food insecure individuals and helped the St. James Town Catering Collective serve up over 8,000 healthy meals, homecooked by newcomer women as part of an income generation project.

Sherbourne's exceptional pandemic response didn't go unnoticed. Alongside our partners Inner City Family Health Team and St. Michael's Hospital Academic Family Health Team, Sherbourne Health was recognized by the Association of Family Health Teams Ontario (AFHTO) with a Bright Lights Award in the category of Community Response to COVID-19.





46,000

Vaccinations delivered at our Wellesley Community Centre vaccination clinic



58

Pop-up vaccination clinics, in collaboration with Health Access St. James Town



500

Number of hours The Corner's community ambassadors put towards sharing information about COVID-19 vaccinations and more



3,000

Grab-and-go bags filled with healthy food distributed to service users



Integrated Health Services

As one of the pillars of our mission, **Integrated Health Services** is the umbrella under which we provide clinical care to our priority populations: people experiencing homelessness, newcomers to Canada, and the Two-Spirit, lesbian, gay, bisexual, trans, and queer (2SLGBTQ) communities. This care includes our award-winning Family Health Team, specialized HIV care, Acute Respite Care, the Rotary Club of Toronto Health Bus, mental health services and more.

Through an extraordinary team of dedicated and passionate staff, physicians and volunteers, we continuously work to ensure the health and wellness of every person who walks through our doors.

Family Health Team

This has been another successful year for the Family Health Team at Sherbourne Health. Thanks to dedicated wrap-around services, the team has maintained access to primary health care – virtually when necessary – to ensure continuity of care for our service users.

In addition to more than 33,000 patient visits and adding 128 new clients, the Family Health Team has been looking at ways to increase cancer screening numbers and finding innovative ways of collecting and using demographic data to ensure our clients' health needs are being addressed in a timely and thorough fashion.

Cancer Screening

With reduced in-person visits throughout the pandemic, health care providers at Sherbourne and beyond have grown concerned about fewer clients completing necessary cancer screening with their family doctors. Primary care providers at Sherbourne have started to address this with a renewed focus on ensuring our service users don't slip through the cracks. Drawing on our long history of cancer screening outreach, staff have been developing a new cancer screening tool that will help our providers have a clearer picture of who would benefit from a variety of cancer screenings as well as considering new outreach initiatives and options. It was piloted in the second half of this past year with cervical cancer screening and garnered a remarkable jump in our Pap test completion rate (with close to 100 Pap smears completed in the third quarter alone). The tool is slated to be rolled out to other screening programs in the coming year.



Health Equity and Data Collection

Integrated Health Services is in the early stages of a new program that will help us gain a better understanding of our service users, with an eye to furthering health equity in our organization and beyond. Staff have received training around best practices for asking about and updating how we record demographic data for our service users. This information will give us a better picture of how social determinants of health like employment, race, disability, gender identity and housing can contribute to health outcomes. Health equity data tells us a story about access to health care and helps us to respond to the specific needs of different populations.



31,237

Clinical Family Health Team visits



7,372

Registered primary care service users



Acute Respite Care

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

This past year, the program implemented a new staffing model that utilizes a team of registered nurses, registered practical nurses and client health workers, enhancing the team’s ability to provide more robust medical and social supports. As part of this new model, ARC also added a mental health counsellor who can facilitate both case management and counselling opportunities for service users.

High-level training for the team at ARC has also helped to increase client service and satisfaction. In November 2021, the full ARC team took part in an all-day workshop in harm reduction and overdose response, as well as a full day de-escalation training.

Work towards offering a supervised consumption site within ARC has been ongoing. Construction, training, and negotiation at the federal level is continuing our commitment to harm reduction and ensuring the health and safety of our service users.



138

Individuals served



1,922

Total inpatient days

Health Bus

The Rotary Club of Toronto Sherbourne Health Bus is Sherbourne's mobile clinic on wheels. Its health care on-the-go services are available for marginalized people who face road bumps connecting to traditional health care, barriers often worsened by pandemic circumstances.

Working together with an interdisciplinary team and agencies, the bus makes regular stops in our surrounding neighbourhood six days a week. Passengers who come aboard can access judgment-free services tailored to their needs, including primary care, harm reduction support, and warm socks for winter relief.

Increasing need from service users last year led the Health Bus to expand, by adding more stops and evening times to its schedule. Starting last winter, a new partnership with the Hep C program offers weekly drop-in support from the Health Bus to residents living in two shelter hotels. This joint effort drives home why agile accessibility matters in community health and Sherbourne's commitment to meeting people where they're at.

Health Bus services are delivered by two programs, its Specialized Community Program and the Moss Park Interprofessional Primary Care Program (IPC), which directly assists Moss Park's homeless and underhoused communities.





3,078

Pairs of warm socks distributed



1,099

Nurse practitioner visits



1,135

Visits with Moss Park Interprofessional Primary Care Program case managers



4,818

Encounters with people seeking health information, resources and harm reduction supplies



Mental Health

We know that mental health IS health. This means we are continually working to improve access to low-barrier and efficient mental health care. This past year, our mental health team has found ways to be more efficient and to refocus our efforts to provide better access for our service users. This work has resulted in a 90% reduction of our waitlist. We've also created a new referral process that we look forward to launching in 2022-2023.

Innovative Mental Health Services – We're Here When It Counts

Sherbourne Health continues to provide innovative services that improve resiliency and are tailored to our unique priority populations. One way we've achieved this in the past year has been the continued development of our **Brief Therapy Services (BTS)**. Service users experiencing distress can be referred to BTS, which provides them with timely, low-barrier access to expert mental health services. This service differs from both walk-in services and longer-term services by providing up to three sessions aimed towards identifying current challenges, available resources, and articulating goals for future care. The service responds to referrals within one business day, with services usually booked within a week, allowing for timely services when people need them the most.

Harm Reduction

Harm reduction refers to practical strategies and ideas focused on reducing the negative consequences commonly associated with drug use. Harm reduction also refers to a social justice movement that is centered around respect for the rights of people who use drugs. At Sherbourne Health, harm reduction strategies are built into our services in both direct and indirect ways. First and foremost, Sherbourne recognizes and celebrates that people who use drugs are a part of our community; we work to ensure they are comfortable in the space and have access to services that respect their needs and lived experience. Sherbourne is expanding our direct harm reduction services, and 2021-2022 saw continued growth in this area.

Harm Reduction Cart

This year saw impressive movement towards improving access to life-saving materials. Our free harm reduction supplies became available 24/7 in a dedicated cabinet located outside of our front doors, and the uptake on these supplies has been a success story for Sherbourne – hundreds of kits are provided free of cost every week, available to anyone who needs them, any time.



STASH Room

Support, Testing, Access, Supplies and Harm Reduction (STASH) is another huge success for Sherbourne Health this year. STASH has become a place for community members to drop in, grab a snack bag, get connected to resources for shelter and/or long-term housing, access Hep C testing, and even receive quick essential health care if they are unattached to a primary provider. The space offers opportunities for direct community case work and welcomes people into Sherbourne Health – more ways we are addressing food insecurity, access to care and building community connections.

Kit Packing Group

Since February 2022, the weekly kit-packing group makes space for people who are or were drug users to help their communities. In exchange for their work creating harm reduction kits, participants receive a hot meal and a stipend, as well as an opportunity to build community and get training that has already led some participants into full-time employment. Every week, our kit packing group makes more than 500 harm reduction kits to help keep our communities safe.



34,151

Harm reduction kits distributed



5,063

Take-home naloxone kits distributed

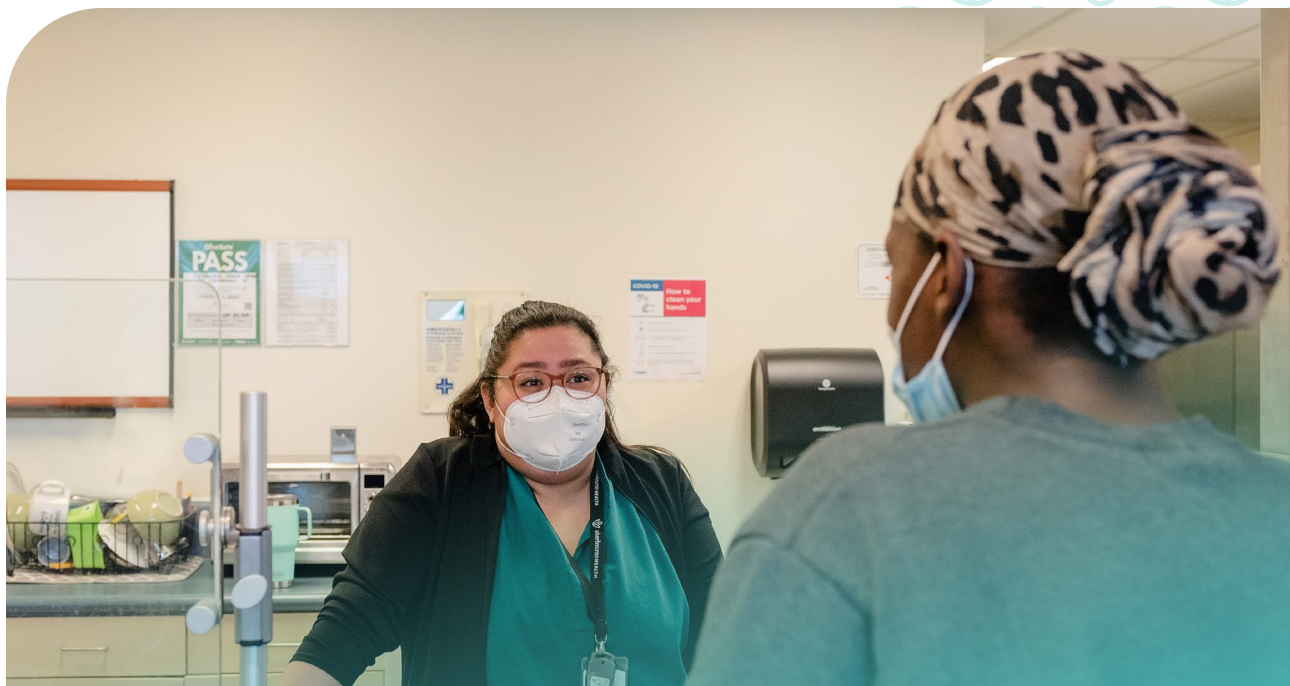
Hepatitis C

The Toronto Community Hep C Program (TCHCP) is a partnership between Sherbourne Health, Regent Park Community Health Centre and South Riverdale Community Health Centre.

The TCHCP provides community-based Hep C education, testing, treatment, and support for people who have faced barriers to accessing mainstream health care. We aim to improve people's quality of life by reducing the barriers and stigma for people living with Hepatitis C, providing equitable access to comprehensive care and services, strengthening the capacity of people with lived experience of Hep C to self-advocate, and creating a sustainable program in order to build a healthy community.

Like so many of the programs at Sherbourne Health, our work around Hep C touches several different areas and informs many aspects of the work that we do. The program comprises a team of health professionals dedicated to providing client-centred care for people with Hep C, including primary care doctors, nurses, counsellors, outreach workers and educators.

This year, our Hep C program has expanded our delivery of care by working with multiple shelter hotels in Toronto, partnering with Sherbourne's Health Bus and resuming our regular drop-in services which had been paused or significantly reshaped through the pandemic.





Community Health and Capacity Building Initiatives (CHCBI)

Through Sherbourne Health's **Community Health and Capacity Building Initiatives (CHCBI)**, we find new ways to focus on our vision: Healthy People. Healthy Communities. Through our work in building up communities, we also build resilience, improve access to health care and resources, and create opportunities for generations to come.

Diabetes Education Program

Sherbourne's Diabetes Education Program (DEP) offers health education about diabetes prevention and management and works to provide equitable access to quality care. Through the last year, the program's registered dietitian and registered nurse continued to offer services – virtually, in-person, and in monthly support groups – and have continued to exceed their ambitious service targets.

In addition to wider implementation of a process dedicated to reconnecting with service users that may have slipped through the cracks, DEP has also been working on expanding the number of clients they serve. A new outreach initiative contacted area physicians who aren't currently connected to a diabetes team to share information about our offerings. This resulted in tripling the program's external referrals for the last year. DEP continued community partnerships and outreach with a new program through the Toronto District School Board in their adult ESL classes, as well as with Progress Place, The Neighbourhood Group and with Cota Health. Overall, their work this year resulted in exceeding DEP's targets for one-on-one visits by 70%.



300%

Growth in external referrals thanks to targeted physician outreach



70%

Exceeded targets of one-on-one visits by 70%

Food for Good

Currently, one in five households in Toronto are food insecure. Food insecurity refers to the inadequate or insecure access to food due to financial constraints. It is caused by poverty. The lower the household income, the higher the risk of food insecurity.

Sherbourne Health is located in one of the densest and most economically deprived areas of the city, where newcomers to Canada, marginalized and racialized populations, and low-income households are over-represented compared to most other areas of the city. Food insecurity has a direct impact on our community members with many of them reporting even greater food insecurity due to the economic effects of the COVID-19 crisis.

In response, Sherbourne Health's Food for Good initiative has created food hampers and meals for individuals and families facing greater food insecurity in our community and to those who needed to remain isolated due to health concerns (i.e., seniors and immune-compromised individuals). During this fiscal year, we distributed:



8,316

Nutritious meals served through the Catering Collective at The Corner, with Sherbourne Health's support



426

Household hampers containing staples like fresh produce, grains, rice, meat, dairy, and dairy alternatives, as well as canned goods and essentials like toothbrushes, socks and hand sanitizer



355

Holiday hampers featuring festive treats during the holiday season



Over 3,000

Individual to-go bags filled with meals, beverages, and nutritious snacks



Over 150

Meals-in-a-jar; simple but nutritious dry ingredients in a jar which, when you add hot water, become a hot hearty meal



Health Access St. James Town (HASJT)

Health Access St. James Town (HASJT) is an innovative neighbourhood healthcare model built around the unique needs of St. James Town community members.

Backed by Sherbourne Health as the lead organization, HASJT provided **2,054 one-on-one services** last year to residents seeking collaborative care from a network of more than 15 organizations, all facilitated by HASJT's single intake approach – people need only connect with a single intake worker to access multiple health and social services.

Over the past year, HASJT continued momentum against COVID-19 spread by hosting 58 pop-up clinics, many of which operated in the evenings to accommodate those working during the day. HASJT also provided wraparound services to people in the community who tested positive for COVID-19, by offering temporary housing to keep them isolated from vulnerable family members, access to food support and more.

The team also applied mental health training to conduct 725 wellness checks in the downtown east area, contributing to both community and individual safety.



The Corner

As a gathering place for St. James Town residents, The Corner, with support from Sherbourne Health, provides tools for valuable, on-the-ground collaborations that tackle barriers to wellness. Over the last year, **this community hub's services were accessed more than 55,400 times by St. James Town residents** for assistance with housing, food, settlement, health care, and employment.

Sherbourne co-leads and engages in several services at The Corner, including:

- **Health care:** People without family doctors can visit the nurse practitioner, who is part of Sherbourne's Community Health and Capacity Building Initiatives team.
- **Emotional wellness:** Sherbourne provides weekly on-site mental health counselling.
- **Meal programming:** Our Food for Good initiative teams up with The Corner's St. James Town Catering Collective to provide groceries and healthy meals to those who need it.

The Right Care at the Right Time, in the Right Place

HASJT, co-led by Sherbourne and The Neighbourhood Organization, successfully launched an on-site primary care clinic at The Corner and hired a nurse practitioner last summer to fill a long-standing service gap in continuity of care in St. James Town. Soon after opening its doors, high demand from service users motivated the clinic to go from part-time to full-time hours.

The clinic's location makes it convenient for the nurse practitioner to holistically assist clients, by referring them to other supports from Sherbourne – a family physician, a community dietitian, the Diabetes Education Program, and case management – alongside everything else The Corner offers.

57 people, many of whom are seniors and newcomers, rely on the nurse practitioner for unmet primary care needs, with 10-15 new clients expected monthly.

Youth Programs

Our flagship youth program, **Supporting Our Youth (SOY)** had another successful year working with youth ages 29 and under. Running primarily online this past year, SOY programs – including **Black Queer Youth (BQY)**, **Express** (for newcomer 2SLGBTQ youth), and **Trans Fusion Crew (TFC)** – delivered **99 online sessions resulting in 458 encounters and 352 referrals to help participants find and maintain connections to community throughout the pandemic.**

New SOY program brings generations together

Limin, an intergenerational program for 2SLGBTQ African, Black and Caribbean (ABC) people, stirs together food, storytelling and community-building. This program is in partnership with The Stop, a community hub in Toronto's west end where neighbours participate in a broad range of programs that provide healthy food, foster social connections, build food skills, and promote civic engagement. Through the eight sessions of Limin, participants made and shared recipes from the African diaspora, talked about food sovereignty and food security, built understanding of the importance of eating and sharing cultural foods, and read stories around being Black and queer and the intersections of those identities. While mostly a virtual program, Limin closed with in-person events at The Stop, and participants will create a zine cookbook collecting art, photos of food, stories and recipes, so they have something to hold onto after the program that can be shared across communities. The program simultaneously intertwines intergenerational community-building, knowledge and activism around food sovereignty across Canada.

The **Internal Housing Program** has helped address 2SLGBTQ youth homelessness in Toronto since 2004. SOY's long-running housing partnership with St. Clare's Multi-Faith Housing Society has evolved into a transitional housing model. This year we added five additional units, bringing our total to 20 rent-geared-to-income and/or subsidized units of housing available to 2SLGBTQ youth. Ongoing support is also provided by our youth resource workers, SOY facilitators, St. Clare's partners, as well as clinical and mental health care providers at Sherbourne Health who work with youth while they build upon their knowledge, skills and relationships so they can transition into independent living on their own terms.

Trans and Non-Binary Programs

Sherbourne's Trans and Non-Binary Programs continue to offer much-needed services to build community, share resources and increase the health and wellbeing of trans and non-binary people in Toronto and beyond.

Long-running programs like Mature Trans Sisters and Gender Journeys both focused on support and education, continued to see high attendance, and received positive feedback. Due to a high interest from our service users, we offered a one-off series, Mindful Voice Feminization, and introduced Gender Joy, an ongoing community engagement series.

Overall, the program reached 917 participants through 104 sessions.

Building practical skills and sharing vital information

This year, Trans and Non-Binary Programs expanded transition-related surgery supports in the form of a series of modules exploring the practical, physical, and emotional considerations related to surgeries and recovery. Developed and delivered in collaboration with clinical practitioners at Sherbourne, there was a particular emphasis on preparing clients for the emotional experiences of surgery.

Through the Surgical Self-Care program, facilitators are able to address common issues, and share solid medical information, as well as practical suggestions ranging from checklists to illustrations, all delivered in a supportive and affirming environment.

Parenting and Family Resources, 2SLGBTQ Communities

After a period of evolution for this program, new programming has been introduced this year to ensure that knowledge, information, resources, and support continue to remain effective, accessible, and relevant to the program's many diverse service users. Offering free, online courses to prospective parents, Parenting and Family Resources shared an eight-week Queer and Trans Family Planning course, as well as a series of workshops dedicated to specific topics including adoption, surrogacy, fertility, and planning for pregnancy, reaching **323 participants in group programming over 68 sessions.**



Rainbow Health Ontario

Rainbow Health Ontario (RHO) is Sherbourne's provincial knowledge transfer and capacity-building program, providing resources and education to improve the 2SLGBTQ-competency of health care providers.

RHO again adapted to the realities of the pandemic and produced our first online symposium in February of 2022. With more than 450 registrations, the event brought people interested in 2SLGBTQ health and health care together; people from all over Ontario, across Canada, the United States, and as far away as Australia attended. The symposium consisted of panel discussions regarding diverse topics, including disrupted eating behaviours and relationships to food in 2SLGBTQ communities, equity and respect in health for 2SLGBTQ seniors and post-operative complications in transition-related surgeries.

RHO added two new *Health in Focus* resources – Racialized 2SLGBTQ Health and 2SLGBTQ Sexual Health – both aimed at increasing knowledge and capacity for health care and social service providers. This year, we also updated two popular existing brochure series, one for specific 2SLGBTQ populations as well as one for parents of gender independent children.

Our flagship online course **LGBT2SQ Foundations** introduced users to concepts aimed at heightening providers' comfort level and competency in providing high-quality inclusive, affirming, welcoming and culturally-sensitive care. We also introduced two popular new courses for primary care providers to increase their knowledge around providing post-surgical care for trans people.

RHO received funding from Public Health Agency of Canada to develop and deliver educational materials around sexual and reproductive health for 2SLGBTQ communities. This past year has seen RHO busy preparing for this new programming, which will start to be rolled out in the next year.



2,094

Health care and social service providers completed the LGBT2SQ Foundations course

Donors

Without our generous and dedicated donors, Sherbourne Health could not provide the impactful health care services and dynamic, innovative programming that our clients and community rely on to sustain and enhance their overall health and wellbeing. Together, these individuals, corporations, foundations, community groups, and government agencies are known as “Friends of Sherbourne” and they ensure our success.

Thank you to our operational partners:

- City of Toronto – Shelter, Support and Housing Administration
- Government of Canada – Immigration, Refugees and Citizenship Canada
- Ministry of Children, Community and Social Services
- Ministry of Health – AIDS and Hepatitis C Programs, Provincial Programs Branch
- Ministry of Health – Health Capital Investment Branch
- Ministry of Health – Primary Health Care Branch
- Ontario Health – Mental Health and Addictions Centre of Excellence
- Ontario Health Toronto

Thank you to all our 525 donors, including*:

- Andrea and Michael Barrack
- Bell Canada
- Bellwoods Brewery Inc.
- Bunner’s Bakeshop
- Joe Callaghan and Matthew Perry
- Capital One
- Janet Chant
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* This list represents donors who gave \$1,500 and above during this fiscal year.

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- Unifor Social Justice Fund
- United Way Greater Toronto
- University Of New South Wales

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- Engage and Change: Project Winter Survival
- Health for Homeless
- Just Socks Foundation
- Maple Leaf Sports and Entertainment
- Omland Hospitality Products
- Socks for Souls
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Committee Member

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Committee Member



Audited Financial Statements

Statement of Financial Position

March 31		2022	2021
		\$	\$
Current assets	Cash	5,298,091	3,876,038
	Accounts receivable	523,361	202,980
	Prepaid expenses	408,218	306,075
	Inventory	23,537	6,526
	Total current assets	6,253,207	4,391,619
Capital assets		15,003,775	15,778,936
	Total assets	21,256,982	20,170,555
Current liabilities	Accounts payable and accrued liabilities (Note 4)	5,538,193	3,804,719
	Deferred revenue (Note 5)	535,233	518,547
	Total current liabilities	6,073,426	4,323,266
Deferred capital contributions		14,286,356	15,007,297
	Total liabilities	20,359,782	19,330,563
Fund balances	Unrestricted	179,780	68,353
	Invested in capital assets	717,420	771,639
	Total fund balances	897,200	839,992
	Total liabilities and fund balances	21,256,982	20,170,555

The full audited financial statements and accompanying notes for the period ending March 31, 2022 are available upon request.

Statement of Operations

Year ended March 31		2022	2021
		\$	\$
Revenue	Ministry of Health (“MoH”) and Ontario Health Toronto	8,966,417	8,735,725
	MoH Family Health Team	3,241,202	3,290,682
	Other revenue and recoveries	840,038	203,278
	Amortization of deferred capital contributions	750,275	797,245
	Mental Health & Addictions Centre of Excellence		
	Ontario Health	635,135	656,334
	Other grants and guarantors	494,663	509,236
	Fundraising	400,816	419,867
	Supporting Communities Partnership Initiative	88,405	74,821
	Total revenue	15,416,951	14,687,188
Expenditures	Primary care and Family Health Team	6,447,458	6,054,006
	Acute Respite Care (ARC)	1,847,890	1,434,298
	Building services and utilities	1,509,019	1,590,733
	LGBT primary care	1,381,600	1,583,824
	Amortization	822,250	876,109
	Administration	768,581	596,343
	Rainbow Health Ontario	732,704	667,451
	Information systems	519,083	430,552
	Human resources	450,987	429,725
	Health bus/mobile	371,565	420,177
	Finance	198,505	196,103
	Immigration, Refugees and Citizenship Canada	149,924	169,037
	Fundraising	130,084	102,147
	Communications	30,093	100,984
	Total expenditures	15,359,743	14,651,489
	Excess of revenue over expenditures	57,208	35,699

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Our Vision

Healthy People.
Healthy Communities.

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.

REAL.

- We say what we mean.
- We own our commitments.
- We constantly bring hopefulness to the work.

Our Mission

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

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.

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.

