

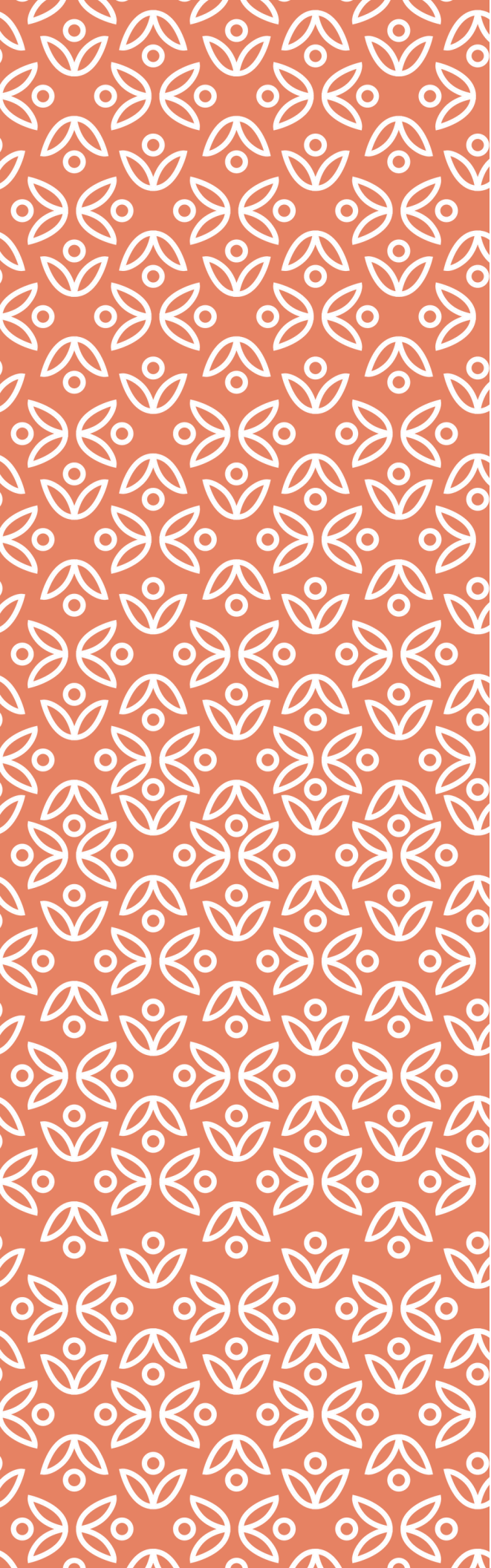
BOLD.

Sherbourne Health Annual Report 2023-2024



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 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 BOARD CHAIR AND PRESIDENT & CEO

Over the past year, Sherbourne Health has continued to live our values and to offer **BOLD** actions to better the health and wellbeing of our clients, staff and communities.

We have so much to be proud of.

In late June 2023, Sherbourne Health participated in a site visit with Accreditation Canada. Health care accreditation through the Qmentum program is an ongoing process of assessing health care and social service organizations against standards of excellence to identify what is being done well and what needs to be improved.

As a result of extensive preparation and the perseverance of our outstanding teams, we completed the process **with a score of 98% and Exemplary Standing**. This means that Sherbourne Health has attained the highest level of performance, achieving excellence in meeting the requirements of the accreditation program. In the full report, our site surveyors praised our engaged board, strong leadership, sound fiscal management and our commitment to living our values, vision and mission as being just some of the contributors to our outstanding result.

As an ongoing commitment, we've been considering how we promote health and wellbeing, not just through primary care, but how we can extend our impact by addressing social determinants of health. One of the many excellent examples of working to address these determinants is our first ever **Well at Work: Trans and Non-Binary Career Fair**. Partnering with organizations and businesses committed to workforce diversity, the career fair provided an opportunity for trans and non-binary people to network with potential employers, but went further, including services like mental health support, access to professional clothing, mentorship and more pathways leading to employment.

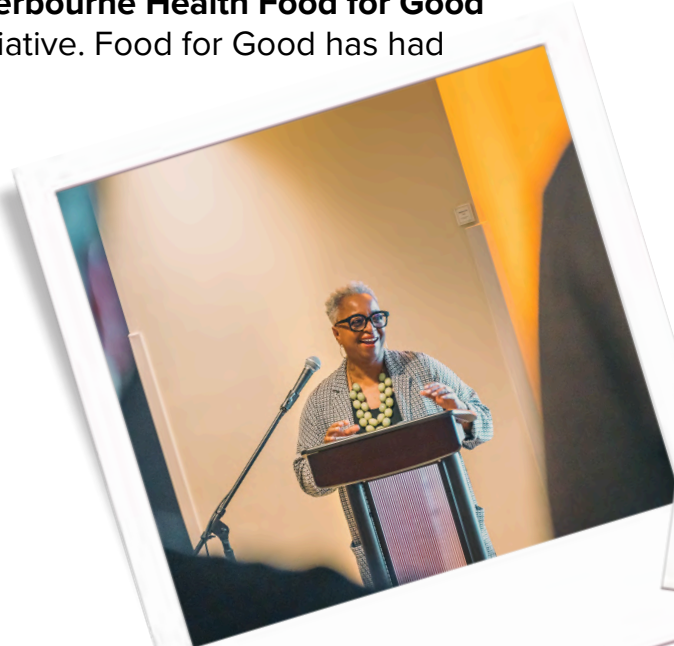


Knowledge transfer is also an important way that we extend our impact beyond the walls of our building. This year, Rainbow Health Ontario (RHO), our capacity building program that trains health care professionals to provide affirming care to 2SLGBTQ+ communities, created a **podcast series, *2SLGBTQ Health in Focus***. Episodes detailed the importance of inclusion of 2SLGBTQ issues in medical education, rural health for 2SLGBTQ patients and providers, and responding to the rise in anti-trans hate for health care providers. RHO also completed the **Improving the Quality and Access of Sexual and Reproductive Healthcare for 2SLGBTQ People Living in Canada** project, with funding from Health Canada. This project produced eight digital resources and will provide training and education for health care and social service providers to better understand and attend to the needs of 2SLGBTQ clients across the country.

Our extension to considering the social determinants of health has similarly fueled our commitment to food security and the **Sherbourne Health Food for Good™** initiative. Food for Good has had

an amazing year, with so many achievements to note. In April 2023, we launched a **food security awareness campaign** that ran across social media as well as the Toronto Star, featuring a number of celebrated chefs promoting the need for access to healthy food in our communities. Our thanks again to chefs Claudio Aprile, Massimo Capra, Lynn Crawford, Noel Cunningham, and Karen O'Connor as well as Deloitte Digital for helping us spread the word.

In that same month, we launched a capital campaign raising funds for the next step in our Food for Good vision - a café that would serve affordable, nutritious food and help provide employment training for people in our neighbourhood. Since then, we met our fundraising goal, and started construction on the new **Food for Good Café**. We are already looking forward to next year, when we can report in these pages our grand opening and the success we've had with this project.



Operationally, we've made some big improvements to how we assist clients experiencing mental health challenges or exhibiting escalating behaviours while keeping staff safety and engagement paramount. Our new **Duty Manager System** appoints a seasoned leader within our organization as a designated liaison for quick intervention. They work with our **Engagement Leads** towards rapid incident de-escalation, and to care for clients and staff within potentially difficult interactions. So far, this system has been working, and we've seen a dramatic reduction in negative client interactions, and an increase in staff satisfaction and feelings of support.

Importantly, this year also marks the halfway point of our **Strategic Plan**. The past two years have been spent diligently focusing and setting the stage for reaching our ambitious goals. We are proud to note that we are making big strides towards fulfilling our strategic directions through initiatives that always return to constant improvement, capacity building for our organization, and providing the best care to our clients.

Our commitment to caring for under-served communities has been increasingly recognized by generous donors who help us go the extra mile for our service users. We are grateful for our core funding, but we count on our donors to help us provide the practical supports that can make a difference, like access to a hot meal, art supplies in group sessions, transit fares that help people get to their appointments, cold weather relief items and so much more. Our thanks also go to those donors who have shared their dollars alongside volunteering their time – mentoring youth, organizing clothing drives, packaging food and hygiene items, community outreach and sharing their skills and resources with our appreciative staff and clients.

We'd like to share our sincerest gratitude with everyone who makes Sherbourne Health the transformative space it has become. Thanks to our dedicated staff and physicians, our board members, our community of donors and funders, as well as our service users, facility vendors, volunteers, and more – for continually shaping the role of health in all our lives and helping us to always build toward healthier communities, connections and care.

Will Pullenayegum



Board Chair



Hazelle Palmer



President & CEO



INTEGRATED HEALTH SERVICES



Through our **Integrated Health Services**, we provide clinical care to our priority populations: people experiencing homelessness, newcomers to Canada, and Two Spirit, lesbian, gay, bisexual, trans, and queer (2SLGBTQ) people. This care includes our award-winning Family Health Team, Acute Respite Care, the Rotary Club of Toronto Health Bus, a nurse practitioner-led clinic at The Corner, mental health services and more.

With an extraordinary team of dedicated and passionate staff, physicians and volunteers, Sherbourne Health continues to take **BOLD** steps, to forge new paths and create new ways to serve our communities.

FAMILY HEALTH TEAM

Sherbourne's Family Health Team is central to helping us achieve our vision of **Healthy People. Healthy Communities.** With the highest complement of nurses and physicians our centre has ever seen, we were able to accommodate **41,461 total visits, an increase of 14% over last year, and connected 242 new clients to primary care providers at our Sherbourne site.** The Family Health Team continues their dedication to increasing access to care, easing healthcare system pressures and improving client experience.



Promoting Health for Refugees

Refugees are part of our priority populations and often face barriers to timely health care. In response to a growing number of refugee claimants arriving in Canada and the need for immediate health services, Sherbourne Health developed the **Refugee Clinic:** a project started in June 2023, operating twice a week, resulting in **474 visits across Sherbourne Health's multidisciplinary team of clinicians and service providers.**

Clients often request primary care, as well as chronic condition management, mental health support, and gender-affirming care. Beyond clinic hours, clients are able to access settlement supports from The Corner and The Neighbourhood Organization.

Due to performing outreach across the city, many clients who live in Toronto shelters and encampments are able to learn about and access the Refugee Clinic. This multi-pronged approach helps the city's most marginalized refugee claimants navigate and access services they may not otherwise receive.

Doing Our Part for Cancer Screening

Nearly one out of every two Ontarians will develop cancer in their lifetime.¹ We also know that many of our clients experience health inequities that put them at a greater risk for developing more serious forms of cancer that can go undetected for longer. At Sherbourne Health, we recognize the importance of primary care in both cancer prevention, as well as screening and follow-up to encourage the best outcomes.

Throughout this past year, our Family Health Team has been working with other programs across Sherbourne Health to build awareness of updated provincial cancer screening guidelines and to get people caught up with screening as we build towards a post-pandemic future.

Our **CancerAware** event in February 2024 brought together a number of providers across Sherbourne with a particular emphasis on inviting two of our priority populations – 2SLGBTQ people and newcomers to Canada – to ensure a targeted approach to improving screening rates. We've also worked to share information about prevention and screening with our existing programs including **WINK** and **Mature Trans Sisters**.

With a consistent, evidence-based approach, we've improved our clinical processes to identify those that may have missed screenings. Our dedicated nursing team is leading several initiatives, developing robust systems to better identify clients due for screenings and ensuring we encourage all possible opportunities for early detection.

¹ <https://www.cancercareontario.ca/en/data-research/view-data/statistical-reports/ontario-cancer-statistics-2022/key-findings-2022>

41,461
clinical visits

7,810
registered
primary care
service users

242
new family
health team
clients added



FAMILY HEALTH TEAM, continued

The Soles of Health

It can be easy to overlook the importance of our feet to our overall health. But keeping our feet healthy can help prevent a host of health challenges.

Sherbourne remains a dedicated partner in the **Downtown East Toronto Ontario Health Team**, and our **Chief Medical Officer Dr. Laura Pripstein sits on the steering committee for the Lower Limb Preservation Project**. This project has developed a simple foot screening and risk management instrument to help identify, treat and prevent foot complications due to diabetes and/or peripheral artery disease. Another part of this initiative is the **Escalation of Care Pathway** that streamlines referrals to hospital services at DET OHT partner St. Michael's Hospital to promptly treat complications, including foot ulcers or gangrene.

In alignment with this project, Sherbourne works with clients at risk of foot complications in a number of ways. This year saw the re-introduction of a low-barrier weekly nurse-led footcare clinic available to any Sherbourne Health service user to get care and assessment of common foot concerns before they develop into challenges that threaten overall health.

Our work with people experiencing homelessness has also included helping to prevent foot problems, particularly in the winter, by supplying warm socks, boots and care through the Health Bus and outreach services on-site. Our Diabetes Education Program also works with clients at risk of foot problems, providing screening, education and resources.





ACUTE RESPITE CARE

Sherbourne Health'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.

As Sherbourne Health continues to move toward a pandemic recovery model, ARC has been able to increase our capacity. Clients and staff have found more opportunities to engage in recreational and social activities, allowing for greater interaction and helping to reduce the loneliness that can come with recovery.



191

individuals
served

ARC, continued

This past year has seen the creation of a new position within ARC. The system navigator role, working with community health workers, has been instrumental in connecting ARC clients to resources including case management, mental health support, harm reduction and addiction services as well as ongoing primary care. We've had great success in connecting numerous ARC clients to both permanent and transitional housing this past year.

Staff training and increasing expertise continues to be a priority for ARC. A staff retreat for planning new initiatives and programming has allowed more opportunities for sharing skills and improving capacity within the program. Through the year, ARC has been able to offer care to more medically complex clients, including a larger number of clients receiving active cancer treatment, thus allowing us to help ease pressure in the healthcare system and continue our commitment to ensuring the health and safety of our service users.

2,992

total inpatient
days

4

dedicated
gender-
affirming
surgery
recovery beds



HEALTH ACCESS ST. JAMES TOWN

Health Access St. James Town (HASJT) is an innovative healthcare model dedicated to low-barrier health services and built around the needs of St. James Town residents.

Co-led by Sherbourne Health and The Neighbourhood Organization, HASJT delivered **2,701 one-on-one services last year**, all facilitated by HASJT's single intake approach – people need only connect with one intake worker to access primary care from HASJT's nurse practitioner, or health and social services from a network of more than 15 organizations.

Primarily run out of The Corner, the nurse practitioner-led clinic assists clients and provides access to other supports from Sherbourne, including a family physician, a community dietitian, and case management. These collaborations make health care access easier for many, particularly newcomers and isolated seniors.

Health Access Expansion

HASJT's integrated care model has also been implemented into an expanded clinical catchment of Moss Park and surrounding areas. In collaboration with several community partners, the **Health Access Expansion (HAE) project** lessens local hospital and emergency room (ER) readmissions, improving recovery outcomes for service users and reduces strain on the healthcare system. A year in, this program has already made a noticeable impact: **80 per cent of HAE clients had a reduction in ER visits after connecting with case workers.**



1,619

primary
health care
appointments

60

new HASJT
clients

523

system
navigation
contacts made
by HAE case
workers

HASJT, continued

Holistic Care For Older Adults

In response to numerous requests, HASJT and HAE introduced regular programming for seniors last year. **Seniors Connect** is a weekly program for older adults living in a local supportive housing building, who have been identified as facing barriers to improving their health and quality of life.

Seniors Connect provides opportunities for social group activities, including yoga, art therapy, and dance. These close-knit groups also received valuable health education presentations on topics such as dementia supports, system navigation, pension management advice, and pathways to one-on-one case management. **With over 198 individual connections** and an average attendance of 22 older adults every week, we know that Seniors Connect is filling a need in the community.





HEALTH BUS & INTERPROFESSIONAL PRIMARY CARE PROGRAM

The Rotary Club of Toronto Sherbourne Health Bus brings vital health care directly where it's needed most. With services for people experiencing homelessness or who are underhoused – people who frequently face significant barriers connecting to traditional health care – the Health Bus operates on a model of openness and connection. Working together with an interdisciplinary team, the bus makes regular stops in our surrounding neighbourhoods.

Clients can access judgment-free services tailored to their needs, including primary care, harm reduction support and supplies, and winter relief items like warm socks. Case managers are also available to help clients access services like referrals to shelters and other care providers and obtaining ID documents like getting an OHIP card – all important factors in managing health long-term.

7,027
total
contacts

1,704
clinical visits
with nurse
practitioners

281
Health Bus
stops



MENTAL HEALTH

Sherbourne Health has always been dedicated to improving the mental health of our clients and communities. Across Canada, 20% of people will experience a mental illness in any given year.² We know that our priority populations may experience mental health challenges that are related to and contribute to other social determinants of health like employment, poverty and food security. We also know that working towards positive mental health improves overall health outcomes.

In addition to one-on-one psychotherapy sessions, our mental health team works to bridge the gap between connecting to an ongoing counselor and emergency services. Through our **Brief Therapy Services (BTS)**, our clients in crisis can gain quick access to counselling and resources, ensuring that they have the tools to manage in tough times. BTS services continue to be well-utilized, with **680 visits last year**.

This past year also included the introduction of an intake worker in the Mental Health program, allowing us to streamline service delivery for clients and ease the referral process for our staff. A single position dedicated to connecting clients to mental health care means a consistency of services and a deeper understanding of client needs alongside personalized attention and increased access.

One of our biggest successes this year is the return of mental health groups, where clients can come together to share, build community and increase wellness. Two different mental health-specific groups were offered this year - **Queering Community**, an in-person arts-based group for 2SLGBTQ people, and **Mindfulness for Racialized Adults**, a virtual group sharing tips and techniques for being present and greater awareness of mental health. We are proud that our return to group programming was so well received by clients and reviews have been glowing.

Across the organization, we are collaborating with different program areas and furthering positive mental health outcomes. Our counsellors worked with drop-in groups and programs, helping to both build programming and providing much-needed services directly to participants within SOY, Trans and Non-Binary Career Connections, Levelling Minds, and the Diabetes Education Program. Their work ensures that mental health reaches all corners of Sherbourne Health and helps us to further build community wellness.



680
Brief Therapy
Services
visits

91%
increase in
BTS visits over
last year

127
mental health
group contacts



HARM REDUCTION

Harm reduction refers to practical strategies, ideas and programming that focuses on the quality of life for people who use drugs, without requiring them to be abstinent. It is centred on reducing the negative consequences commonly associated with drug use and is driven by the voices of people who use drugs. At Sherbourne Health, we respect the needs of people who use drugs and honour their lived experience.

Through **STASH** (Support, Testing, Access, Supplies and Harm Reduction), we offer drop-in services for people who use drugs, and ensure that harm reduction supplies are available 24/7 through our outdoor harm reduction cabinet. Sherbourne continues to expand harm reduction services across our organization, and this approach and philosophy informs all the work that we do. **With more than 3,000 visits to STASH in 2023-2024**, we are reaching people where they are at, helping to connect folks to primary care and so much more.

Our harm reduction services have continued to build this past year through partnerships and peer collaboration. Our Patient Advisory Board for harm reduction has consulted across the organization, informing our harm reduction strategies and programming.

Safer Supply Saves Lives

With funding from Health Canada's Substance Use and Addictions Program, Sherbourne Health started our first **Safer Opioid Supply Program**, aimed at reducing death from potentially toxic street drugs. The program has been tailored to 2SLGBTQ populations, but welcomes other drug users who fit program criteria. Participants have typically included those who have tried opioid replacement therapies without success and whose drug use puts them at increased risk of overdose and death.

An innovative program like this allows us to provide care for a population that is frequently overlooked or marginalized in health care settings, and helps bring consistent primary care services to people who use drugs. At the core of safer supply is putting harm reduction principles in practice in a way that recognizes the dignity of people, helps us provide wrap-around services, and saves lives. We know this program is working – **an astonishing 100% of participants reported an improved quality of life.**

3,074
visits to
STASH drop-in

29,368
harm reduction
kits distributed
across
Sherbourne
Health

64
unique
participants in
our Harm
Reduction Kit
Packing Group



HEPATITIS C

Hepatitis C is a bloodborne viral infection that disproportionately affects drug users, people with HIV and those who have been incarcerated. Untreated Hep C can cause extensive liver damage and health complications.

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 Hep 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 to build a healthy community.

In the past year, our TCHCP partner South Riverdale Community Health Centre embarked on a project to train people with lived experience to offer peer support. Five trainees completed 16-week apprenticeships throughout Sherbourne, with the Health Bus, and in the WINK and STASH programs. We are especially proud that some of those

completing apprenticeships have gone on to permanent employment at Sherbourne Health.

The TCHCP program is continuing to evolve as our patient populations and paths to treatment have changed. Hep C treatment now requires less rigid schedules and offers more flexibility. There have also been changes in guidelines for providing care, allowing our teams and partners to explore new, more flexible testing and collection modalities, giving us greater opportunities to be responsive to client needs. Importantly, this has also allowed us to improve our outreach and increase effective, timely treatment for some of the hardest to reach people.



683

Hep C virus tests

80

Hep C group & educational presentations

1,594

outreach contacts



WOMEN IN NEED 'KLINIK' (WINK)

WINK provides barrier-free, trans-inclusive services to women who are experiencing homelessness, underhoused, sex workers, use drugs, and/or experiencing poverty. Through a unique combination of health care, one-on-one support, goal planning and community building, WINK has built a steady client base and become a trusted resource.

Women come to WINK for a nutritious breakfast, harm reduction supplies, access to an interdisciplinary healthcare team for direct health support, and group-based health promotion activities. WINK participants also engage in artistic and self-care programming.

Through the past year, WINK has continued to work on strengthening their collaborations, service and team to better serve their clients. The program has been working with Nellie's to help with housing for clients, as well as to provide creative programming. Gerstein Crisis Centre and Maggie's Toronto have been involved for mental health resources as well as resources for sex workers. The staff complement has also seen a boost, bringing on a graduate from the South Riverdale peer training program, allowing us to increase our capacity and utilize the wisdom of folks with lived experience.

1,396
interactions

44
referrals to
primary care

COMMUNITY PROGRAMS & CAPACITY BUILDING INITIATIVES



Through Sherbourne Health's Community Programs and Capacity Building Initiatives, we strengthen our communities by providing essential, evidence-based supports for wellness and resilience. Our **BOLD** initiatives and inclusive community groups embrace individuals as their most authentic selves, planting the seeds for vibrant, healthy futures for all.



NUTRITION & DIABETES EDUCATION PROGRAM

Sherbourne's Diabetes Education Program (DEP) and Community Dietitians offer health education about diabetes prevention and management.

Diabetes is a chronic condition that affects blood sugar levels. Left unaddressed, diabetes can cause a myriad of serious health problems. Communities that face increased health inequities – such as Black, Indigenous, and racialized populations – are disproportionately impacted by high rates of diabetes-related complications and increased stigma. People with diabetes can lead long healthy lives, however, education and resources are necessary to empower individuals to manage their own care.

DEP has continued focus on community outreach in the downtown east, working with Health Access St. James Town and other community partners to offer consultations, DEP referrals, and general education, as well as case conferencing with providers to spread their expertise.

NUTRITION & DIABETES EDUCATION PROGRAM, continued



External collaborations have also equipped Sherbourne’s clinicians with capacity-building tools. After observing a rise in client concerns about disordered eating, the DEP team organized a Sherbourne-wide training with Sheena’s Place. Staff learned about resources, referral pathways and best practices for clients with disordered eating behaviours.

As part of ongoing quality improvement, DEP and community dietitians streamlined how they receive referrals last year. The new centralized process reduces administrative loads, in turn shortening how long service users wait before being seen by a service provider.

DEP’s chronic condition support groups provide people with health management and a sense of belonging. The Craving Change® program continues to run workshops to help attendees better understand their relationship with food and eating habits. Individuals with diabetes are also able to join DEP’s monthly group meetings for support from peers, a registered nurse, and a community dietitian.

549
clients

1,450
one-on-one
encounters

386
group
encounters



SHERBOURNE HEALTH FOOD FOR GOOD™

The escalating cost of living is impacting more and more people and a lack of social supports are leading to record numbers of Torontonians experiencing inadequate access to food. The visible presence of long lineups for food banks in our neighbourhoods are stark reminders of the everyday reality of food insecurity. **The Sherbourne Health Food for Good™ (FFG) initiative** is meeting this challenge head-on with significant strides over the last year to go above and beyond in our mandate to increase access to healthy food and connect people to community.

Sherbourne Health is located in one of the densest areas of Toronto, where newcomers to Canada, racialized populations, and low-income households are over-represented compared to the rest of the city. As our priority populations are also more likely to struggle to put food on the table, we remain committed to ensuring all who use our in-person services and programming can access nutritious food to eat. These supports encompass community drop-in meals, grab-and-go snacks, hot breakfasts, and food hampers.



2,073

community
group meals

2,411

food hampers
distributed to
service users
in need

154

households
accessed bags
of ready-to-eat
breakfast
supplies

FOOD FOR GOOD, cont'd

To deliver these supports, collaborations across Sherbourne's community are essential. At the start of 2024, Sherbourne Health's program leaders and care providers reported more of their clients having trouble accessing food and meeting their basic needs. To quickly and effectively respond to this urgent issue, our community dietitians supported the launch of a weekly food hamper service that met the needs of our service users experiencing food insecurity.

For two months, **eight participants who attended Supporting Our Youth's Black Queer Youth volunteered** to organize and hand out hampers. Dietitians advised on the contents of each hamper to satisfy nutritional needs while also meeting people where they are at. For example, hampers created for people experiencing homelessness or who were unable to cook were filled with ready-to-eat items, as well as fresh fruits. **More than 149 grocery hampers were made available to Sherbourne Health service users and program participants.**

Another highlight of the program is **Food for Good Market Greens** — our weekly market at The Corner's 240 Wellesley St. E. location. This initiative offered affordable fresh fruits and vegetables, as well as support from a community dietitian. It provided discounts for low-income households and Sherbourne Health clients living with diet-related health concerns. **Shoppers made 1,860 purchases last year.**



The Food for Good Café

Affordable food. Nutritious options. An accessible space to gather. Employment training. These are just a few of the **BOLD** steps we wanted to take when transforming our first floor café. In early 2023, we kicked off a capital campaign to raise funds to create a vibrant accessible café in our lobby. The Food for Good Café is a community-driven social enterprise that will offer healthy dining options, as well as employment opportunities for members of our community.

Thanks to our generous backers, we raised \$240,000 to construct the Food for Good Café.

Special thanks to the Ontario Trillium Foundation and our supporters for being instrumental in building food security from the ground-up. A key ingredient in our recipe for change is our partnership with Construct, an employment social enterprise that provides hands-on training, paid work experience, and wraparound services to help people secure careers in the trades. Trainees have helped Construct's professionals build our café during their eight-week placements, acquiring valuable skills in construction along the way. The Food for Good Café will open its doors later in 2024.





RAINBOW HEALTH ONTARIO

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

2023-2024 was another successful year for RHO. We offered **68 facilitator-led trainings**, in addition to our three self-directed courses and reached close to **5,000 course registrations total**. This past year, RHO also added a new course, **2SLGBTQ Trauma Informed Care**.

In addition to extensive trainings, RHO saw the completion of a project funded by Health Canada, **Improving the Quality of Sexual and Reproductive Health Education for Providers Across Canada**. This project builds on RHO's expertise in 2SLGBTQ health and created eight resources on different topics, including fertility preservation for trans people and family building for 2SLGBTQ people. The project also developed multiple courses to share information with providers about the unique considerations around reproductive health for queer and trans people.

Rainbow Health Ontario branched out this year with a new project to share knowledge. Our first podcast, **2SLGBTQ Health in Focus**, launched with four episodes covering issues around 2SLGBTQ inclusion in medical education, rural health for 2SLGBTQ people and providers, and exploring themes of rising anti-trans hate for both providers and trans people. Our two-part episode on anti-trans hate was also accompanied by a digital resource, **Managing Anti-Trans Harassment for Health Care Providers** with practical tips for providing the best care while staying safe. The podcast was streamed over 1,000 times in the first month after its release.

RHO has continued to do clinical consultations with individual care providers through their **Trans Health Mentorship Call, with more than 600 contacts through 24 calls, and an additional 245 clinical support interactions**. Our expertise was also shared through **more than 20 consultations and presentations** to organizations including College of Nurses Ontario, Canadian Medical Protective Association, and Huron-Park Healthcare Alliance. This past year, RHO has also worked with the province, advising the Ontario Health Quality Standards Office on new gender-affirming care guidelines.



68
facilitator-led
courses

1,000
podcast
streams

600+
Trans Health
Mentorship
Call contacts



TRANS AND NON-BINARY PROGRAMS

Sherbourne Health's Trans and Non-Binary Programs are dedicated to services that build community, share resources, and increase the health and wellbeing of trans and non-binary people in Toronto.

Our long-running group programming received a welcome addition this year with **Trans Health in Your Hands**, a weekly group program for trans and non-binary adults seeking to learn expert advice and find peer support on topics such as sexual health, self-advocacy, and nutrition. The group's interactive elements and open discussions have made access to health care information easier for many participants, proving that this initiative's format is a strength for direct health promotion in trans and non-binary community health.

732

total group
encounters

76

group
sessions

Trans And Non-Binary Career Connections

Employment is an important social determinant of health, but many trans and non-binary people face disadvantages like workplace discrimination and challenges in finding supportive employment. We introduced the **Trans And Non-Binary Career Connections** program this year to provide career-mapping supports to job seekers, as well as connect them with employers committed to diversity and inclusion.

Considering the needs of the whole person while building employment skills, the program hosted group sessions devoted to sharing insights via workshops and peer support. Co-facilitated by mental health counsellors, these sessions offered a supportive environment for participants to share experiences and strategies to address employment challenges.

To cap off the first iteration of the Career Connections program, we launched an annual career fair in 2024. Attendees of **Well at Work: Trans and Non-Binary Career Fair** were able to access a resource hub, mental health counsellors, as well as an on-site changeroom with options for professional clothing. The career fair was a resounding success, with **more than 100 attendees and 13 exhibitors including TD, Rogers, Dixon Hall and LUSH Cosmetics.**





YOUTH PROGRAMS

Supporting Our Youth (SOY) is an innovative and award-winning capacity-building program that provides 2SLGBTQ youth ages 29 and under with impactful services.

Over the past year, SOY has recognized a growing need for participants to access resources and opportunities to build mental health and resilience. We responded to this need and doubled the number of social service referrals over the previous year. To address the role employment plays in overall wellbeing, our **Career Map Mentorship Workshop Series** paired corporate partners with job seekers. This program was well-received by youth, and more than 40 mentors were matched with participants seeking career support.

In 2023, our community came together to celebrate **25 years of Supporting Our Youth** and say farewell to the SOY Bowlathon, the program's flagship fundraiser event. Thanks to dedicated efforts from supporters, the Bowlathon exceeded fundraising goals and raised more than \$50,000 for SOY's vital program features, such as drop-in meals.

1,737
group
encounters

230
group
sessions

SOY continues to introduce new programming to meet current needs of youth. **Rise And Thrive** is a new group tailored for the mental health needs of Black 2SLGBTQ youth. Heeding the calls to action in Ontario Health’s roadmap for addressing Black health inequities, this program offers sessions and resources on vital topics such as suicide prevention, emotional regulation, and mental health coping strategies. Youth gain skills necessary for building confidence, body positivity, and addressing community stigma.

Led by one of Sherbourne’s mental health counsellors, Rise And Thrive includes two drop-ins per week: a facilitated workshop, followed by a debrief session, where participants discuss workshop learnings and personal experiences while preparing a meal together. This approach allows for group exercises promoting mental wellness and nurturing meaningful connections to go hand-in-hand.

SOY continues to help meet the needs of 2SLGBTQ youth experiencing or at risk of homelessness. Our **Internal Housing Program** added six units last year, **increasing its capacity by 23 percent**. All units were fully occupied throughout the year.



2SLGBTQ FAMILY RESOURCES

2SLGBTQ Family Resources is a program for 2SLGBTQ parents-to-be and people who are interested in starting or growing their families. This program includes virtual and in-person workshops featuring guest speakers and presentations covering specific topics related to the practical, emotional, social, and legal aspects of family planning. This inclusive, widely encompassing curriculum is **offered at no cost to participants.**

This year, Family Resources introduced a new intergenerational initiative to Sherbourne.

Levelling Minds is a workshop series empowering trans and non-binary youth with tools to navigate stress and enhance well-being, while also equipping their families and adult supporters with skills for fostering safer, more supportive environments. Designed to build emotional wellness and enhance communication, it offered tailored cohorts — one for supportive adults and another for trans and non-binary youth. The split groups receive specialized guidance on understanding the role family dynamics play in emotional health. This expansion to our family programming boosted our ability to promote wellness for trans and non-binary youth and their families.



163
clients

376
group encounters

DONORS AND FUNDING PARTNERS

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 Funding Partners:

City of Toronto – Shelter, Support, and Housing Administration

Government of Canada – Immigration, Refugees and Citizenship Canada

Health Canada – Health Care Policy and Strategies Program

Ministry of Children, Community, and Social Services

Ministry of Health – HIV and Hepatitis C Program, Provincial Programs Branch

Ministry of Health – Primary Care Branch

Ontario Health – Mental Health and Addictions Centre of Excellence

Ontario Health Toronto Region

Public Health Agency of Canada



DONORS

Thank you to all our 648 donors including*:

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

A special thank you to in-kind donations from:

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Omland Hospitality Products
The Printing House
Project Water (supported by the Bargains Group)
RBC Dominion Securities
Shoebox Project
Socks for Souls
The Toronto Star
Twelve
WestJet

A very special thank you to the chefs involved in our food security awareness initiative:
Claudio Aprile, Massimo Capra, Lynn Crawford, Noel Cunningham and Karen O'Connor

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AUDITED FINANCIAL STATEMENTS

Statement of Financial Position

March 31		2024	2023
		\$	\$
Current Assets	Cash	6,399,362	6,042,486
	Accounts receivable	1,768,419	1,253,376
	Prepaid expenses	316,154	371,823
	Inventory	33,292	24,073
	Total current assets	8,517,227	7,691,758
Capital assets		14,938,223	14,353,221
	Total assets	23,455,450	22,044,979
Current liabilities	Accounts payable and accrued liabilities	7,517,724	6,708,520
	Deferred revenue	557,127	561,596
	Total current liabilities	8,074,851	7,270,116
Deferred capital contributions		14,227,918	13,699,287
	Total liabilities	22,302,769	20,969,403
Fund balances	Unrestricted	442,376	421,640
	Invested in capital assets	710,305	653,936
	Total fund balances	1,152,681	1,075,576
	Total liabilities and fund balances	23,455,450	22,044,979

The full audited financial statements and accompanying notes for the period ending March 31, 2024 are available upon request.

AUDITED FINANCIAL STATEMENTS

Statement of Operations

Year ended March 31		2024 \$	2023 \$
Revenue	Ministry of Health ("MoH") and Ontario Health Toronto	10,725,813	10,287,080
	MoH Family Health Team	3,578,512	3,381,524
	Other grants and guarantors	1,464,732	930,631
	Other revenue and recoveries	1,319,471	671,260
	Mental Health & Addictions Centre of Excellence Ontario Health	870,095	842,447
	Amortization of deferred capital contributions	752,400	728,943
	Fundraising	374,552	356,010
	Supporting Communities Partnership Initiative	87,025	80,924
	Total revenue	19,172,600	17,278,819
Expenditures	Primary care and Family Health Team	8,164,158	7,094,155
	Acute Respite Care (ARC)	2,074,814	2,125,146
	LGBT primary care	1,934,396	1,596,357
	Building services and utilities	1,875,446	1,663,090
	Administration	1,128,253	997,010
	Rainbow Health Ontario	1,034,669	952,213
	Amortization	814,324	792,427
	Information systems	574,257	474,517
	Human resources	422,080	368,623
	Health bus/mobile	362,966	357,600
	Finance	269,461	221,139
	Immigration, Refugees and Citizenship Canada	187,215	168,746
	Fundraising	154,922	149,745
	Communications	98,534	139,675
Total expenditures	19,095,495	17,100,443	
Excess of revenue over expenditures	77,105	178,376	

The full audited financial statements and accompanying notes for the period ending March 31, 2024 are available upon request.



vision

Healthy People. Healthy Communities.

mission

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

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.

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.