

ICONIC. VITAL.

UNIQUE. HOPEFUL.

PROGRESSIVE. BOLD.

REAL. AFFIRMING.

OPEN.
KIND. **WE CARE.**



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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WHAT DOES IT MEAN TO BE ICONIC?

For Sherbourne Health, being **ICONIC** means that we respect our history, build our present, and strategize our future. It means taking **BOLD** action to serve our clients. And it's about our teams going the extra mile to bring about real **CHANGE** for both our clients and health systems across the province. Offering **UNIQUE** services, continually moving toward **PROGRESSIVE** and **HOPEFUL** outcomes for both the people we serve and the teams who make up the lifeblood of this organization.

This year, we are celebrating Sherbourne Health as a community icon and a service provider like no other. Part of this celebration is a momentous event where we aim to raise funds to build support and capacity for our **award-winning 2SLGBTQ+ programs**. You'll learn more about **ICONIC: The Big Fun Party** at iconicparty.ca. We hope you can join us.

MESSAGE FROM THE BOARD CHAIR AND PRESIDENT & CEO

It's been another year of growth, change and impact at Sherbourne Health. Thanks to our **ICONIC** staff teams, physicians, and board members, 2024-2025 was another year of a continued focus on equity, quality improvement, system leadership and client care—all elements that make Sherbourne the success we are today.

Our vision remains consistent: **Healthy People. Healthy Communities.** But every year brings new opportunities, new challenges and new insights to help us bring this vision to light. This year was no different, and we've seen a number of innovative projects that have allowed us to showcase our values on a broader stage.

Ontario is experiencing a healthcare system transformation, and we are proud to be part of this change. Through Ontario Health Teams, Sherbourne Health continues to offer leadership and collaboration as a healthcare system partner.

The Downtown East Toronto Ontario Health Team (DET OHT) is made up of a number of health and social service partners with deep roots in the community, who are committed to creating an integrated system of care and making an impact in the Downtown East neighbourhood. We are particularly proud of being one of four founding partners for the DET OHT's Interprofessional Primary Care Team project. This project aims to increase access and attachment to comprehensive team-based primary care services in the DET community. The focus area of this project is on populations who have historically faced barriers to accessing primary care, including those facing financial and social barriers, with a focus on Indigenous and Black communities who are unattached to primary care providers. Kicking off this past year, the project continues to bring on new service provider partners and engage in feedback processes to build on its burgeoning success.



We're also enacting change through our Sherbourne Health Food for Good™ initiative, which hit a major milestone this past year—the opening of our flagship Food for Good Café. With a grand opening in June 2024, a growing number of menu items and customers served, and funding secured to launch our apprenticeship program, the café has been another success story for Sherbourne Health this year.

On the operations side, Sherbourne Health has had a year full of streamlining processes to ensure the very best care and access to resources and referrals for our clients. We've changed some of our operations structures to move important functions like finance, fund development, communications, and facilities management under an overall Operations Team with a new operations manager, to ensure support and cross-team functionality remains at the forefront. Additionally, our Community Programs and Capacity Building Initiatives and Integrated Health Services have made big moves towards collaboration and sharing resources with warm transfers between these teams for greater health promotion and attachment to care.

The Board of Directors has had a busy year as well. Overseeing decision-making and contributing expertise from across industries, our board offers diligent advice alongside practical work to help Sherbourne achieve good governance. Their efforts on policy review and development have been a great asset to our organization. Our directors also engaged in Indigenous cultural safety training and continued their dedication to building equity, diversity and inclusion from the board level to the front lines.

MESSAGE FROM THE BOARD CHAIR AND PRESIDENT & CEO

The theme of our annual report this year is **ICONIC**, and we couldn't think of a better word to match Sherbourne's storied history, and brilliant future. Our reputation as a leading provider of health care to people experiencing homelessness, to newcomers and to 2SLGBTQ+ people is unrivaled across this country, and we've made a move to celebrate this. In October of 2025, we'll produce our first gala fundraiser, **ICONIC: The Big Fun Party** to support our 2SLGBTQ+ programs—work that has an increased need and demand, and which we are expertly delivering. We hope you'll join us in October.

Through this report, you'll read more about what makes us **ICONIC**, alongside stories of the incredible work we have done this past year.

In closing, our most heartfelt gratitude goes to everyone at Sherbourne Health who makes us what we are today. Both of us have seen the dedication and tenacity of our staff and physicians, and the lengths they go to in order to deliver care to our service users and in our communities.

And we couldn't have reached these achievements without our community of donors, funders, service users, facility vendors, volunteers, and other supporters. Thank you for your steadfast support and belief in the power of the work Sherbourne Health does to build health and wellness in our community and beyond.



John Rider

Board Chair

Hazelle Palmer

President & CEO

INTEGRATED HEALTH SERVICES

Sherbourne Health stands as an **ICONIC** leader in community-based, inclusive care, and is renowned for breaking barriers and setting new standards in how health care is delivered. Through our Integrated Health Services, we provide comprehensive clinical care to our priority populations: individuals experiencing homelessness, newcomers to Canada, and Two Spirit, lesbian, gay, bisexual, trans and queer (2SLGBTQ+) communities.

Thanks to the efforts of the award-winning Family Health Team and our program areas—including Acute Respite Care, the Rotary Club of Toronto Health Bus, and a full spectrum of mental health supports— Sherbourne Health is synonymous with trailblazing care.

257

**individuals
served**

3,602

inpatient days

4

**beds for gender-
affirming surgery
patients**

ACUTE RESPITE CARE

Sherbourne Health'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 and need a safe place to recuperate from an acute medical condition, illness, injury or surgery.

Beyond our high standard of care, ARC provides system navigation and connects clients to resources including case

management, mental health support, harm reduction and addiction services, housing support and ongoing primary care.

ARC has seen a year of refined processes to better serve our clients. We know these processes are working. In the past year, the number of individuals served has grown by **34 per cent** over last year, with a **20 per cent** increase in in-patient days. An emphasis on partnerships and relationship-building with agencies across the city has also resulted in greater awareness of this program alongside warm transfers of clients who can thrive within ARC's care.

We've continued work to understand and refine the staffing model to best complement an evolving program. Thanks to the incredible ARC team, the year has been a continuation of our steadfast dedication to easing pressures on the healthcare system and continuing our commitment to ensuring the health and safety of our service users.



Sherbourne's incredible ARC team.

FAMILY HEALTH TEAM

With a range of clinical care services, Sherbourne’s Family Health Team continues to go the extra mile to better serve our clients. We attached **325 new clients** to primary care providers, including physicians, nurses and nurse practitioners. The Family Health Team has shown their dedication to health equity and understanding our client base through our Health Equity Data Collection project, increasing the completion rate of our client demographic information to **44 per cent** over the past year.

Downtown East Toronto Inter Professional Care Team Project (IPCT)

Sherbourne Health is proud to be one of the lead agencies on a Downtown East Toronto Ontario Health Team (DET OHT) initiative that aims to transform attachment to care in our community. The project looks to provide comprehensive team-based primary care services in the Downtown East for populations who are unattached or uncertainly attached to care and have historically faced barriers to accessing primary care.

The initiative has a particular focus on Indigenous and Black communities who have experienced barriers, and includes 2SLGBTQ+ people, refugees, people with disabilities, people who use drugs, and others who have challenges accessing the care they need.

Working in partnership with other family health teams, community health centres—including Inner City Family Health Team, Regent Park Community Health Centre, and St. Michael’s Academic Family Health Team—and several service provider organizations, the initiative has roots across the community. The IPCT initiative has also worked extensively in community, client, and service user engagement, as well as consultations and co-design sessions to bring lived experience to build the success of this program.

Creating a program-wide readiness to provide culturally safer care has already brought early successes to this program, and we look forward to continuing to build capacity and pathways to care.

325
new clients

25,076
Family Health
Team visits

5,930
total registered
clients

FAMILY HEALTH TEAM

Leadership in Cancer Screening

Ontario Health has recently made changes to cervical cancer screening, including moving away from pap tests to human papillomavirus (HPV) testing. The HPV test is more accurate than previous methods of screening and will improve detection of cervical pre-cancer.

When it comes to cervical cancer screening, traditional methods can present challenges to participation. To help address barriers, the province is piloting a self-collected sample screening process whereby clients can collect their own sample with guidance from a provider. This process offers privacy and presents an opportunity to improve screening rates. Thanks to Sherbourne Health's reputation as a health leader in care for 2SLGBTQ+ people and our trauma-informed approach, we were selected as one of the organizations piloting self-collection for HPV testing. The team began training and orienting in January, 2025, and the self-collection pilot project went live in March. The team is dedicated to improving our screening rates and providing the best options for our clients, and the early successes of this pilot are the proof.



HARM REDUCTION

Harm reduction refers to practical strategies, ideas and programming that focuses on the quality of life of 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 endeavor to respect the needs of people who use drugs and honour their lived experience.

Through STASH (Supplies, Testing, Access, Support 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 Cart. With **more than 1,500 visits to STASH** in the past year, we are trying to reach people where they are, helping to connect clients to primary care, mental health, housing supports, and substance use supports.

Sherbourne's Harm Reduction Peer Navigator (HRPN) program has successfully trained three navigators who connect clients to resources and support their access to the healthcare system from a foundation of lived experience. Funding for this impactful program has been extended for another two years, allowing us to continue this important work of running low-barrier groups, engaging in client education around stigma, and accompanying clients to appointments.

Rowdy Club, a new HRPN-led group has also been a boon for clients, providing a safe and welcoming space for those who may have found it difficult to join and be accepted in groups in the past. This space has been another way to lower the barriers to care.



1,517
visits to STASH

32,327
harm reduction kits
distributed across
SH programs

180
Harm Reduction
Peer Navigator
clients

HEALTH ACCESS ST. JAMES TOWN

Health Access St. James Town (HASJT) is a community healthcare model dedicated to health services that are built around the unique needs of the neighbourhood. HASJT offers a single intake approach, connecting clients with one intake worker to help them access primary care from a nurse practitioner, as well as services from a network of more than 15 organizations. These collaborations help break down barriers to health care, particularly for newcomers and isolated seniors.

The nurse practitioner-led clinic at The Corner helps clients access additional supports from Sherbourne Health, including a family physician, a community dietitian, diabetes management, and case management. This year, the clinic exceeded their targets, and brought on **68 new clients** to attach to primary care.

In collaboration with several community partners, including those part of the Downtown East Toronto Ontario Health Team, the Health Access Expansion project has been working to reduce local hospital and emergency room admissions and readmissions. This improves recovery outcomes for service users who are frequent visitors to emergency services and reduces strain on the healthcare system. This approach is continuing to make a noticeable impact: **81 per cent of Health Access Expansion clients** who accessed case management supports reported a reduction in their emergency department visits after being connected to case workers.



324

clients accessing
system navigation
supports

2,500

clinical visits

2,290

contacts through
engagement
activities

HEALTH BUS INTERPROFESSIONAL PRIMARY CARE PROGRAM

Openness. Connection. Care. This is how the Rotary Club of Toronto Sherbourne Health Bus operates. This program brings vital health services to people experiencing homelessness or who are underhoused—people who frequently face significant barriers connecting to traditional health care. Working together with an interdisciplinary team, the bus makes regular stops across Toronto’s Downtown East 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. Brief case management services help clients access resources like shelter referrals, connecting with providers, and obtaining ID documents like OHIP cards – all important factors in managing health long-term.

The Health Bus has faced some practical challenges associated with increased traffic, like parking, as well as a vehicle that has had some downtime due to repairs. Despite this, the Health Bus team continued to innovate to provide needed services. They’ve pivoted to offering more drop-in services for people who are experiencing homelessness, who are underhoused or staying in shelters. This includes Connections 4 U Drop-In, allowing clients to access short-term support from system navigators onsite at Sherbourne as part of our STASH drop-in. The Trans Care Clinic was also developed to serve people experiencing homelessness, who are underhoused or stay in shelters, and offers primary care and system navigation supports for those seeking to access gender-affirming primary care. Both of these programs are meeting the need in our communities for low-barrier clinical services that help bridge clients to medical resources to reach their goals.

3,039
total contacts

18,300
pairs of socks given out
via the Health Bus and all
harm reduction programs

1,089
clinical visits
with a nurse
practitioner

348

clinical visits

1,049

**Hep C tests run
both onsite and at
outreach locations**

314

**group outreach
contacts**

HEP 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, and expanded this year to include Scarbourough Centre for Health Communities, Unison Community Health Centre and Parkdale Queen West. The TCHCP provides community-based Hep C education, testing, treatment, and support for people who have faced barriers to accessing 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.



Hep C care is delivered across Sherbourne programs, including on the Health Bus.

MENTAL HEALTH

At Sherbourne Health, 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 help our clients work towards positive mental health to improve overall health outcomes. Sherbourne offers a range of services and programs including ongoing one-on-one psychotherapy sessions, mental health groups and Brief Therapy Services (BTS) to bridge the gap between connecting to an ongoing counselor and emergency services. Our BTS services have been a real success for our clients, with **614 visits last year**.

Through a desire to continually improve the services we offer, we conducted a program evaluation for our mental health services. A broad-reaching survey was shared with our mental health clients, looking for ways we can improve services and offer the kinds of programming that people are looking for. The results of this survey will be actioned over the coming year.

The Mental Health Team continues to strengthen collaborations across Sherbourne Health to further positive mental health outcomes. Our counsellors partnered with drop-in groups and registered programs to co-create programming and providing much-needed services directly to participants within SOY, Trans and Non-Binary Career Connections, Levelling Minds, Nutrition and Diabetes Education Program, Harm Reduction and more. Their work ensures that mental health supports reaches all corners of Sherbourne Health and helps us to further build community wellness.



The Mental Health Team delivers expert care to increase wellness.

474

unique clients
accessing mental
health services

2,834

unique visits with
mental health
counsellors

614

Brief Therapy
Services visits

WOMEN IN NEED 'KLINIK' (WINK)

52

referrals made to
primary care

1,479

total interactions

448

kits containing
hygiene items
distributed

WINK provides accessible, trans-inclusive, barrier-free services to women who are homeless, underhoused, sex workers, use drugs, and/or experiencing poverty. Through a unique combination of health care, one-to-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, personal health support, harm reduction supplies, access to an interdisciplinary health care team for direct one-to-one health support, and group-based health promotion activities. WINK participants also engage in artistic and self-care programming. This past year has seen an increase in programming exploring Black and Indigenous cultural traditions including storytelling and beading. Participants have also benefitted from increased housing support for survivors of gender-based violence through a partnership with Nellie's.



The WINK team spreads joy and low-barrier care every week.

COMMUNITY PROGRAMS AND CAPACITY BUILDING INITIATIVES

ICONIC care, **ICONIC** communities. Through Sherbourne Health's Community Programs and Capacity Building Initiatives, we strengthen our communities by providing essential, evidence-based supports for wellness and resilience.

Working within a health promotion framework, we cultivate connections to the services people need in order to plant the seeds for vibrant, healthy futures for all.

BUILDING A HEALTH PROMOTION FRAMEWORK

Across our Community Programs and Capacity Building Initiatives (CPCBI), we have adopted a health promotion framework for all that we do. This means that whether it's a drop-in program for 2SLGBTQ+ youth or opening our Food For Good Café, we organize our work around the need to connect our communities to opportunities to better address their social determinants of health. It also means that we understand health to involve housing, employment, addressing isolation, mental health resources and so much more. It's about connections across our organization as well as across the city to bring our clients the best opportunities for health.

This framework can be seen in action across Sherbourne. This is particularly true for a recent collaboration developing a lung cancer screening program. Partnering with University Health Network and consultation organization Health Care Together, our CPCBI teams worked alongside our clinical teams on a Community Engagement Project (CEP) including a facilitated survey and a focus group hosted at each site. Holding consultations with service users in our Hep C Continuing Care Group, WINK, Mature Trans Sisters and other programs, the CPCBI team looked at ways to best connect clients to care. As an official community partner of this program, our health promotion framework and expertise allowed us to help shape ongoing regional and national consultations with a focus on populations that are more likely to be unattached to continuing care, including Indigenous people, people who are homeless or underhoused and people who use drugs.



The CPCBI team promotes health through community connections.

2SLGBTQ+ FAMILY RESOURCES

Building on our history with helping 2SLGBTQ+ parents and people who are interested in starting or growing their families, Sherbourne's 2SLGBTQ+ Family Resources continued to expand our offerings. Through an extensive slate of virtual and in-person workshops, 2SLGBTQ+ Family Resources shared sessions with experts and guests with lived experience to cover topics related to the practical, emotional, social, and legal aspects for family planning. This inclusive, widely encompassing curriculum, offered at no cost for participants, supports queer and trans people in exploring diverse pathways to parenthood, including surrogacy, adoption, pregnancy, and co-parenting.

This year, 2SLGBTQ+ Family Resources partnered with teams across Sherbourne Health to expand the depth and breadth of our offerings. This included working with our dietitians to share information related to fertility, pregnancy and post-partum nutrition. The popular Levelling Minds workshop series continued, 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. These collaborations allowed us to promote wellness for a wide array of family configurations and promote health and wellbeing for families and parents-to-be.



Clients learning the basics of baby care with hands-on demonstrations.

116

sessions offered

109%

increase in group session attendance

706

group encounters

NUTRITION & DIABETES EDUCATION PROGRAM

Sherbourne's Nutrition and Diabetes Education Program (DEP) offers health education about diabetes prevention and management alongside expert nutrition advice for a variety of clients.

Diabetes is a chronic condition that left unaddressed, 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 and related complications. People with diabetes can lead long healthy lives, however education and resources are necessary to empower individuals to manage their own care.

Sherbourne's dietitians have continued their focus on health promotion in the downtown east, working with Health Access St. James Town and other community partners to offer consultations, referrals, as well as case conferencing with providers to share their expertise. They have also increased partnerships across the organization, working with programs like 2SLGBTQ+ Family Resources, Youth Programs as well as menu development for the Food For Good Café.

DEP's chronic condition support groups provide people with health management and a sense of belonging. They continue to run Craving Change®, and have also introduced programs like Heart Health, Gut Sense, Nourish to Flourish and Café Chat, which help attendees better understand their relationship with food, managing chronic conditions through nutrition and how to make healthy choices.

497

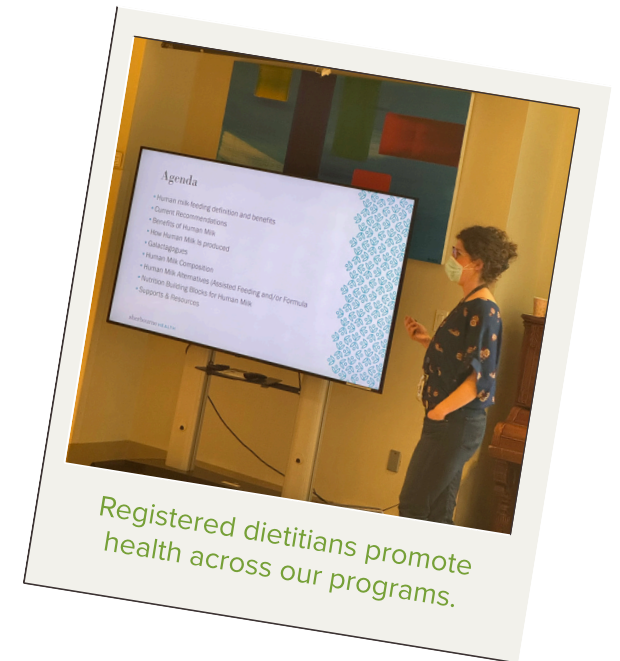
community interactions

1,230

one-on-one consults

376

group contacts



FOOD FOR GOOD

Food insecurity across Toronto continues to rise and has a particular impact on the communities we serve. The Sherbourne Health Food for Good™ (FFG) initiative works to make change by increasing access to healthy food and connecting people to community. We also offer a skills-building program to address income insecurity, which is directly linked to food insecurity. These supports encompass community drop-in meals, grab-and-go snacks, hot breakfasts, and additional food programming across our centre.

The Food for Good Café

Affordable food. Nutritious options. An accessible space to gather. Employment training toward job security. These are just a few of the steps we wanted to take when transforming our first-floor café.

With a grand opening in June 2024, the Food For Good Café has become a hub of activity at Sherbourne Health. As a community-driven initiative offering healthy dining options, the café brings food and social interaction together for staff, clients and community members.

With funding secured to offer a training program in food service for community members looking for on-the-job training, the café will continue towards fulfilling its mission for the betterment of our clients and neighbourhood.



6,731

**snack packs
distributed**

3,144

**meals served at
community groups**

472

**pay-it-forward
coffees served
to clients
in need**

RAINBOW HEALTH ONTARIO

86

instructor-led courses

626

interactions providing support to clinicians

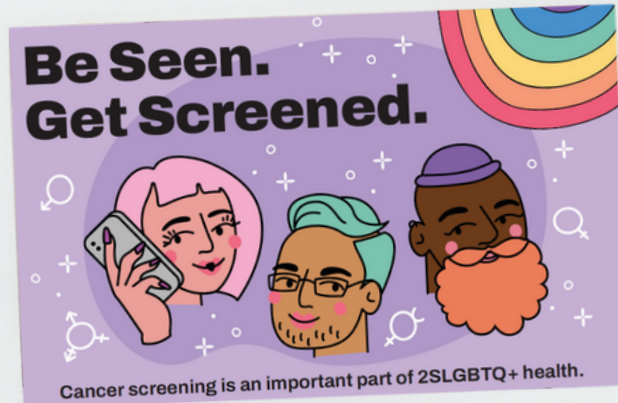
6,918

course registrations

Rainbow Health Ontario (RHO), a program of Sherbourne Health, is a key initiative dedicated to advancing the health and well-being of Two Spirit, lesbian, gay, bisexual, transgender, queer, and other gender and sexually diverse (2SLGBTQ+) communities in Ontario. RHO plays a significant role in contributing to system change by addressing health inequities, advocating for policy and systemic reforms, and providing resources and support to health care providers. Through its multifaceted approach, RHO works to ensure that 2SLGBTQ+ individuals receive equitable, respectful, and culturally competent care within the healthcare system.



The RHO team makes a difference for 2SLGBTQ+ health across the province.



Part of RHO's latest public health campaign.

RHO had an impressive year working towards building partnerships with diverse providers and system leaders including Ontario Centres for Learning, Research, and Innovation in Long-Term Care at Bruyère Health, Ontario Health Quality Standards and the Royal College of Dental Surgeons of Ontario, as well as consulting with more than 20 additional organizations. This is on top of over **600 clinical support interactions, 86 instructor-led trainings delivered to 2,880 learners and 4,038 learners in our self-directed courses.** RHO also created resources to increase provider knowledge, including podcasts and updating our gender-affirming surgeries materials, all while upgrading to a more user-friendly learning management system to better serve our learners.

The **ICONIC** work of RHO has not gone unnoticed. This past year, RHO was honoured to receive the Harry Benjamin Distinguished Education Award by the World Professional Association of Transgender Health (WPATH), as well as the Community Health Champion Award from the Alliance for Healthier Communities.



International recognition for RHO.



Accepting the Community Health Champion Award

TRANS AND NON-BINARY PROGRAMS

841

group encounters

16

**organizations
exhibiting at our
Trans & Non-Binary
Career Fair**

84

group sessions

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 group programs, including Mature Trans Sisters, Trans Health in Your Hands and Surgical Self-Care series, all offer community and education around issues of importance to trans and non-binary people across the spectrum. Sessions are led by healthcare professionals, guest speakers and peers with lived experience, and cover topics such as sexual health, self-advocacy, and nutrition. By blending expert guidance with community voices, these programs help to reduce barriers to accessing care and make health information more accessible and relevant. This approach continues to prove effective in supporting the health of trans and non-binary people, demonstrating the power of community-led, affirming health promotion

Trans and Non-Binary Career Connections

First offered last year, Trans and Non-Binary Career Connections provides job search and career development supports to job seekers, as well as connecting them with employers committed to diversity and inclusion.

Many trans and non-binary people face disadvantages in finding and keeping employment, including workplace discrimination and challenges in finding a supportive workplace. This has informed the development of this program, which includes building employment skills but goes further by including mental health support, access to professional and gender-affirming clothing alongside peer support.

As part of Career Connections, Trans and Non-Binary Programs organized the second annual Well at Work: Trans And Non-Binary Career Fair to another year of success. Over 100 attendees had an opportunity to chat with exhibitors including Apple, Telus, RBC, Rogers, Manulife and many more.

YOUTH PROGRAMS

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

Working within a health promotion framework, SOY runs a number of weekly drop-ins alongside registered workshop series to bring health, education, access to resources, community and connections to queer and trans youth, many of whom experience intersecting identities that can contribute to challenges accessing vital supports like health care, housing and employment.

With continued dedication to quality improvement, SOY conducted a needs assessment for the trans masculine community in 2023. Born out of the responses to this, the Starfish program debuted this year, offering trans and non-binary folks age 16+ a safe and supportive environment to hit the pool alongside community partner Toronto Purple Fins Gender Free Swim Club. We further grew opportunities for physical activity with offerings like Boxing 101 and workshops with a personal trainer.

To help us support this vital programming, we launched Bridging the Gap, an online auction and fundraiser benefitting SOY. Thanks to our incredible donors and sponsors, we were able to raise almost \$17,000 for our youth 2SLGBTQ+ programs.



292

group sessions

2,341

group encounters

1,557

one-on-one case management sessions

YOUTH PROGRAMS

Building Resilience and Health for Black 2SLGBTQ+ Youth

Heeding the calls to action in Ontario Health's roadmap for addressing Black health inequities, Sherbourne continues to develop programs that support and connect Black communities with opportunities for health and wellness. This past year, we ran three programs focused on different aspects of mental health and resilience:

- **Resilient Roots**, focusing on peer support training & harm reduction.
- **Rise and Thrive**, focusing on mental health and community through food.
- **Levelling Minds 2.0**, a series available across Ontario, sharing tools for stress management and relationship building skills.

In addition to these new programs, SOY celebrated Black History Month in style. The SOY team focused on creating engaging programming that included an outing to the AGO with our Black Queer Youth drop-in program, presentations in topics ranging from effective allyship to rights in the workplace, film screenings and a community dinner open to all 2SLGBTQ+ youth to encourage shared connection through diasporic foods, and celebrating Black cultures and communities.

283

unique youth served

955

referrals to resources like housing, mental health and income support

123

Pride Prom attendees



All in for SOY!



Cooking up community connections (and cookies).

DONORS & FUNDERS

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Special thanks to our creative and communications partners

Deloitte Digital
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And in-kind donors

Engage and Change: Project Winter Survival
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Just Socks Foundation
Project Water (supported by the Bargains Group)
RBC Dominion Securities
Rogers
Shoebox Project
Socks for Souls

Without our generous donors, Sherbourne Health could not provide the impactful health care services and innovative programming we are known for. Together, these individuals, corporations, foundations, community groups, and government agencies are known as “Friends of Sherbourne” and they ensure our success.

Event Advisory Committee

Eric Aragon
Chad Brincheski
Joseph Callaghan
Barbara Hershenhorn
Matthew Perry
John Rider
Daniel Rozak

Thank you to our funding 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 - HIV and Hepatitis C Programs, Provincial Programs Branch
Ontario Health - Provincial Equity and Indigenous Health
Ontario Health Toronto
Ministry of Health – Health Capital Investment Branch

**These lists represent donors who gave \$1,500 and above during this fiscal year*

AUDITED FINANCIAL STATEMENTS: STATEMENT OF FINANCIAL POSITION

		2025 \$	2024 \$
Current Assets	Cash	5,804,231	6,399,362
	Accounts receivable	2,336,091	1,768,419
	Prepaid expenses	375,063	316,154
	Inventory	21,578	33,292
	Total current assets	8,536,963	8,517,227
Capital assets		14,401,319	14,938,223
	Total assets	22,938,282	23,455,450
Current liabilities	Accounts payable and accrued liabilities	7,111,795	7,517,724
	Deferred revenue	837,152	557,127
	Total current liabilities	7,948,947	8,074,851
Deferred capital contributions		13,695,968	14,227,918
	Total liabilities	21,644,915	22,302,769
Fund balances	Unrestricted	588,016	442,376
	Invested in capital assets	705,351	710,305
	Total fund balances	1,293,367	1,152,681
	Total liabilities and fund balances	22,938,282	23,455,450

AUDITED FINANCIAL STATEMENTS - STATEMENT OF OPERATIONS

Revenue	2025 \$	2024 \$
Ontario Health Toronto	12,587,692	10,725,813
Ontario Health Toronto and Ministry of Health - Family Health Team & Hep C Programs	3,583,159	3,578,512
Other revenue and recoveries	2,004,041	1,319,471
Other grants and guarantors	1,197,880	1,464,732
Ontario Health - Provincial Equity and Indigenous Health	1,050,000	870,095
Amortization of deferred capital contributions	1,008,794	752,400
Fundraising	402,648	374,552
Supporting Communities Partnership Initiative	106,438	87,025
Total revenue	21,940,652	19,172,600

**All numbers for fiscal year running
April 1, 2024 - March 31, 2025**

*The full audited financial statements and accompanying notes for
the period ending March 31, 2025 are available upon request.*

Expenditures	2025 \$	2024 \$
Primary care and Family Health Team	9,246,824	8,164,158
Building services and utilities	2,506,847	1,875,446
Acute Respite Care (ARC)	2,302,611	2,074,814
LGBT primary care	1,844,646	1,934,396
Administration	1,228,307	1,128,253
Rainbow Health Ontario	1,202,011	1,034,669
Amortization	1,127,884	814,324
Information systems	711,783	574,257
Human resources	526,135	422,080
Finance	295,489	269,461
Health bus/mobile	259,866	362,966
Fundraising	254,467	154,922
Immigration, Refugees and Citizenship Canada	195,247	187,215
Communications	97,849	98,534
Total expenditures	21,799,966	19,095,495
Excess of revenue over expenditures	140,686	77,105

BOARD OF DIRECTORS

John Rider

Board Chair

Andrew Shin

Vice Chair, Chair of Governance Committee

Jacqueline Lumsden

Secretary, Chair of Quality Committee

Monica Bienefeld

Treasurer, Chair of Finance & Audit Committee

Adam Stewart

Board Director, Governance Committee Member

David Doull

Board Director, Governance Committee Member

Emily Hao

Board Director, Quality Committee Member

Jonathan Vandersluis

Board Director, Governance Committee Member

Kelsey Goforth

Board Director, Finance and Audit Committee Member

Kirstin Creber

Board Director, Finance and Audit Committee Member



Leighanne Layman

Board Director, Finance and Audit Committee Member

Paulette Gardiner Millar

Board Director, Quality Committee Member

Rachel Kwong

Board Director, Finance and Audit Committee Member

Susan Anderson

Board Director, Governance Committee Member

Non-Director Committee Members

Newsha Zargarán, Jonah Ssenyange, Julia (Shaghayegh) Shamasebloo, Laurie Bourne, Rain Chan, Shannon Thom, Bethany Kwok

THE LAST WORD



"With the unwavering support of SOY and my Youth Resource Worker, I won my refugee claim. They constantly encouraged me with positive thoughts, helped me register for a school program, provided me with clothes, assisted in my housing search, and gave me hope to believe in myself again. They offered many hugs, made calls with me, and checked on me via text messages."
- Faith, SOY participant



"The education I've received through Rainbow Health Ontario has consistently been of the highest quality—informative, engaging, and truly valuable."
- Ashley, Rainbow Health Ontario learner

"WINK is a bright spot in my life – it is the best and most healthy breakfast of my whole week. I get to enjoy a meal with my sisters, participate in crafts and spend quiet time if I need. The staff are amazing and have helped me navigate through various government programs. I get support for my housing issues and mental health concerns. Life is not easy for us out here – we are stigmatized, marginalized, and pushed away. Without WINK I don't know what would happen to me."
- Anonymous, WINK Participant

"The career fair was a beautiful experience because I got to see so many different companies, which gave me a lot of hope and excitement for my future employment opportunities."
- Grace, Well at Work: Trans and Non-Binary Career Fair participant

"I never felt safe in any clinic until I came here. My wife and I have been clients for 20 years and I just want to say thank you!"
- Anonymous

"I like just about every aspect of your service. The fact you will go above and beyond to understand and help."
- Anonymous

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.

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.

REAL.

We say what we mean.

We own our commitments.

We constantly bring hopefulness to the work.

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.



sherbourne HEALTH

333 Sherbourne Street | Toronto ON | M5A 2S5

info@sherbourne.on.ca

sherbourne.on.ca