



# Resilience in the Face of Adversity

2021 ANNUAL REPORT



**REXDALE**  
COMMUNITY HEALTH CENTRE



# Resilience



When bad things happen and you're feeling stressed  
When you carry many burdens 'til you feel oppressed  
When there's more bad news on the screen each day  
And it keeps getting harder just to find your way...  
Don't give up.

When the stress builds up 'til it does in your head  
And you feel such sorrow that you just stay in bed  
When circumstance traps you so you can't get out  
And you're feeling so angry that you wanna just SHOUT  
Just breathe.

Yes things get dark and times get hard  
Progress measured by the yard  
And there are some times we just get stuck  
And it seems that we have just run out of good luck  
But hold on.

Because, given some time  
And avoidance of crime  
The world will still turn  
And a new day will burn  
Brighter.  
Have faith my dears  
And calm your fears  
'Cuz everything cycles around  
And you will find solid ground  
In a while.

Everything cycles around  
Things that are lost can be found  
The falling leaves will grow again  
And the world will get washed clean by the rain  
Given time.

People say that life is a circle  
But I'll share here a secret I've learned  
It's actually more of a spiral  
'Cuz we RISE with the wisdom we've earned.  
We rise

The flowers bloom again each year  
The birds return  
The trees regrow their leaves  
Life goes on because  
Life wants to live

—Catherine Peever 2021

# Message from the Executive Director & Board Chair



*This has been a year like no other for North Etobicoke. The COVID-19 pandemic created challenges and magnified inequities faced by our city's most vulnerable residents, many of whom live right here in our community.*

Yet, despite lockdown isolation, learning new safety protocols, and fears of the unknown—or perhaps because of these things—we rose to the challenge together as a community. The pandemic gave us the chance to demonstrate the strength, cohesion and resilience of Rexdale's people again.

For Rexdale CHC, it was a call to action on many fronts. We quickly pivoted our services to virtual care—including virtual group programming for youth and seniors, our pre- and post-natal programs, and Pathways to Education—while maintaining some in-person services for those who needed them. As many activities went virtual, we improved our technology infrastructure, transitioning to a new electronic medical records system that will help us better track patient data and improve communication and patient care.

Rexdale CHC also provided equipment, training and access to the internet for many clients with digital access issues. This was essential for our seniors' programming to address isolation and mental and physical health during lockdowns. It was also valuable for our youth clients to continue receiving tutoring and mentoring, attend our virtual

university/college fair, and have a safe space to connect and access mental health workshops and supports they needed. Rexdale CHC will continue to offer several virtual activities, incorporating feedback from clients in the planning and implementation of these programs and services.

North Etobicoke has been one of the communities hardest hit by COVID-19. The high infection rate meant our healthcare response and essential supports were needed more than ever. Rexdale CHC became a lead agency for the province's COVID-19 High Priority Community funding, driving testing and vaccination efforts with our health partners and community ambassadors. Working with more than 30 organizations through the North Etobicoke Cluster Partners, we developed and provided community information, testing facilities and vaccine clinics.

The Rexdale Community Hub turned into a testing site five days a week. Our team also conducted tests through pop-ups in community centres, churches, buildings, shelters and other locations. In addition to testing, Rexdale CHC provided essential wrap-around supports, such as case management and mental health services. In partnership with FoodShare, we have supplied food hampers, prepared meals and food vouchers to individuals and families affected by COVID-19.

Rexdale CHC's COVID response has been client-centred and culturally appropriate. We know that vaccination is the safest, most efficient way out of this pandemic, so we have created

opportunities for dialogue in person, online and in multiple languages to answer community members' questions about the vaccine. Thanks to a multilingual team of dedicated community ambassadors who offer health information, interpretation, personal protective equipment, and encouragement to get vaccinated, we provide an accessible and supportive community experience to overcome vaccine hesitancy, fears, and misunderstanding. As a result, we have held successful vaccine pop-up clinics in the Rexdale Community Hub, Albion Arena, schools, churches, temples, mosques, apartment buildings, parks, basketball courts and community centres across North Etobicoke.

Every step of the way through this unprecedented year, we have witnessed the pride, determination, and sense of community that make Rexdale resilient. We deeply appreciate our amazing Rexdale CHC staff, who changed course whenever needed but never broke their stride to ensure our community received high-quality health and wellness support. We are grateful to our community volunteers—those on our board of directors and those who have supported our onsite and outreach activities to help educate and vaccinate as many Rexdale residents as possible. Thanks to all of these individuals and the generous support of our funders, we are confident that North Etobicoke and Rexdale CHC will emerge from this pandemic stronger than ever.

**Safia Ahmed** Executive Director  
**Alex Battick** Chair, Board of Directors



# Vision, Mission, Values & Beliefs

## Vision

A healthy and empowered community.

## Mission

Our doors are open to support and advocate for the physical, economic, social and mental health and well-being of our diverse community. We work together with our community and partners to improve equitable access to quality care and services.

## Values & Beliefs

Rexdale CHC is committed to achieving a healthier community. This includes the physical, economic, social and mental health of all community members, and is supported by strategic partnerships and collaborations and the following values and beliefs:

**Accountability:** We do what we say we will do. We use our resources responsibly to provide equitable access to quality care and services.

**Collaboration:** We work together to find and implement innovative solutions to meet our community's needs. We share our knowledge and celebrate our success.

**Diversity:** We warmly welcome everyone from our community. We create an inclusive environment that honours people of all cultures, traditions, faiths, genders, sexual orientation, abilities, and life experiences.

**Respect:** We are kind, polite and caring. We value each other's contributions and abilities. We create a safe place for all.

**Quality:** We put excellence front and centre for all our programs and services. We strive to deliver the highest standards of practice, while focusing on sustainability, continuous improvement, experiential learning, and celebrating successes.





# A Community Challenged

Marginalized communities, including racialized, low-income, female, senior and younger Torontonians, have been hardest hit by the health and financial impact of COVID-19, which are ongoing and compounding.

The shift to online learning has been difficult for many students—especially for low-income students, who have less access to technology, high-speed internet, and tutoring opportunities—and for lone parents who must make additional sacrifices to support at-home learning.

**15%**  
of Rexdale/North Etobicoke residents live in multigenerational housing

**45%**  
of reported COVID-19 cases in Toronto were individuals living in low-income households

**19%**  
of residents in Rexdale/North Etobicoke live in crowded housing

**5%**  
As of early June 2021, only 5% of people in the postal zone that includes Rexdale were fully vaccinated, compared to 17% of people in Toronto's most highly vaccinated postal zone

**21%**  
of Rexdale/North Etobicoke residents live in low-income households

Toronto areas hardest hit by COVID-19 are also areas with more multiple working adults or families sharing a household.

Canada-wide, COVID-19-related deaths are higher in areas with greater concentrations of Black Canadians.

# Empowering Resilience: Highlights of Our Work

*“In the most adverse times, never let go of your optimism and sense of humour. This mantra gave me strength to overcome all adversities, at work and in life this year.”*

—Sunita Kak, Tutoring/  
Research & Evaluation  
Coordinator at Pathways  
to Education



Throughout the pandemic, our **Primary Care, Diabetes, Foot Care, Physiotherapy, Nutrition** teams provided modified face-to-face service that ensured the safety of community members and staff, and we also added virtual care appointments as a component of service delivery.



Pathways to Education developed an **information session** for parents and students to outline the advantages and disadvantages of e-learning, how parents can provide effective support for children learning online, and what is required of students who participate in e-learning. The session established ways for parents to keep their children accountable and maintain appropriate routines when they are not in class.

**Pathways to Education** responded to the challenging environment faced by our students with a successful online program.



Our **Urban Harvest** program collected more than 1,000 lbs of food from community residents, which was redistributed as part of the emergency food access program.

Rexdale CHC conducted more than 30,000 **primary care appointments** from April 2020 to March 2021.



Recognizing the mental health of youth was severely affected by the pandemic, our Pathways to Education program offered separate **Boys' and Girls' Groups** during the April school break, in which participants had a safe place to discuss such issues as bullying, violence and trauma, mental health, financial literacy, and peer pressure, drugs and gangs. Throughout the week, Pathways also hosted online social events with trivia, “would you rather”, and *Kahoot!* games.



As the city locked down, our Seniors Program team adopted the “**Seniors Centre Without Walls**” (SCWW) model for program delivery to address program access challenges seniors faced. We offered 10 SCWW programs weekly, including ESL classes, Meditation, Choir, Health Promotion workshops, Storytelling, and Somali and Spanish Seniors Social programs. More than 160 seniors participate in Rexdale CHC's daily fitness and social programs via Zoom.

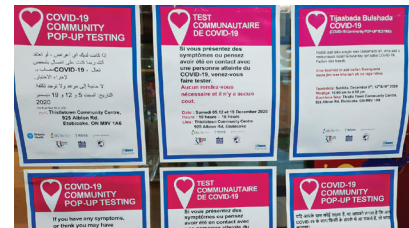


Throughout the year, Rexdale CHC staff worked with our community partners and funders to ensure that our seniors clients have access to **senior-friendly devices and digital literacy training opportunities**. Through this effort, we provided laptops, cellphones and training to participants so that they had access all programming.

In November, our Clinical Team set up a **COVID-19 testing site at 21 Panorama Court** and completed well over 10,000 COVID tests in the ensuing months. This has been an essential service for the community, as many live in designated hot spots where infection rates were soaring.



Rexdale CHC's Primary Care and Administration teams set up a **COVID-19 vaccination clinic at 8 Taber Road** in April 2021. This clinic provides access from Monday to Friday to community members who are not able to go to the mass vaccination or pop-up clinics. Our teams also provided home visits for homebound patients.



Pathways Canada chose our Rexdale program for the **Pathways Online Pilot (POP) project**. The project developed a video conferencing app, SMS mass messaging, text app and telephone number validator apps. Having a voice in the development of the POP program enabled Rexdale CHC's Pathways site to influence the direction and specifics of the platforms.

As the pandemic increased the need for mental health supports among youth aged 24 years and younger, Rexdale CHC partnered with **New Leaf Foundation** to co-facilitate a **five-week wellness workshop**. The psychoeducational activities focused on the impact of stress and anxiety, and provided coping tools such as mindfulness and self-care/self-compassion techniques, as well as art and journaling. We also addressed the mental health of seniors and the adult population with a psychoeducational wellness series that covered such topics as stress and anxiety management during COVID-19, maintaining good sleep, hygiene, elder abuse, and grief and loss.

Rexdale CHC was an integral part of the COVID-19 mitigation effort in north Etobicoke. We organized **pop-up COVID-19 testing clinics** with support from community partners and developed and implemented informational town halls and workshops. We also provided a range of wrap-around services for clients who tested positive for COVID-19.



**10,000**  
Number of wellness calls conducted by our Health Promotion team

**50**  
Number of seniors who attended a virtual program developed and delivered with the Art Gallery of Ontario

**53**  
Number of clients who received nutritional education through recipes and one-to-one consultations with Rexdale CHC's community dietitian

**95**  
Number of people who accessed Our Pharmacy prescription program for food and reduced food insecurity



## Our Youth Impact

**96%**

of clients were reached by Pathways to Education Student Parent Support Workers each month

**208**

Pathways to Education packages of school supplies delivered to families

**92%**

of our grade 12 students graduated, as well as two grade 11 students

**142**

Pathways to Education tutoring support sessions provided

**80%**

of our grade 12 students applied to post-secondary education

**100**

students received laptops and cellphones from our Pathways to Education program to support their access to online school and our programming

**38%**

of Pathways to Education students were named to the honour roll





# Meet Our Community Ambassadors

*To help reduce the spread of COVID-19 in North Etobicoke, Rexdale CHC hired 10 “community ambassadors” who are familiar with the area to go out and speak to community members about COVID-19 safety and prevention. The ambassadors hand out personal protective equipment and share information about how COVID-19 is spread, how to properly wear masks, the importance of hand washing and sanitizing, and information about the vaccines and our clinics. **Penny, Esther and Leslieann** are three of our amazing ambassadors, who are breaking down barriers to healthcare for many in our community.*

## MEET OUR COMMUNITY AMBASSADORS

### Esther

I have a diploma in Social Work and I had experience as a community ambassador with another organization, so when I saw this opportunity with Rexdale CHC, I applied and was hired. At the start, I was talking to people in the street, in different places, and in residential buildings about COVID testing and safety. With the pandemic, people aren't going out as often, so going door to door we are able to get the information to them and people are happy to speak to us.



There are some who are hesitant, or they are scared because they listen to rumours going around about the vaccine. But when we go out and give them the factual information and they can ask questions, they tend to get the vaccine. As community ambassadors, we connect the community to the services of the centre. Some people have medical conditions that they are concerned about and we give them information and brochures to come the clinic and talk to the nurse practitioner.

Now I am the site manager at the vaccination clinic. I remember a man who was passing by and he saw the signs outside. He was not sure about the vaccine's safety so he asked questions. He wondered why he should bother getting the vaccine if he would still have to wear a mask and physical distance anyway. I explained that the vaccine is more protective so if he gets COVID it won't seriously affect him. He listened and asked more questions and with everything he heard, he was satisfied and agreed to get his shot right then.

Being a community ambassador is really satisfying. It gives me a happy feeling that I can't express in words. We are achieving something great by helping out people. We are getting more people out. Our goal is to get 95% vaccination rate in the area. I find that if we have a chance to speak to people and they can ask their questions, it is easy for them to understand. When we answer and they are clear about it, they get the vaccine.

### Penny

What I love most about being a community ambassador is the opportunity to help others – especially other Latinos in the community. I understand how language barriers can complicate things for people who may need help and don't speak the same language. As a community ambassador I get to be the middleman providing information about COVID-19 prevention, vaccinations, and the Rexdale CHC pop-up clinic locations.



At the beginning of the project, I made a video in Spanish informing people about the clinics and ways they could protect themselves and their families. I shared it on social media and in a Latino WhatsApp group I belong to. We reached so many people this way. I've also been able to reach the community through Latino churches and giving information and PPE kits to the pastors and priests that they share with their congregations.

Most times the work is very rewarding because I get to help people who are scared to seek medical attention because of language barrier. In one clinic, there was a woman with breast cancer who brought tears to my eyes and changed my life. She opened up to me about being scared. She only spoke Spanish and she said "people like you who put your life at risk knowing you can take the virus and spread it to your family are very, very valuable to me." She also reminded me that people may not appreciate my job but she knew that we are all trying to protect people we don't know.

The community ambassadors are a multicultural group—speaking Somali, Arabic and other languages. People are more likely to trust someone who speaks the same language as them and understands where they are coming from. Even though we are in North Etobicoke we attract people from all over Toronto because of this. Our goal is to protect the lives of everyone in our community regardless of their culture, race, or ethnicity.

### Leslieann

Being a community ambassador is a really great opportunity to me. It is my passion to help people, and doing this job you meet so many people from different races, places and backgrounds. We try to educate people about COVID and asymptomatic infection and how it's important to get tested. When we're in the community, we meet different types of people – some are very aggressive, some are polite, some want to hear more about it to gain knowledge, others don't want to know anything because they insist there is no COVID. You don't know what you are going to get until you approach them.



We are now focusing on the vaccine and getting people vaccinated. We let them know when there is a vaccination clinic and explain the risks of COVID and the benefits of the vaccines. When they do come to the clinic, people are excited to be vaccinated, especially the teenagers and seniors.

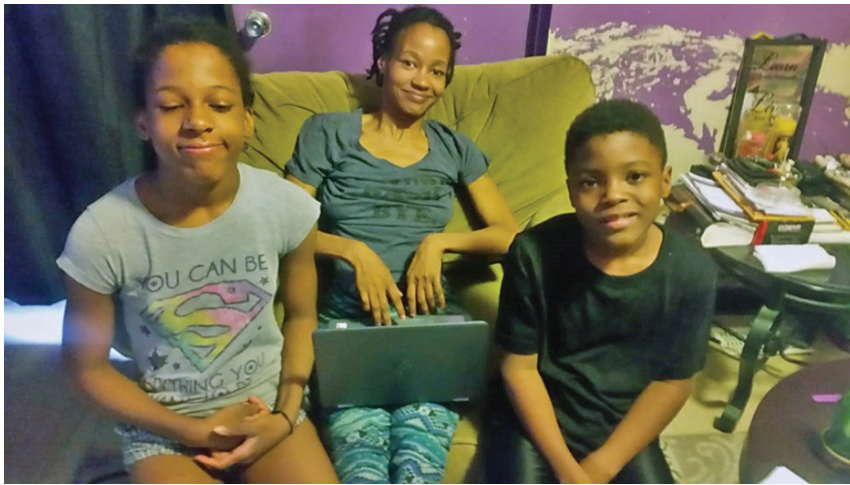
But to me, our work is more than COVID education and vaccination information. When we show people our badge that says we're from Rexdale CHC, they recognize it they tell us that they have come to the centre for their foot problem or to see the doctor or other reasons. They tell us about their problems—like they don't have food or they can't pay rent. So we listen and we connect them to the Rexdale CHC case manager to get them what they need.

I spoke to a man on Ontario Works whose case worker had gone on vacation and he didn't get his cheque. We arranged to get him food and gave him grocery gift cards and we talked to the case manager from Rexdale CHC to help him and see what was going on with his cheque.

Another person I spoke to wanted to get vaccinated but didn't know how because he was undocumented and didn't have a health card. I spoke to the clinical team and we were able to get him vaccinated. So, as COVID ambassadors we help people in lots of different ways and I love that.

# What Our Support Means to Clients

Note: Clients pictured may not be the individuals quoted.



*“I am incredibly happy to be a client at the Rexdale CHC. I have been registered for about five years. The Rexdale CHC staff have been incredibly supportive to me and my family. I have been diagnosed with Multiple Sclerosis and find it very hard to do things. My 12-year-old daughter, 9-year-old son, and a very close friend do almost everything for me, with no other family support.*

*I am thankful for the laptop and WiFi hot spot Rexdale CHC provided me. I am a single mother and it has been very difficult for*

*me to buy a laptop or provide internet access for my children.*

*My children now use the laptop and WiFi to do their school work and online homework. I can also connect with my family through Zoom or Skype.*

*I know my case manager is always looking out for [us]. She has been very supportive in whatever way she can and is always advocating for us. I am grateful to Rexdale CHC for looking out for me and my children.”*

**—Alicia**

*“My two kids and I have been privileged to be part of Rexdale Community Health Centre—my first community centre here in Canada after moving in from the shelter. From the first time I went there for help, I found open arms. My case manager almost felt like I knew her. Little did I know, all of her workmates are awesome as well.*

*We were welcomed with transit tokens and tickets to the aquarium, where we made such beautiful memories with my kids. We really needed this quality time to bond. It was also so therapeutic to me too.*

*My doctor at Rexdale CHC—a really awesome lady—gave me an opportunity to be in a nutrition class that shaped my family’s healthy eating habits. As if that wasn’t enough, I got to go for an interview at CBC Radio with one of the staff to speak about Rexdale CHC’s FoodShare program, where I get a vegetable and fruit box biweekly.... I am so humbled by the services of Rexdale CHC. Thank you so much for all your good works. May God bless all of you always. Keep it up.”*

**—Sarah**



Note: Clients pictured may not be the individuals quoted.

*“I have been a medical client of Rexdale Community Health Centre for the past four years. During this time, I had the opportunity to develop a closer relationship with a few of the staff [as] they made me feel safe and respected. I was able to confide in them and felt safe expressing some of the challenges I had been encountering.*



*My situation was given closer consideration and the staff recommended additional services, including counselling sessions, FoodShare boxes, Christmas toys for my son, a laptop, clothing, and referrals to other resources and services that were beneficial to me outside of the centre.*

*I am grateful to Rexdale CHC and its staff for all of these opportunities and services because it has made coping with life much easier and restored hope to me. I also want to express a special thanks to my case manager for her continued support in all of*

*these areas of help. I am, and will forever be, grateful for this great opportunity and kindness.*

*Thank you all for making all of these services and resources available to me and all the other families out there who have and are still benefiting from them. I no longer feel limited in my situation but rather I am now a testimony of hope to others in my community who are facing similar challenges. Being in a community with an organization like Rexdale CHC that cares for its clients is indeed a blessing.”*

**—Nadin**

*“My family and I came to Canada in 2017 and soon after were connected with Rexdale CHC. We are registered with the primary care clinic and we have been very lucky. Connecting with our case manager has given me the opportunity to access many services, such as the FoodShare program, which was extended when COVID-19 started. I am not working and the groceries have been very helpful for us.*

*We received a laptop for my three children, who were having problems accessing and completing school work, as well as a Christmas dinner and presents for my children from another organization, which I was very thankful for during the holiday season. Our case manager also connected me with the Salvation Army, which provided us with winter clothing. I could not have afforded any coats for myself or my children.*

*I am so thankful for everyone at Rexdale Community Health Centre for their wonderful support and all who*

*had a part to play in going above and beyond for its clients.”*

**—Georgia**



# Auditor's Report

Statement of Financial Position for the  
12 Months Ending March 31, 2021

<i>Assets</i>	Mar 2021	Mar 2020
<b>Current Assets</b>		
Cash	\$1,941,309	\$1,073,031
Accounts receivable	189,788	229,288
Prepaid expenses	116,967	115,252
	<b>2,248,064</b>	<b>1,417,571</b>
Long-term investments	1,023,299	882,961
Property and equipment	4,953,137	5,294,421
	<b>5,976,436</b>	<b>6,177,382</b>
	<b>8,224,500</b>	<b>7,594,953</b>
<b>Liabilities &amp; Assets</b>		
<b>Liabilities</b>		
Accounts payable and accrued liabilities	1,283,691	905,257
Accounts payable - CWLHIN	217,261	137,895
Accounts payable - MOH	1,437	1,437
	<b>1,502,389</b>	<b>1,043,589</b>
<b>Net Assets</b>	<b>6,722,111</b>	<b>6,550,364</b>
	<b>8,224,500</b>	<b>7,594,953</b>

Consolidated Statement of Revenues and Expenses  
for the 12 Months, Ending March 31, 2021

<i>Revenue</i>	Mar 2021	Mar 2020
CWLHIN funding	\$8,326,811	\$7,249,483
Sundry income	1,026,715	685,681
Other project grants	3,071,524	2,679,286
	<b>12,425,050</b>	<b>10,614,450</b>
<b>Expenditures</b>		
Salaries	5,268,054	4,405,939
Benefits and relief	1,096,749	852,318
General and operating	1,566,214	1,627,737
Rent and maintenance	1,040,727	874,019
Project grant expenses	2,708,072	2,677,421
	<b>11,679,816</b>	<b>10,437,434</b>
<b>Excess of Revenue over Expenditures</b>	<b>745,234</b>	<b>177,016</b>
Amortization cost	437,061	350,212

## Independent Auditors' Report

We have audited the accompanying financial statements of Rexdale Community Health Centre which are comprised of the statement of Financial Position as at March 31, 2021, and the statements of Revenues and Expenditures, Changes in Capital Asset Fund, Revenues and Expenditures and Changes in Capital Assets Fund - MOH Capital Project Fund, Revenues and Expenditures and Net Assets, Revenues and Expenditures, and Cash Flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

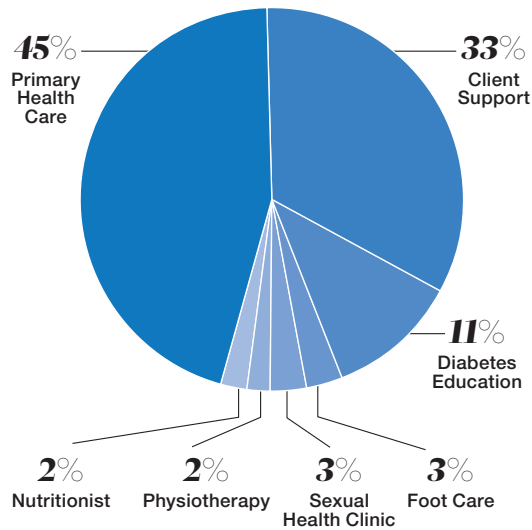
In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Rexdale Community Health Centre as at March 31, 2021, and its financial performance and its cash flows for the year then ended in accordance with Accounting standards for Not for Profit Organizations (ASNPO).

We conducted our audit in accordance with Canadian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of Rexdale Community Health Centre in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Hennick Herman, LLP**  
Chartered Professional Accountants  
Licensed Public Accounts  
Richmond Hill, Canada  
Tuesday, May 18, 2021

# Service Statistics 2020–2021

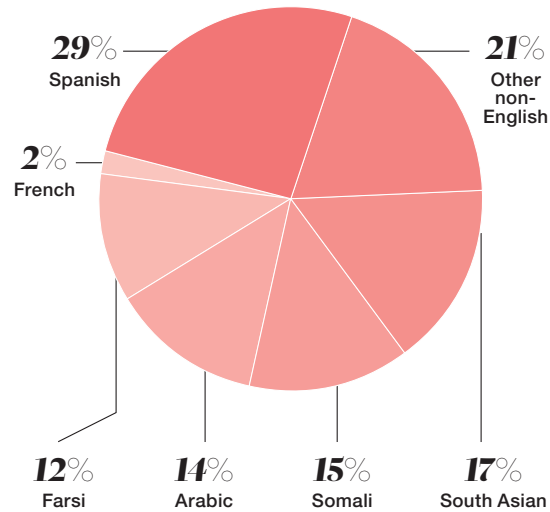
## Clinical and Client Service Activity



Individual Services: 13,528

Service Events: 51,854

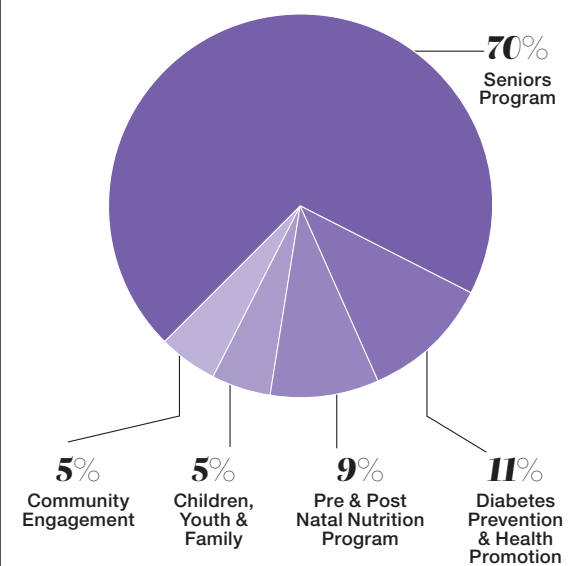
## Service in a Language Other than English



“Other non-English” includes: Portuguese, Tamil, Romanian and Hungarian.

“South Asian” includes: Hindi, Urdu, Punjabi & Gujarati.

## Community Programs and Health Promotion



Group Sessions: 3,693

Total # of attendees: 23,665

Note: Participants might attend more than one group/session.

Virtual Group participation only due to the COVID-19 pandemic.

# Funders, Donors & Partners

## Federal Funders

Public Health Agency Of Canada  
Employment And Social  
Development Canada

## Provincial Funders

Central West Local Health Integrated  
Networks (CWLHIN)  
Ministry Of Health And Long Term Care  
Ministry Of Senior And Accessibility  
Yorktown Child And Family Centre

## Municipal Funders

City Of Toronto - Community  
Service Partnership (CSP)  
City Of Toronto - Social Development  
City Of Toronto - Solid Waste  
Management Services

## Other Funders

Pathways To Education Canada  
United Way Of Greater Toronto

## Donors

CanadaHelps.org  
Canadian Association of  
Community Health Centres  
CHUM Charitable Foundation  
Hunter and Shaye  
Lynda E. Wright  
Atkinson Foundation  
Balsam Foundation

## Partners

Access Alliance NIWIC  
Albion Neighborhood Services  
Alliance for South Asian AIDS Prevention  
Art Gallery of Ontario (AGO)  
Arts Etobicoke  
Athabasca University  
Auberge Francophone  
BlackCAP  
Black Creek Community Farm  
Braeburn Neighbourhood Place  
Canadian College of Naturopathic  
Medicine (CCNM)  
Canadian Mental Health  
Association (CMHA)  
CANES Community Care  
Centennial College  
Centre Accueil Heritage  
Centre Francophone de Toronto  
Centre of Addiction and  
Mental Health (CAMH)  
Cité Collegiale  
City of Toronto (various departments)  
CNIB  
Collège Boreal  
CP24  
Delta Family Resource Centre  
Dixon Grove Junior School  
ENTITE 3  
Ernestine Women Shelter  
Etobicoke Services for Seniors  
FOCUS Rexdale  
Food Share Toronto  
For Youth Initiative (FYI) –  
Furniture Bank  
George Brown College  
George Hull Centre for  
Children and Families  
Giant Tiger  
Guelph Humber University  
GurMandir Temple

Hilltop Junior Middle School  
HSBC  
Humber College  
Immigrant Youth Centre  
Inspired Initiatives  
International Muslim Organization  
Islamic Educational Guidance Centre  
Islington Seniors Shelter  
Istar Restaurant  
Khalid Bin Al Walid  
Kingsview Village Seventh  
Day Adventist Church  
Kipling Colligate Institute  
LAMP Community Health Centre  
Lens Crafters  
Light House  
Lumenus Community Services  
Metrolinx  
Michener Institute of Education.  
Ministry of the Attorney General: Justice  
Centres, Criminal Law Division  
New Leaf Foundation  
Nipissing University  
Northwest Toronto Working Group  
OCAD  
Reconnect Community Health Services  
REX Pride  
Rexdale Community Hub  
Rexdale Community Legal Clinic  
Rexdale Women's Centre  
Rexdale Youth Mentorship  
Ripley's Aquarium  
Road to Zero Waste  
Royal Ontario Museum  
Ryerson CYC Program  
School of Experiential Education (S.E.E.)  
Seneca College  
Service Canada  
Societe Economique de l'Ontario  
Somali Canadian Association  
Somali Women and Children Network  
Spark Ontario

Stonegate Community Health Centre  
Student Leadership and Youth  
Empowerment (SLYE)  
Subway (Kipling)  
Suzy Mari Fitness  
TAIBU Community Health Centre  
The Career Foundation  
The Neighbourhood Group  
Thistledown Food Bank  
Toronto Community Housing  
Cooperation  
Toronto Employment and Social Services  
Toronto Pearson Airport (GTAA)  
Toronto Police Services  
Toronto Public Health  
Toronto Public Library (Albion Branch)  
Toronto Red Cross  
Toronto Symphony Orchestra  
Toronto Youth Food Policy and Council  
Toronto Youth Partnership and  
Employment (TYPE)  
University of Toronto  
Urban Arts  
Victim Services  
Westend Midwives  
Westway United Church  
William Osler Health System  
Women's Support Network (WSN)  
YMCA of Greater Toronto Area  
York University  
York West Active Living Centre  
Yorktown Family Services  
Youth Without Shelter

# Rexdale CHC Staff

Abdikadir Hirsi, *Community Outreach Ambassador*  
 Adib Ali, *Physician*  
 Agnes Magpantay, *Medical Secretary*  
 Ahmed Ali Ahmed, *Youth Worker*  
 Albesa Aliu, *COVID Case Manager*  
 Althea Martin-Risden, *Director, Health Promotion*  
 Amal Choghri, *Screener*  
 Amelia Noel, *Sanitizer*  
 Angela Brown-Knight, *P2E Coordinator - SPSW*  
 Asha Abdidahir, *Screener*  
 Asha Elmi, *Medical Secretary*  
 Atika Bindal, *Nurse Practitioner - COVID Testing*  
 Ayesha Malhi, *Community Outreach Ambassador*  
 Bashir Mohamed, *Student Parent Support Worker*  
 Beerpal Kaur Plaha, *Physician*  
 Besma Chowdhury, *Therapist*  
 Caitlin Merlino, *Medical Secretary*  
 Carline P Grant-Watson, *Sanitizer*  
 Channonjah Edwards, *Food Service Worker*  
 Cheryl Mercuri, *Physiotherapist*  
 Chona Villaverde, *Medical Secretary*  
 Christian Desautelles, *Summer Student*  
 Clara Cheong, *Physician*  
 Claudia Scarangella, *DEC Dietitian*  
 Cori-Ann Blake, *UHR Coordinator*  
 Dai-Jah Cohen, *Sanitizer*  
 Dean Randall Roehl, *Physician*  
 Debby Khan, *Clinical Assistant*  
 Devika Persaud, *Youth Worker*  
 Dodd Mohamud, *Student Parent Support Worker*  
 Doomeli Singh, *Medical Secretary*

Easter Angeles, *EPPNNP Support Worker*  
 Emelin Brown-McLaughlin, *Facilities Coordinator*  
 Eric Ivy, *Sanitizer*  
 Erni Suparti, *Medical Secretary*  
 Esther Paul, *Community Outreach Ambassador*  
 Fadumo Geire, *Client Support Care Navigator*  
 Fadumo Yusuf, *Medical Secretary*  
 Fahim Mohammad Iqbal, *Medical Secretary*  
 Fatmina Khanyare, *Community Outreach Ambassador*  
 Fayven Ghebru, *Registered Nurse*  
 Grace Anane, *Client Support*  
 Hamza Mohamud, *Registered Nurse*  
 Hawa Nur, *Senior Assistant*  
 Henry Bouclair, *Maintenance Worker*  
 Hodan Wais, *Clinical Assistant*  
 Janhvi Savsani, *Registered Nurse*  
 Jasmine Samuel, *TWP Project Therapist*  
 Jennifer Boakye, *RPN - COVID Testing*  
 Jonathan Garaine Samuels, *Summer Student*  
 Jose Garcia, *Data Coordinator*  
 Junaid Khan, *Medical Secretary*  
 Kameika Lee, *Nurse Practitioner - COVID Testing*  
 Karen Abella, *Nurse Practitioner*  
 Karol Prokocki, *Chiroprapist*  
 Kashish Gupta, *Summer Student*  
 Kekeli Agble, *Community Outreach Ambassador*  
 Kelsie Polano-Newell, *Chiroprapist*  
 Keri Michaud, *Site Support Worker Pathways*  
 Khalid Mohamed, *Junior Bookkeeper*

Kirollos Mikail, *Physician*  
 Kobina Vijayakumar, *Medical Secretary*  
 Kouame Denis Ahue, *Community Outreach Ambassador*  
 Krishna Neupane, *Sanitizer*  
 Kyle Gabriel, *Summer Student*  
 Latoya Rowe, *DEC Nurse*  
 Layal Ashkar, *COVID Case Manager*  
 Leanide Adam, *Community Outreach Ambassador*  
 Lekesha Edwards, *Student Parent Support Worker*  
 Lenore Simbulan, *P2E Coordinator - Program Facilitator*  
 Leslie Kargbo, *Community Outreach Ambassador*  
 Lilian Baxter, *Nurse Practitioner - COVID Testing*  
 Linda Akuamoah-Boateng, *DEC Dietitian*  
 Lisa Neilson, *DEC Dietitian*  
 Lousin Lazarian, *Medical Secretary*  
 Lydia Alemu, *Registered Nurse - COVID Testing*  
 MA Cherry Garchitorea, *Medical Secretary*  
 Madina Wasuge, *Director Pathways*  
 Maha Ali, *Screener*  
 Maria Parda, *Wellness - Child Care*  
 Maria Kasprowicz, *Registered Nurse - COVID Testing*  
 Maria Cruz, *Youth Coordinator*  
 Marilia Lana, *Seniors Coordinator*  
 Martha Morales, *EPPNNP Worker*  
 Maryan Barre, *Client Support Care Navigator*  
 Meenaz Mansuri, *Student Parent Support Worker*  
 Mfunyi Lumbala, *COVID Manager*

Michael Acheampong, *Sanitizer*  
 Miles Smith, *Physician*  
 Mirella Martino, *Screener*  
 Miriam Merino, *Seniors Worker*  
 Monica Balkaran, *Registered Nurse*  
 Monira Begum, *Medical Secretary*  
 Mulki Jumale, *Senior Assistant*  
 N'Kosi Whyte, *Student Parent Support Worker*  
 Nadine Cooke, *Sanitizer*  
 Naima Omar, *Medical Secretary*  
 Nastaran Toofani, *DEC Dietitian*  
 Natalia Pellew, *Food Service Worker*  
 Nathalie Pozo, *Student Parent Support Worker*  
 Nicole Alexander, *Screener*  
 Nimo Noor, *Medical Secretary*  
 Nirmala Mahipal, *DEC Nurse*  
 Ormie Shikany, *Student Parent Support Worker*  
 Penny Arevalo, *Community Outreach Ambassador*  
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 Petra Alexis, *Nurse Practitioner*  
 Phiev Helen Lim, *Senior Assistant*  
 Premdeep Basra, *Registered Nurse*  
 Raghbir Ali Shah, *IT Specialist*  
 Rajeeth Kirupaharan, *Medical Secretary*  
 Rana Kouki, *Community Outreach Ambassador*  
 Rhonda Tremblett, *Youth Worker*  
 Rochelle Ethier, *DEC Dietitian*  
 Rory Goodman, *Manager, Chronic Disease Management*  
 Rosa C Suarez, *Sanitizer*  
 Rupa Ghosh, *Seniors Worker*  
 Safia Ahmed, *Executive Director*  
 Safia Abdulkader, *Senior Assistant*

Sahra Abdi, *Registered Nurse*  
 Sajeda Aziz, *Seniors Worker*  
 Salimata Kone, *Administrative Officer*  
 Selma Hussein, *DEC Nurse*  
 Seya Tshimanga Sephora, *Community Outreach Ambassador*  
 Shamim Hussein, *Food Service Worker*  
 Sharron Wright, *Nurse Practitioner*  
 Shelley Clarke, *Nurse Practitioner*  
 Sonia Hernandez, *Community Dietitian*  
 Stephanie McQueen, *HR Generalist*  
 Suad Aden, *Volunteer Administrator*  
 Sunita Kak, *P2E Coordinator - Site Support*  
 Tania Fernandes, *Health Promoter*  
 Tania Fyke, *Food Service Worker*  
 Tanya Iskierski, *Youth Manager*  
 Tatiana Fisher, *Screener*  
 Terrence Rodriguez, *Youth Coordinator*  
 Thandi Wason-Wong, *Case Manager*  
 Tiffanie Francis, *Food Service Worker*  
 Tracey Thomas, *Therapist*  
 Venitta Outar, *Summer Student*  
 Wendy Caceres, *Senior Manager*  
 Wilman Caceres, *Finance Coordinator*  
 Ximena Bustillos, *HR Administrative Assistant*  
 Yasmin Nuur, *COVID Administrator*  
 Yogindra Chanchall, *Student Parent Support Worker*  
 Zhaoying Zhang, *Finance Director*



# Volunteers

Thank you to the many community members who volunteered their time and talents to Rexdale Community Health Centre this year.

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(Vice Chair)  
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Kiran Preet Singh  
Sarah Lee  
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Taljinder Dhési

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Amal Ghoghri

## Pathways to Education

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Adeeb Kutty  
Adrehana Duval  
Adriel De Vera  
Aichatou Saumohoro  
Ajilan Sivaloganathan  
Aldrin Limos  
Alicia Sarabai  
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Ammar Mooraj  
Amos Park  
Anahita Tadayon  
Anne Ngo Matip  
Annie Rheaume  
Atiya Rehman  
Ayanle Ahmed  
Barbara Reuber  
Beatrice Nwanko  
Ben Schneider  
Beverley Bowen  
Bhairvi Shah  
Caberto Manalo  
Cameron Perkins  
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Eamonn Lay  
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Brodovsky

Farhana Abutalib  
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Geoffrey Leslie  
Georgie Binks  
Gourav Siharya  
Harleen Gill  
Hassaan Sheikh  
Muhammad  
Hendrika Haasen  
Henna Hashmi  
Hibo Roble  
Jasmin Zhang  
Jason Stachelek  
Jessica Watts  
Jonathan Cruz  
Jordan Bruce  
Kapil Kalra  
Karen Wilson  
Karlo Mesovic  
Kashish Gupta  
Keri Michaud  
Keya Patel  
Kristine Joy  
Kruti Patel  
Lynn Euclid  
Malik Kabir  
Marina Bozic  
Mathew Maclean  
Matt Ferraz  
Michael D'Alessandro  
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Mikayla Hamid  
Mikel Osei-Owusu  
Naba Khan  
Nadia Bayram  
Nadia Berger  
Nimra Shakeel  
Ola Olusegun  
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Pavithira Kumaralagan  
Praise Erianami  
Remos Fiorda

Rohtas Sareen  
Rownak Tabassum  
Samantha Koscec  
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Sumeya Hassan  
Susan Lawrence  
Tamara Kunovac  
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William Manning  
Yvonne Daoleux

## Program & Special Events

Aarti Vora  
Alex Brodovsky  
Alisha Willard  
Andrew Tran  
Daniel Livshitz  
Devin Sy  
Dhaval Rughani  
Dhuvaraha Srikrishnaraj  
Ekaterini Eyzaguirre  
Emmanuel Nti  
Esther Oyewunmi  
Evette Garcia  
Florida D'Silva  
Garry Tisdelle  
Georgia Hacker  
Gertie Gaete  
Gloria Ferguson  
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Hyacinth Hamilton  
Iqra Sadiq  
Jacqueline Joan Ambris  
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Jesse Louro  
Jonathan Samuels  
Kachhia Minal  
Kaliyah Mahomed  
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Kena Lee Brown  
Keri Michaud  
Khadan Adan  
Kifaya Mohamed  
Leanide Adams  
Leya Kober  
Lily Hacker  
Maria De Lourdes  
Morales  
Megan Medeiros  
Michi McCloskey  
Mihrane Khan  
Monika Chopra  
Monique Deveaux  
Mukhtar Abdi  
Mustafa Omar  
Nadia Mohamoud  
Nafisa Nezar Omar  
Najma Naslarani  
Nawal Ahmad  
Norma Husf  
Paul Nsimba  
Sandir Mubeyra  
Sephora Nseye  
Shanoi Mundle  
Sherene Anderson-  
Johnson  
Shivam Kaushal  
Shodunke Olajumoke  
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[www.RexdaleCHC.com](http://www.RexdaleCHC.com)

