



ANNUAL REPORT 2013 2014

 **Unison**
Health & Community Services



Message from the Chief Executive Officer and the Board Chair

Unison Health and Community Services gratefully acknowledges funding from:

- Toronto Central Local Health Integration Network
- United Way Toronto
- City of Toronto
- Legal Aid Ontario
- Pathways to Education
- Ministry of Community and Social Services
- Ministry of Health and Long Term Care

This is the last year of Unison's Strategic Plan that started in 2012 and set out our strategic priorities of **access and navigation, innovation and knowledge transfer** and **community leadership for system change**. The strategic plan determined the areas that Unison has been focusing on for the last few years to achieve our mission and vision. Overall, the goals and targets Unison embarked on have been attained or in some cases surpassed.

The last year has been a time of significant achievements for Unison. We have continued our work on access and navigation. Unison Links has been fully evaluated and implemented at two of our sites. It has seen an average of four walk-ins per site per day, with capacity for further growth. Compared to last year, we added 750 new primary health care clients and 10,000 additional appointments. We have also offered 43 different groups that have supported the health and well-being of 8,800 members of our communities.

Our dedication to service excellence through improved quality and access initiatives has been rewarded by our clients, with our Client Experience Survey conducted in October 2013 indicating that 82% rated the care and services received as "excellent" or "very good." Unison is committed to continuing quality improvements to ensure that the clients and communities we serve have accessible, high-quality primary health care and community services at all of our sites. Our preparations for Qmentum (our accreditation process) over the past two years have provided Unison with an opportunity to review all of our programs and services to better meet community and client needs. The implementation of the new electronic client charting system — Nightingale on Demand (NOD) — while initially causing delays, will support better integrated client care. We thank you for your patience during the transition.

“I’m so happy, very lucky to have found these programs, to have received this information that I transfer to my family and my friends. I share it because it’s important and I want everyone to benefit from it.”

“I sincerely appreciate the staff whose attitude toward the seniors is so warm and caring.”

We are continuing to review and develop new ways of connecting with our clients and the communities we serve. Unison is committed to continuously improve on our key strategies to supporting healthy communities: “Engage, empower, enhance.”

Our flash surveys and suggestion boxes have helped us gather important feedback from our clients on an ongoing basis, in addition to our annual client experience survey. We spend considerable time reviewing this feedback and figuring out how to act on it. Please continue to tell us what your healthcare needs are and how best we can meet them.

As 2015 quickly approaches, Unison will be entering a new strategic planning phase. This plan will set out Unison’s overarching goals and objectives for the future. There will be different ways for clients, staff, community partners and key stakeholders to participate. Please look for these in our *Unison Voice* newsletter and on our bulletin boards. We want to hear from you.

We are very proud of the tremendous efforts of our staff, board, volunteers, community partners and students. Working together collectively, we are making a difference to realize our vision of healthy communities.

Thank you for your continued support,



Michelle Joseph, CEO



Janak Jass, Board Chair

Vision

Healthy communities.

Mission

Working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

Values

Accountability: As a publicly funded organization, we are responsible to our stakeholders. We strive for integrity in our work and for the effective use of resources. We seek improvement through critical enquiry and continuous learning.

Collaboration: We embrace partnerships, both inside and outside of our organization. We foster the active participation of community members in our work, and we celebrate our collective achievements.

Equity: We work to celebrate diversity and eliminate oppression in all its forms. We are committed to treating all people with dignity, honesty and respect, and we value individual choice and self-determination.

17,010
Active
Clients



219
Employees



8,798
Program
Participants



238
Corporate
Members

4
Full-Service
Locations

288
Volunteers
and Student
Placements



88,999
Client Visits

Spanish
Portuguese
Russian
Italian
Somali
Top Five Languages
(other than English)



A Unison Client Success Story

Michelle's story highlights the positive integration of our interdisciplinary care at Unison. Working together, various Unison providers offered customized support to this client and helped her address multiple issues.

Michelle is a 53-year-old female who arrived in Canada as a refugee in 1990, and very soon after started working as a housekeeper. Michelle had two motor vehicle accidents in 1997 and 2004 that resulted in severe injuries, and made her unable to hold any jobs.

She first came to Unison's Keele-Rogers site seeking legal advice for CPP disability, as well as ODSP issues. In 2012, Michelle decided to get more involved with Unison, requesting medical care as well as counselling and case management services. At this time, in addition to the injuries she sustained from the accidents, she was suffering from unstable cardiac conditions and the symptoms of major depression, such as lack of concentration, and chronic feelings of sadness.

In the spring of 2013, Michelle expressed experiencing anxiety as a result of losing of her grandmother back home, receiving notice of eviction, and the withholding of her income by ODSP. She received care, support, and advocacy from our primary health care team, legal clinic, and housing program. Michelle was connected with the housing worker in order to find a place to live. The legal clinic team, along with case coordinators, helped her deal with the ODSP issues and she started receiving her allowance. The social work team provided long-term counselling sessions and continuous support. However, Michelle went through a serious episode of depression in the long winter of 2014. She stopped following up

with her medical appointments in January 2014. Our team approached her in February 2014 to remind her that we, at Unison, continuously support her.

Michelle started to follow up with her appointments in March 2014 while she was physically and emotionally in an unstable condition. Michelle said she was struggling in poor living conditions. She was not able to properly take her medication and put her in a high risk situation considering her medical conditions. Michelle decided to find another place to live and while she was receiving support to find a place, Michelle was admitted to the hospital due to congestive heart failure. Unfortunately she was very weak after her hospitalization, didn't have a place to live and refused to stay at a shelter. Michelle was at risk of becoming homeless right after being released from the hospital.

In a collaborative effort, the social work team and housing team provided daily support and advocacy to help her find a safe and proper place to live.

Michelle always refers to Unison staff as her beloved family. She remarked in her thank-you letter, "Unison people helped me tremendously to stay focused, in good spirits and optimistic and this allowed me to take better self-care and stay on top of my medical needs/treatment, to find proper accommodation."

"As a result, I now have a safe and stable place I can call HOME; physically, I feel better and mentally I feel very good."

The Jane Street Hub

Working to Change Lives in the Jane Street, Weston-Mount Dennis Community

The Jane Street Hub is strategically located at the corner of Jane Street and Trethewey Drive and has been serving the Jane Street, Weston-Mount Dennis and neighbouring communities since 2010. The Hub has been providing a “one-stop-shop” for a multitude of accessible community-oriented health and social services. Residents can access services ranging from primary health care, settlement and employment services, counselling, diabetes education, dental clinic and outreach programs, to name a few.

The Hub is home to Unison Health and Community Services, Toronto Public Health dental office, Macaulay Childcare Service, Midyanta, Yorktown Child and Family Centre, COSTI and North York Community House. Together, hub partners collaborate with each other to meet the various needs of the community. The Hub has dedicated community spaces in the form of five multi-purpose rooms and a community kitchen, for use by residents, anchor and itinerant partners as well as other community agencies. The Jane Street Hub is funded by United Way Toronto and the Toronto Central Local Health Integration Network.

Part of the United Way’s Building Strong Neighbourhoods strategy, the Jane Street Hub is one of seven community hubs operating across Toronto with a goal of strengthening neighbourhoods. Since its inception in 2010 and similar to the other hubs currently in operation, we have been offering a wide variety of health and social services and connecting our clients to meet their multiple needs. Jane Street Hub’s community space is a place for residents to become involved in their community through participation in resident-engagement initiatives



“I am thankful that there is a program like this and that I’m a part of it. It really gives us information about the growing years of our baby and we learn a lot. To the people who are part of this program, thank you so much.”

such as the Community Advisory Panel (CAP) which consists of residents from the community (diverse cultures, gender and ages) coming together to work towards improving their community. Members of the CAP are recognized as leaders in the community.

“The Hub’s accessibility to the local community, as well as its ability to offer such a wide variety of services under one roof, is a major advantage. Many local residents have indicated to us that bringing high-demand employment, settlement, health, legal and other services closer to home makes a crucial difference,” said a Hub staff member.

In addition to the services offered at the Hub, we continue to strive to ensure we remain relevant in this community. We host community events such as our Jane Street Hub’s annual barbeque, AGMs for partner community agencies and we provide space for resident-led groups such as the Zumba class and the Caribbean Cooking Group.

“Attending Yoga has helped me to feel good about myself I can hug myself now,” said one of the yoga participants.

Guests who come to visit the Hub comment on the welcoming and inclusive atmosphere. We look forward to continuous engagement and building the leadership of the communities of Jane and Weston-Mount Dennis for years to come.

Unison Staff

Our staff team are incredible and dedicated professionals. They exhibit excellence, integrity and passion in the work they do with clients, partners, the community and with each other. We value the many contributions of our employees, board members, volunteers and students and the significant impact they make on the health of the communities we serve.

Board of Directors

The Board of Directors is elected by our membership every year at the Annual General Meeting.

- Janak Jass, Chair
- Iris Fabbro, Vice-Chair
- Laurelle Knox, Vice-Chair
- Tanya Sinha, Treasurer
- Aiman Flahat
- Alex Dow, Secretary
- Andrea K. Shreeram
- Fadumo Diriye
- Geoff Cowper-Smith
- Maureen Simpson
- Shabnum Budhwani
- Shaon Saeed

Unison Program Success Stories

Diabetes Prevention Program

In the winter of 2013–2014, Unison’s Diabetes Prevention Program (DPP) piloted the Cook and Learn Program with Grade 10 students at John Polanyi Collegiate Institute in the Lawrence Heights Community. Thanks to past DPP initiatives with the school, the principal and teachers readily agreed to take part in this new diabetes prevention initiative.

The objectives of this pilot project were to teach the students (all enrolled in a nutrition class) the importance of healthy eating and active living in preventing diabetes and chronic disease, and to equip them with practical related skills. Over the course of the six-week program, the students participated in hands-on healthy eating, cooking and active living modules. This program was delivered weekly by DPP staff (including a dietitian, health promoter and outreach worker) and volunteers. Cook and Learn was a great success, and ended on a high note: a cook-off event!

The DPP received very positive feedback about the program from the program participants, teacher and principal. The DPP also conducted surveys to assess the students’ skills and knowledge change. Staff saw the greatest improvement in students’ abilities to independently plan a healthy family meal.

One teacher at John Polanyi CI commented, “I believe this program can be beneficial to many students, especially for the type of population at our school.

Our students would not be able to experiment with different ingredients or be introduced to them if it wasn’t for Unison’s program. The more they know about certain foods/diet/health issues, the more educated they become and will hopefully begin to use these strategies on their own.”

“What I like about the program is...working in a group because I make mistakes and when I’m in a group, they will help me correct my mistakes,” reported one of the Cook and Learn participants.

With the assistance of passionate and dedicated volunteers, the DPP produced a video capturing some of the highlights and successes of this pilot project, which is available online at: vimeo.com/94163725.

Through clinics, workshops and referrals, the DPP enhances access to diabetes prevention and management services, and provides culturally relevant and language-specific educational resources for at-risk communities.

The Sanctuary Group for Women

The Sanctuary Group for Women is a program for women under stress. It was designed by a group of social workers and health promoters representing all four Unison sites, and has been running at different Unison locations since 2012. The program content has evolved over time in response to feedback from

“There are very kind and caring mentors who took the time to be here with us, and you do a lot of fun activities.”

“I like the environment, services, politeness and attentiveness of personnel very much.”

participants. In the fall and winter of 2013–2014, two Sanctuary groups took place at Unison’s Keele-Rogers site, facilitated by a case coordinator and two social workers. Each group included 12–15 women who met for two-hour sessions over the course of eight weeks. The participants discussed life challenges and provided support to each other. They also explored different ways of coping with stress: yoga, meditation, dance, art-based activities and drumming. Feedback from both groups was extremely positive and highlighted the powerful impact that group support can have in promoting mental health.

Here are some of the comments participants provided about the group:

- “I love to listen to others and to know I am allowed to speak out and not be condemned.”
- “I liked the drumming. I loved it. I felt like I was in a group. I was a part of something.”
- “I like the check-ins at the beginning of sessions. In a non-intimidating way it reminds us that we know what our stress busters are, so try to do them more often.”
- “Everyone has different stories but it connects with your experience. I thought it was only me, but people are all going through their own stuff. No one’s judging you here.”
- “I liked the painting. I learned something new about myself. I enjoyed the group, the connections, the energy.”
- “I gained knowledge that I am not alone.”

“I came here regarding my health. My first visit was a learning experience. I was treated with respect and concern. I enjoyed my visit and hope to come back.”



Summary Financial Statements

Report of the independent auditor on the summary financial statements

To the Members of Unison Health and Community Services

The accompanying summary financial statements, which comprise the summary balance sheet as at March 31, 2014, and the summary statement of operations, for the year then ended, are derived from the audited financial statements of Unison Health and Community Services ("Unison") for the year ended March 31, 2014. We expressed a qualified audit opinion on those financial statements in our report dated June 23, 2014 (see below).

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements therefore, is not a substitute for reading the audited financial statements of Unison.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian accounting standards for not-for-profit organizations.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Unison Health and Community Services for the year ended March 31, 2014 are a fair summary of those financial statements, in accordance with Canadian accounting standards for not-for-profit organizations.

In our report dated June 23, 2014 on the audited financial statements, we expressed a qualified audit opinion. Our qualified audit opinion is based on the fact that in common with many similar organizations, Unison derives revenues from fund-raising events and donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of Unison and we were not able to determine whether any adjustments might be necessary to revenues, excess (deficiency) of revenues over expenses, assets and net assets. Our qualified opinion states that except for the possible effects of the described matter, if any, those financial statements present fairly, in all material respects, the financial position of Unison as at March 31, 2014, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.



Toronto, Ontario
June 23, 2014

CHARTERED ACCOUNTANTS
Licensed Public Accountants

Complete audited financial statements available upon request from the office of the Finance Director.

Summary balance sheet

AS AT MARCH 31, 2014

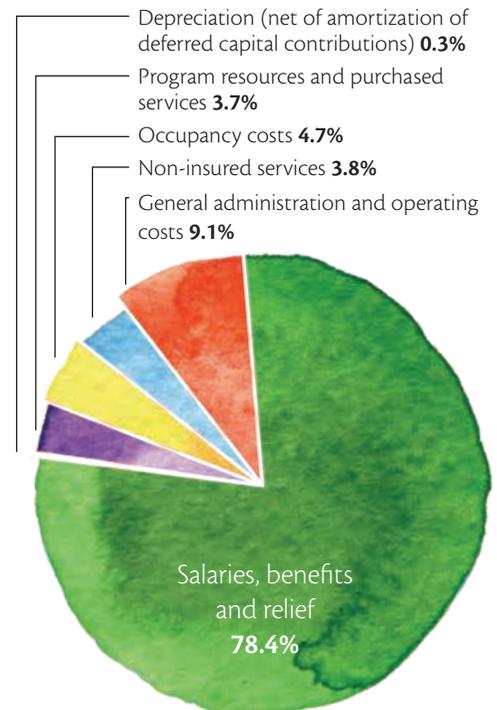
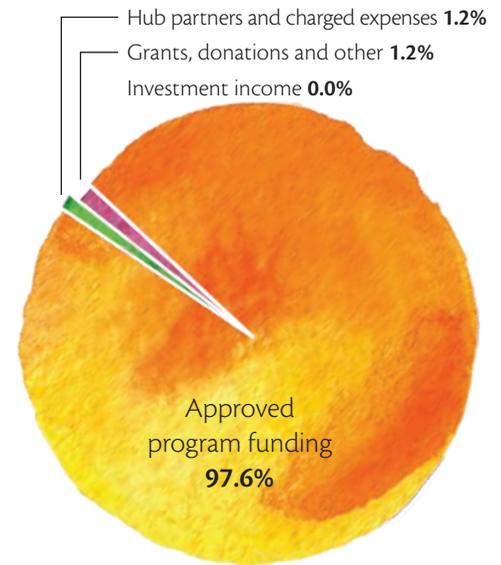
	2014	2013
Assets		
Current assets		
Cash, short-term deposits and marketable securities	\$ 6,988,283	\$ 7,533,317
Accounts receivable and prepaid expenses	564,051	1,152,363
	7,552,334	8,685,680
Property and equipment	14,587,043	15,301,002
	<u>22,139,377</u>	<u>23,986,682</u>
Liabilities		
Current liabilities		
Accounts payable, accrued liabilities and deferred revenue	1,554,088	1,705,713
Accounts payable - due to funders	2,662,188	4,093,131
	4,216,276	5,798,844
Deferred capital contributions	13,230,973	13,846,772
	17,447,249	19,645,616
Net Assets		
Invested in capital assets	1,356,070	1,454,230
Internally restricted funds	702,458	702,458
Reserve for capital replacement	92,427	55,000
Unrestricted fund	3,081,441	2,836,118
Unfunded payroll obligations	(540,268)	(706,740)
	4,692,128	4,341,066
	<u>\$ 22,139,377</u>	<u>\$ 23,986,682</u>

Summary statement of operations

YEAR ENDED MARCH 31, 2014

	2014	2013
Revenues		
Approved program funding	\$ 17,984,134	\$ 18,486,631
Hub partners and charged expenses	221,878	288,133
Grants, donations and other	221,793	7,671
Investment income	864	55,806
	18,428,669	18,838,241
Expenses		
Salaries, benefits and relief	14,164,586	14,813,703
Depreciation (net of amortization of deferred capital contributions)	48,705	33,913
Program resources and purchased services	669,756	843,373
Occupancy costs	851,035	829,737
Non-insured services	691,419	625,760
General administration and operating costs	1,652,106	1,866,005
	18,077,607	19,012,491
Excess (deficiency) of revenues over expenses for the year	\$ 351,062	\$ (174,250)

Revenues at a glance



Our Locations

 Engage. Empower. Enhance.
www.unisonhcs.org



LH **Lawrence Heights**
12 Flemington Road
Toronto, ON M6A 2N4
Phone: 416-787-1661

KR **Keele-Rogers**
1651 Keele Street
Toronto, ON M6M 3W2
Phone: 416-653-5400

BF **Bathurst-Finch**
540 Finch Avenue W.
Toronto, ON M2R 1N7
Phone: 647-436-0385

JT **Jane-Trethewey**
1541 Jane Street
Toronto, ON M9N 2R3
Phone: 416-645-7575

PE **Pathways to Education**
Lawrence Square
700 Lawrence Avenue W.
Suite 440B
Toronto, ON M6A 3B4
Phone: 416-787-6800