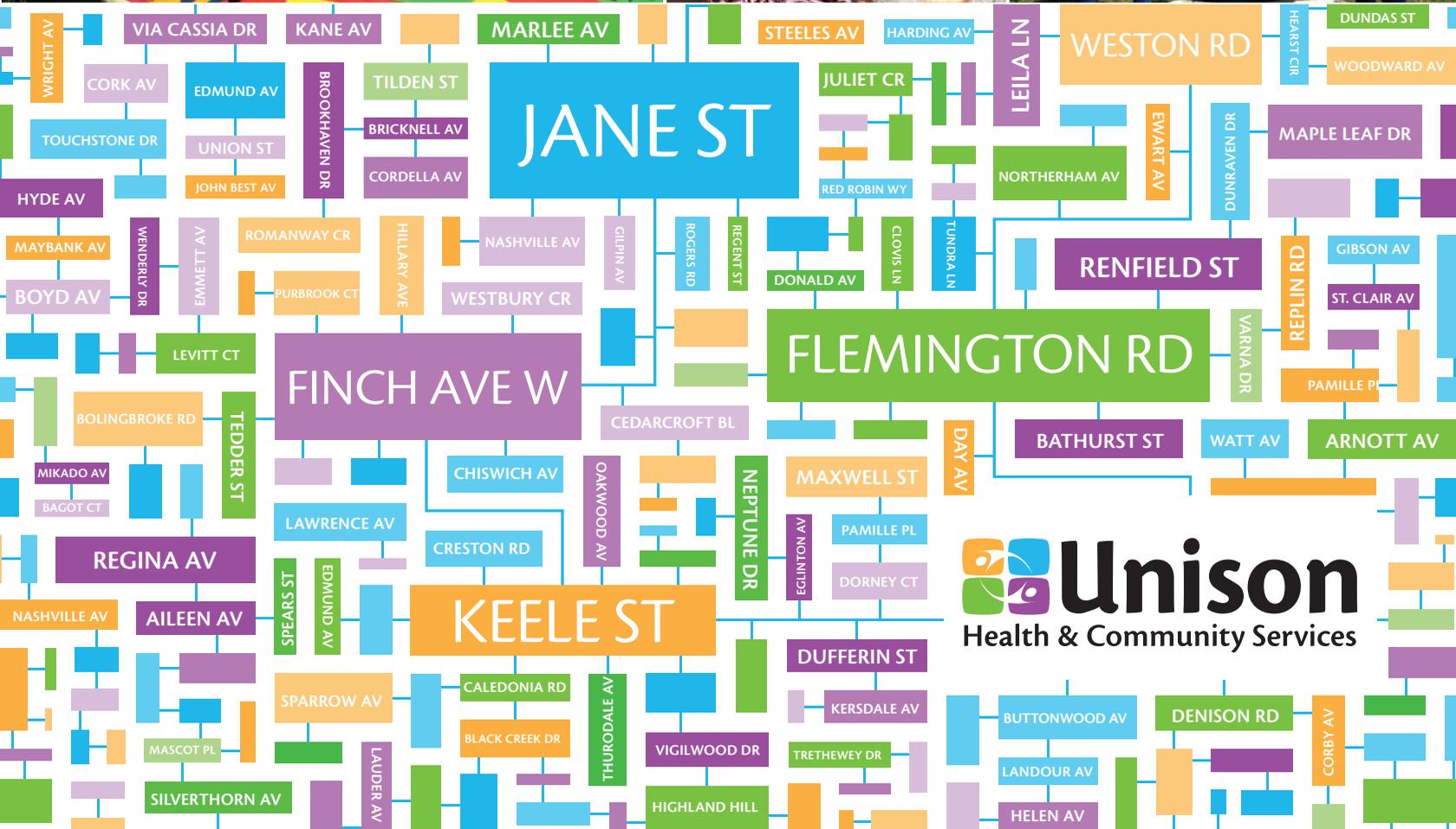


2014–2015 Annual Report



 **Unison**
Health & Community Services



Message from the Chief Executive Officer and the Board Chair



This year has been a busy one at Unison as we worked with clients, board, staff, community partners and volunteers to achieve our goals and objectives to fulfill our mission. With its establishment in 2010, Unison marks its fifth anniversary in 2015.

In that time period, we expanded a range of programs and services to our four sites and improved the quality of our programs and services, addressing a number of the social determinants of health.

In 2014–2015, Unison provided services to over 15,000 clients; a number we can all take pride in.

This past year we completed our first Qmentum accreditation process through Accreditation Canada and we are delighted to report that Unison achieved an Exemplary Standing, the highest standing of accreditation possible. This achievement acknowledges Unison’s commitment to providing high quality programs and services to the clients and communities we serve.

As is Unison’s practice, we conducted our yearly client satisfaction survey. This year, we were pleased that almost 800 people participated in it, and even more pleased that the results showed an over 90% client satisfaction rate. The feedback collected through this survey helped us to look at ways to better meet the needs of our clients.

One of the items identified is wait times to see a health-care provider; to address this issue we have implemented advanced access and same day appointments at many of our sites. These new initiatives will be monitored closely to ensure that wait times decrease and the client service experience is enhanced.

Our 2014–2015 Annual Report highlights a number of initiatives undertaken by Unison that demonstrate how the organization has made a difference within the community. This is representative of community action in partnership with diverse service partners working together to achieve success.

Our Current State Analysis, completed in 2015, provided the board of directors, staff, clients and our partner agencies with comprehensive data on the current needs and gaps in services in northwest Toronto. We thank our clients and our key partners who participated in



this process; your knowledge and expertise provides Unison with valuable insight on how to better serve and work with you. The board of directors will use this document to assist in completing their 2015–2020 Unison Strategic Plan. This work will be completed over the next few months and we hope to share our new strategic directions in the new year.

While Unison has had a rich and exciting year, we know that there is much work still to be done. Many of the communities we serve are falling deeper into poverty and are struggling to maintain the basics of health. A number of communities are experiencing higher rates of diabetes, asthma and mental health issues than the Toronto average. As well, community and gun violence continue to have a traumatic and negative impact on our client’s health and wellbeing.

Unison remains committed to finding effective and innovative ways to increase the positive health impact of our programs and services. We will continue to work with our partners and funders, and to engage the communities we serve, towards achieving this objective. We are grateful to our Board, staff, volunteers, community partners and members for their caring, dedication and commitment to Unison’s mission and values as together, we continue to build healthy communities.

Michelle Joseph, CEO

Laurelle Knox, Board Chair

“The information I have acquired has helped me help other members of my family, and for that, I will be forever thankful.”

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.



8,957
Program
Participants



4
Full-Service
Locations

18,282
Active Clients



**Spanish, Portuguese,
Russian, Italian,
Somali**
Top five languages (after English)

78,867
Client Visits



290
Volunteers
and Student
Placements



262
Corporate
Members

230
Employees





Accredited with Exemplary Standing

Unison received Accreditation Canada's highest level of accreditation in 2014, as we were "Accredited with Exemplary Standing."

The accreditation process includes a rigorous examination of systems and processes utilized to deliver quality services and client care. We were assessed on 445 different standards in the areas of governance, leadership/management and provision of services (with a focus on health services). We successfully met 97.5% of all of those standards. We also received feedback on areas for improvement which we will seek to address over the next four years of our accreditation cycle.

Accreditation Canada's surveyors visited several Unison sites in September 2014, where they met and spoke with Unison's board of directors, staff, a few of Unison's primary care clients and Pathways to Education students, as well as representatives of 12 Unison partner organizations. Anecdotal comments from clients during the on-site survey suggest a high degree of satisfaction with staff members and the care and services provided. Feedback from staff regarding their work life was generally positive. The partner focus group spoke highly of Unison's communication, referring to it as "responsive, open, transparent, frank and solution-oriented." We also received positive feedback for our work in identifying community needs.

"I think you're doing a good job. I really like my doctor at Unison's hub."

The on-site surveyors pointed out that Unison has a variety of good tools and methods to gather input and feedback from diverse stakeholders, such as:

- client experience surveys and complaint forms/processes
- evidence-informed practice tools/processes to ensure that programs we are developing are relevant, responsive and accountable
- incident reporting, debriefing and learning mechanisms (for client safety as well as for work place health and safety)

For the Accreditation Canada surveyors, the active use of these tools and methods demonstrates that Unison has a strong commitment to quality improvement, because we are continually analyzing and evaluating what we do, and looking at how to improve.

It takes considerable time and effort to prepare and go through accreditation, but it is part of our commitment to clients and to the communities we serve to work to achieve our mission of *Working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.*

"Keep up with the good work and keep listening to the customer needs. Thank you!"





PROGRAM SNAPSHOT

Focus on Diabetes

Diabetes Prevention Program: Facilitating access and navigation

Two recent successful referrals from the Diabetes Prevention Program (DPP) to the Diabetes Education Program (DEP) highlight the barriers that many of our clients face in accessing health services.

The DPP was successful in assisting with system navigation and effectively connecting clients to services.

In both cases, we made initial contact with these clients, raising awareness of their diabetes risk levels and leading them to appropriate health services — ultimately increasing access and reducing the barriers to achieving optimal health.

One woman was contacted by a DPP team member during an off-site screening event. She was screened by the team and deemed to be high-risk for developing type 2 diabetes. She was a single mother and a newcomer to Canada from Latin America with minimal English language skills. She was in need of health services for herself and her children. She was referred to a dietitian in the Unison DEP at the Keele-Rogers site for education on diabetes prevention.



At the appointment with the dietitian, it became apparent that the client faced food insecurity; she was unable to purchase healthy foods for her family and often skipped meals to provide for her children. With no official government documents she had trouble even accessing food banks. She agreed to be referred to a Unison case coordinator, who would connect her with Unison's primary care services, including a family doctor and a social worker. The interdisciplinary team at Unison was able to support the client in tackling the various barriers to health that she and her children faced, including food insecurity. This connection would not have been possible without the initial contact DPP made through community outreach.

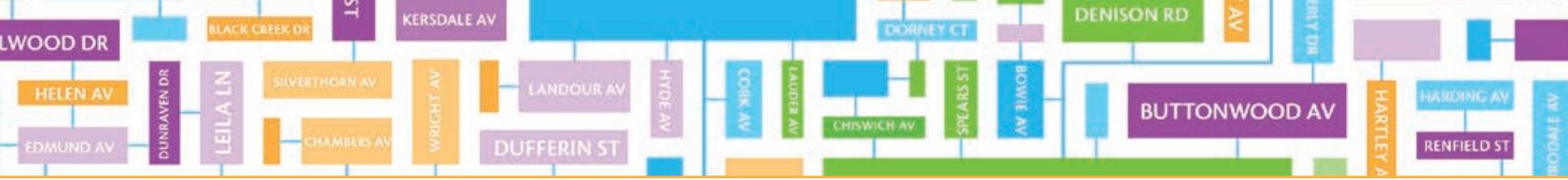
Partnerships with organizations are essential to the DPP in order to deliver our services to those who otherwise would not be able to access any services. One of our partner agencies, the Stop Community Food Centre located in Davenport, referred a client who was hearing impaired to

See the DPP in action

To learn more about Unison's Diabetes Prevention Program, watch our videos:

Client stories: vimeo.com/133999384 Partnerships: youtu.be/kpOrGilRXxc





the DPP, because she and her family were diabetic and/or at risk. We were able to arrange interpretation during an appointment with the client, her husband and daughter who were also hearing impaired. The client was very appreciative and is returning to DEP for ongoing support.

Diabetes Education Program: A reflection

Diabetes education and management is more important today than ever before. The Diabetes Education Program (DEP) at Unison is a multidisciplinary team of diabetes educators, including registered nurses, registered dietitians and a registered kinesiologist. They support a large number of community members living with prediabetes and type 2 diabetes. We are very proud of the accomplishments of our DEP team this past year! We surpassed our funder's target for the first time since we started the program.

Our successes this year include:

- integrating a variety of disciplines into the program, including the pharmacist, chiroprapist, endocrinologist and kinesiologist
- collaborating with the Diabetes Prevention Program, sharing roles between registered dietitians from the two teams; this has led to large amount of referrals to the DEP team, allowed for both personal growth for staff and increased accessibility for clients
- engaging clients and their families through group education, individual counselling, phone calls, cooking programs and community workshops
- partnering with an endocrinologist providing individual counselling, group education and support to his clients with type 2 diabetes both at his clinic and one Unison location
- partnering with local pharmacies to deliver on-site mobile diabetes education clinics, increasing accessibility to our services

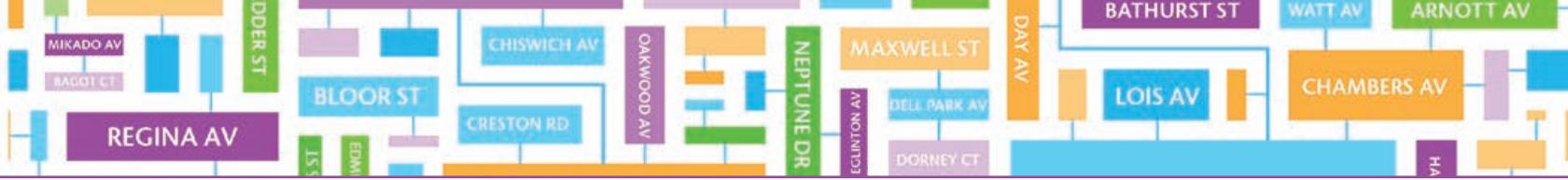
- training most of our team in insulin dose adjustment, which has helped our insulin-dependent clients immensely

The DEP's goal is to teach people living with diabetes about treatment, complications and management, while working with primary care providers to manage prediabetes and type 2 diabetes.

Our target population faces enormous barriers, such as lack of access to diabetes education, low income, lack of knowledge of health information, high prevalence of mental health issues and, especially, language barriers. Despite those challenges, Unison has one of the most successful diabetes education programs in Toronto. We have served over 1,900 clients, conducted 65 groups, 42 community events, and partnered with over 360 external primary care providers and an endocrinologist from our area, in addition to Unison's 42 primary care providers. We further consolidated our work in the community by continuing to build partnerships with some long-term care facilities, retirement homes, local pharmacies, West Park Healthcare Centre, North York General Hospital, and the Toronto Community Housing Corporation. New this year is our partnership with the Toronto District School Board.

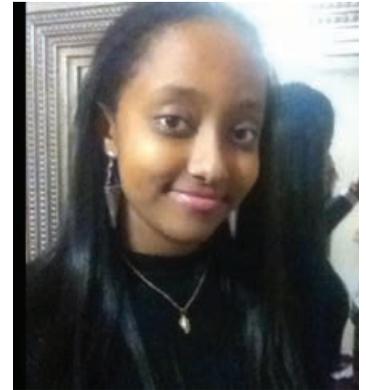
"I am a new client and will hope to use the legal services. So far, my experience with my practitioner, social worker and the front desk staff is that they are doing a great job."

"I am eating better and saving money, what else can I ask for?"



SUCCESS STORY: HINDIA BASHA

“My Journey Through Pathways to Education”



I have accomplished things I didn't think were possible or know existed. I was introduced to opportunities that I wasn't aware of through Pathways.

Graduating was the only thing on my mind throughout high school, because it was all my peers focused on, and I felt that was all I had to focus on as well.

Pathways to Education has really had a huge influence on my life. Pathways impacted my academic achievement and personal achievements, and enabled me to take advantage of all the opportunities that were presented to me. Such opportunities included being more active in the program as a tutor, helping in committees, and other volunteer opportunities. Participating in these various roles has shaped me into who I am today: someone with a passion for making changes in my community and city.

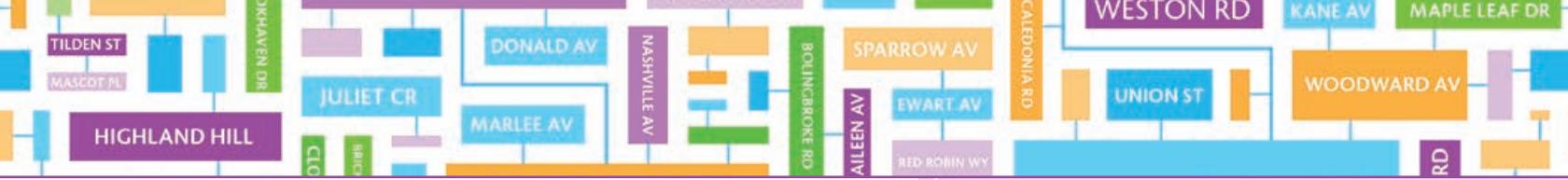
Being able to take a university course while still in high school helped me prepare for my transition into university. Scholarship attainment was one of my biggest focuses this past year, and I am proud say that I was selected for various scholarships. I was hoping that I would be able to pay for my tuition with scholarships, and it was my intention to go through this process every single year. One of the last scholarships that I applied for was the Clifton Foundation scholarship, and with all the support I received from the Pathways to

Education staff, my family, and friends, I was very hopeful and confident that I would win. The help that I have obtained from the Pathways staff, through reference letters and application reviews, really set me up for success. I also felt that I was able to learn and refine my own skills in relation to scholarship attainment. I was overjoyed when I received the news of being chosen the winner of the Clifton Foundation scholarship, as it is a full scholarship throughout all four years of my undergraduate degree.

Being a part of the Pathways program for the last four years also helped me on a personal level, as the Pathways family were always there for me, and facilitated my ability to develop a great degree of confidence in myself. Confidence is a very important attribute to have because it allows for other opportunities to materialize.

I believe that once you are brave enough to try new things, you will live, learn and succeed.

As time has passed through my time here at Pathways, I have been able to host various school shows, and I was selected valedictorian for both the Pathways graduation and my high school's graduation celebration.



Our Team

We acknowledge our skilled, knowledgeable and multi-disciplinary staff team for their commitment to our mission, vision and values. Our staff team demonstrates excellence, integrity and passion in the work they do with clients, partners, the community and with each other. We highly value the contribution and commitment of our board, volunteers and students. Working together, we are making a difference to improve the health of our communities.

Board of Directors

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

- Laurelle Knox, Chair
- Andrea K. Shreeram, Vice-Chair
- Alex Dow, Vice-Chair
- Tanya Sinha, Treasurer
- Dana Chmelnitsky, Secretary
- Aiman Flahat
- Fadumo Diriye
- Geoff Cowper-Smith
- Laverne Blake
- Maureen Simpson
- Naureen Siddiqui
- Shabnum Budhwani

"I have noticed that, only by changing my eating habits and keeping physically active, I feel more energetic during the day and more relaxed at night."

"My social worker is very kind, caring and has a lot of empathy towards me. I look forward to see her each visit."

"The diversity board (at the Jane St. Hub) is a welcomed addition. It makes me feel very welcome entering into the building."



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, 2015, 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, 2015. We expressed an unmodified audit opinion on those financial statements in our report dated June 22, 2015.

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, 2015 are a fair summary of those financial statements, in accordance with Canadian accounting standards for not-for-profit organizations.

Clarke Derming LLP

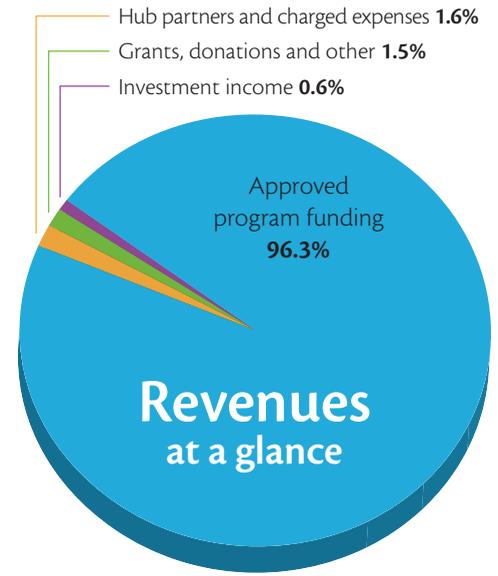
Toronto, Ontario
June 22, 2015

CHARTERED ACCOUNTANTS
Licensed Public Accountants



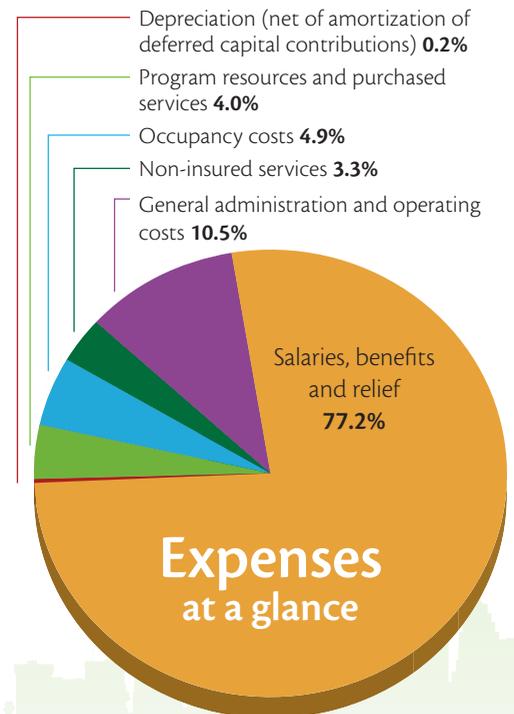
Summary balance sheet AS AT MARCH 31, 2015

	2015	2014
Assets		
Current assets		
Cash, short-term deposits and marketable securities	\$ 7,657,487	\$ 6,988,283
Accounts receivable and prepaid expenses	777,179	564,051
	8,434,666	7,552,334
Property and equipment	14,050,500	14,587,043
	22,485,166	22,139,377
Liabilities		
Current liabilities		
Accounts payable, accrued liabilities and deferred revenue	2,109,109	1,554,088
Accounts payable - due to funders	2,809,496	2,662,188
	4,918,605	4,216,276
Deferred capital contributions	12,686,006	13,230,973
	17,604,611	17,447,249
Net Assets		
Invested in capital assets	1,364,494	1,356,070
Internally restricted funds	702,458	702,458
Reserve for capital replacement	118,371	92,427
Unrestricted fund	3,302,137	3,081,441
Unfunded payroll obligations	(606,905)	(540,268)
	4,880,555	4,692,128
	\$ 22,485,166	\$ 22,139,377



Summary statement of operations YEAR ENDED MARCH 31, 2015

	2015	2014
Revenues		
Approved program funding	\$ 17,689,990	\$ 17,984,134
Hub partners and charged expenses	294,947	221,878
Grants, donations and other	269,991	221,793
Investment income	109,101	864
	18,364,029	18,428,669
Expenses		
Salaries, benefits and relief	14,033,659	14,164,586
Depreciation (net of amortization of deferred capital contributions)	27,450	48,705
Program resources and purchased services	723,457	669,756
Occupancy costs	885,540	851,035
Non-insured services	592,525	691,419
General administration and operating costs	1,912,971	1,652,106
	18,175,602	18,077,607
Excess of revenues over expenses for the year	\$ 188,427	\$ 351,062





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

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 • The Ontario Trillium Foundation
 Public Health Agency of Canada


 Ontario's Community
 Health Centres
 Every One Matters.