



2021-2022 Annual Report



Message from the Chief Executive Officer and Board Chair



While we all hoped that last year would be a time of recovery from the COVID pandemic, it proved to be one of new COVID variants and waves. These combined with the challenges of increased inflation and a weak economy, placed additional pressures on the clients and communities Unison serves. Unison working in partnership with Ontario Health Teams and all our partners have attempted to develop increased mental health, substance use, primary care access and system navigation to help mitigate the pressures.

Unison spent some time this year reviewing and developing our new Strategic Plan. I would like to thank all clients, community members and stakeholders who answered our surveys and attended our focus groups to share their expertise and wisdom.

Our Strategic Plan has four areas of concentration:

- Ensure Anti-Black racism strategies are embedded through out Unison
- To increase or build capacity leverage partnerships
- Communicate better and more often
- Focus on enablers to increase client-centred care and safety
- Digital health being a priority

As we move forward, Unison will work with our government partners and neighbourhoods to develop innovative strategies and services to support healthier communities.

Thank you,


Michelle Joseph, CEO




Laurelle Knox, 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.

Our Team

Our Staff

Our staff is a group of incredibly dedicated professionals that includes clinicians, legal professionals, diabetes educators, community workers and administrative staff.

Our staff culture is key to retaining and recruiting the very best and we are proud of our team. We value the many contributions of each and every member of our team and the significant impact they make on the health of our communities.



Board of Directors

Laurelle Knox, Chair
Geoff Cowper-Smith, Vice-Chair
Diana Elder, Vice-Chair
Elese Allin, Treasurer
Laverne Blake, Secretary
Alexis Villa
Angie Heydon
Nada Johnson
Neetu Toor
Richard Linley
Tamia Daniel

Success Story 1 - Diabetes Education Program

Early in the year, the Diabetes Education Team (DEP) identified and started preparing tools and processes to implement virtual groups. Although the DEP identified a need to hold virtual group sessions early in the pandemic, DEP was not the first to do so. Various other teams, including the Urban Health and the Substance Use and Mental Health teams went first.

For her master's project, a DEP provider supported the multi-stakeholder evaluation of Unison's virtual group programs implemented by the above teams. Utilizing the learnings and recommendations from the evaluation, DEP took initiative to develop, pilot, and implement DEP Virtual Groups in November 2021 to recognize Diabetes Awareness Month.

Implementing virtual groups with supporting documentation took substantial effort. DEP identified holding virtual groups as a mechanism to obtain new clients. Due to barriers in technological knowledge and access to equipment, client interest and uptake was low initially. However, double the clients attended in January.

DEP anticipated participation to accelerate even more when our virtual weight management program started in February due to extensive promotion. They continued their partnership with Garrison Creek Family Health Team who sent clients to our virtual groups.

DEP took the lead to develop, and has made available Unison-wide:

Registration and pre-session e-documents:

- Creating & Scheduling Virtual Groups Workflow
- Exercise Group Client Consent Forms
- Client Information Sheet
- Client Virtual Group Etiquette
- Group Participation Client Consent Form
- Email Communication Consent
- Technology Zoom Assessment Checklist
- Zoom Invitation Email Template
- Registration Process Workflow
- Emergency Protocol

Provider Training:

- Program Facilitator Guide
- Provider Training on Zoom Advanced Facilitation
- Provider Training Zoom Checklist

Pilot Planning:

- Pilot Planning Document outlining objectives, team, target population, number of participants, schedules & activities, provider practice sessions.
- Pilot Training
- Pilot – Communication with Clients

Evaluation:

- Physical Group Pilot Evaluation & Results (Providers & Clients)



Success Story 2 - Supported Independent Living

AG is a 36 year-old man who has been part of the Supported Independent Living (SIL) program at Unison Health and Community Services since April 2020. AG likes to play the guitar, meet friends and play pool.

During the COVID-19 pandemic, he continued to be self-motivated and decided to learn how to play the keyboard, paint and do photography. He has a diagnosis of Autism Spectrum Disorder and Intellectual Disability, unilateral Renal Agenesis and Hypothyroidism. Due to his diagnosis, he is considered high-risk for contracting COVID-19. He was a bit nervous to receive the vaccine as he would have to go outside however, after speaking with his worker, he decided it would be the best choice to receive the vaccine and is now triple vaccinated.

During these two years, supporting AG weekly, he has been progressing well to learn daily living skills like self-care, medication reminders, grocery shopping, cooking, cleaning, and doing laundry; he has also been coached on budgeting and managing his finances. After evaluating the client's progress and seeing that he is good at following routines, showing responsibility, independence with his schedule and projects, we thought it was time to look for community involvement. AG, like other SIL clients, sets a yearly goal with the worker to learn living independently and actively engaging in the communities.

AG has indicated that he would like to increase his employability and would be willing to volunteer to gain skills. After discussing with the program manager, we noticed that there could be an opportunity for AG to participate in Unison's Green Markets as these markets welcome volunteers to help out.

Thanks to the collaboration with and support from the COVID Response Team, AG started volunteering at the Green Market since February 2022 and has been involved in every Green Market since then. AG is really good at having a routine and following instructions. He has been helping to unload and pack groceries at these markets. AG shows up for 8:30 am to the Green Market, waiting for the produce to be delivered and diligently springing into action with the team. AG is being escorted to each of the Green Markets by the worker while learning to ride the TTC as he builds confidence in doing so alone. AG feels very proud about the honorarium he receives each time he helps out and also appreciates receiving some fresh produce to take home. AG feels welcome at the Green Markets –thanks to the COVID Response team for being inclusive and welcoming!

AG is proud that he is helping the communities. “I like to be outside helping the community; it is nice to get some fruits and veggies and earn some money.” AG

Success Story 3 - Seniors Online Client-Centred Care

The past two years of the pandemic have been difficult for many of our clients on many fronts. Because of how and where Unison is situated in the Lawrence Heights community, the health promotion team has been developing long-term relationships with many of our seniors living in the TCH buildings, located both sides of the Unison buildings. Over the years, we have run seniors programming to help address social isolation and meal programs to attempt to address some of the chronic food security issues.

At the start of the pandemic, the team had to pivot to support them in a very different way. Being responsive to the rapidly changing needs in a pandemic situation allowed the health promotion team to become even more creative and solution-focused. The team managed to spring into action to acquire and distribute supplies (if we still remember how hand sanitizer, toilet paper and paper towels became such scarce resources back then) and cooked meals to the seniors living in the Lawrence Heights neighborhood.

The team later identified that inability to access timely information and connect with others via the internet had become a huge barrier to the seniors during these difficult and confusing times. The team decided to host a pilot program to provide some limited digital devices we could obtain and partner with the library to acquire Wi-Fi hotspots for them. They managed to provide weekly digital literacy training to 30 seniors outdoor over the summer.

Unison leveraged on this successful pilot project and applied for a 5-year funding from United Way. We were fortunate be approved for this grant to address this digital divide amongst our senior populations in all Unison communities. This past year, we have reached 30 more seniors and supported a total of 60 seniors in Lawrence Heights to access digital devices and connectivity.

The uniqueness of this grant opportunity is that it not only offers digital resources, but also addresses stigma associated with mental health within the senior populations by creating low-barrier access to mental health support from a social worker and youth volunteers called “Tech Buddies”, as well as meaningful intergenerational interactions with high school students from a local high school. (...Continued)

Success Story 3 - Seniors Online Client-Centred Care (continued)



This past year, Seniors Online has successfully connected 14 seniors to receive individual supports from the Social Worker, and 16 seniors to connect with their Tech Buddies for tech and social support on a weekly basis. All 60 seniors had the opportunity to be paired up with a high school student to dialogue and share their life stories.

Here is one quote from a senior participant: "The best part of the program was having younger people explain and show us different things about technology. Also they learned so much from us and our life experiences. You learn at any age, and I just believe in learning, meeting new people and making friends; never think as an elder that we cannot learn from the young people".

Another senior participant was so proud to “show off” what she had learned from the program that she took the initiative to create a PowerPoint presentation and shared it with the group at the end of the program. This senior continued to apply her learning by organizing zoom social meetings with her peers even after the program finished.

2021-2022 by the Numbers

5

**SERVICE
LOCATIONS**

8,890

**PRIMARY HEALTH
CARE CLIENTS
SERVED**

56

**HEALTH PROMOTION
GROUPS**

225

**STAFF
MEMBERS**

45,464

**HEALTH CARE
CLIENT PROVIDER
INTERACTIONS**

630

**HEALTH
PROMOTION
GROUP SESSIONS**

5

TOP LANGUAGES:

**ENGLISH
PORTUGUESE
SPANISH/CASTILIAN
RUSSIAN
ITALIAN**

131

**CORPORATE
MEMBERS**

63

**VOLUNTEERS AND
STUDENTS**

Our Clients Say

Excellent service and care from the minute you walk in until you leave.

I really appreciate and thank you for your services, warmth, and reliability of the staff. Also thanks to your Medical Secretary for bringing me luck and setting up a cancelled appt. that I desperately needed.

Love Unison, love everyone who works here, love to be a patient of this amazing clinic. My doctor is amazing and super lovely. 5 stars to everyone.



Unison is a family to me, if I call about a service you don't have, you connect me to the place that can help. You may not know what a blessing you are to the community but we as the community know. The produce was fresh, please come back in the future. THANK YOU SOOOO MUCH THE PRODUCE WAS A BIG HELP FOR ME AND THE COMMUNITY.

I've been here for 21 years. I'm not going anywhere else. Unison is the best place to be. Thanks to all the Doctors and the staff.

I want to share how thankful and appreciative I am of all the work that you are doing. You are our heroes with no cape. Thank you for your kindness in this stressful time. Your smiles behind the masks made my day. Bless you all. Thank you Unison staff.

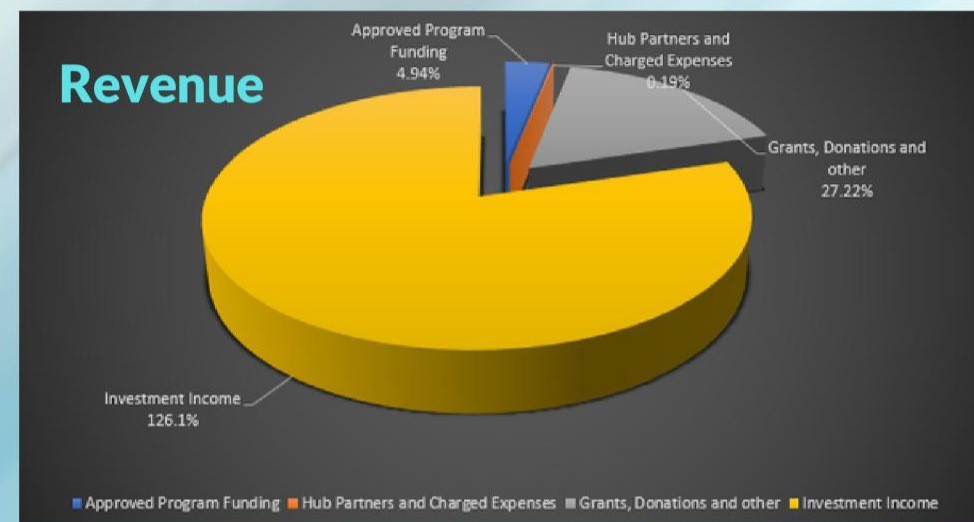
Great and very professional when providing services. Most definitely compassionate and understanding and to know they're listening makes a difference.

Summary Balance Sheet (As at March 31, 2022)

	2022	2021
ASSETS		
Current assets		
Cash and short-term deposits	\$ 8,411,411	\$ 13,082,428
Accounts receivable and prepaid expenses	677,089	597,447
	9,088,500	13,679,875
Long-term assets		
Marketable securities	1,978,301	1,945,012
Property and equipment	10,079,404	11,106,296
	12,057,705	13,051,308
	21,146,205	26,731,183
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	1,297,279	2,345,381
Accounts payable - due to funders	4,580,767	8,832,094
Deferred revenue	727,033	838,600
	6,605,079	12,016,075
Long-term liabilities		
Deferred capital contributions	8,768,019	9,345,369
	15,373,098	21,361,444
NET ASSETS		
Invested in capital assets	1,672,412	1,760,927
Internally restricted funds	702,458	702,458
Reserve for capital replacement	89,937	89,937
Unrestricted fund	3,919,685	3,567,106
Unfunded payroll obligations	(611,385)	(750,689)
	5,773,107	5,369,739
	\$ 21,146,205	\$ 26,731,183

Summary Statement of Operations (Year Ended March 31, 2022)

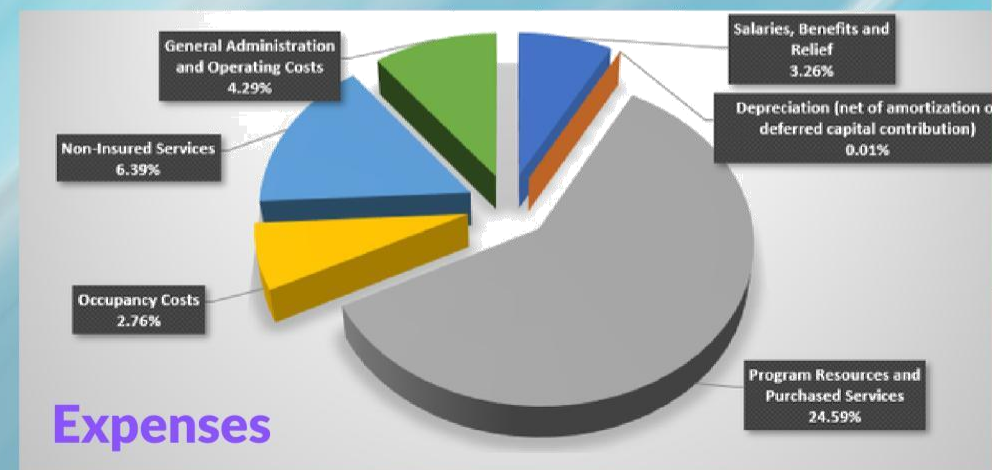
Revenues		
Approved program funding	\$ 23,986,176	\$ 22,827,541
Hub partners and charged expenses	300,125	300,702
Grants, donations and other	87,212	66,316
Investment income	59,873	264,202
	24,433,386	23,458,761
Expenses		
Salaries, benefits and relief	18,833,029	18,227,816
Depreciation (net of amortization of deferred capital contributions)	88,515	88,521
Program resources and purchased services	1,304,729	1,018,984
Occupancy costs	967,434	994,464
Non-insured services	695,714	652,617
General administration and operating costs	2,140,597	2,234,372
	24,030,018	23,216,774
Excess of revenues over expenses for the year	\$ 403,368	\$ 241,987



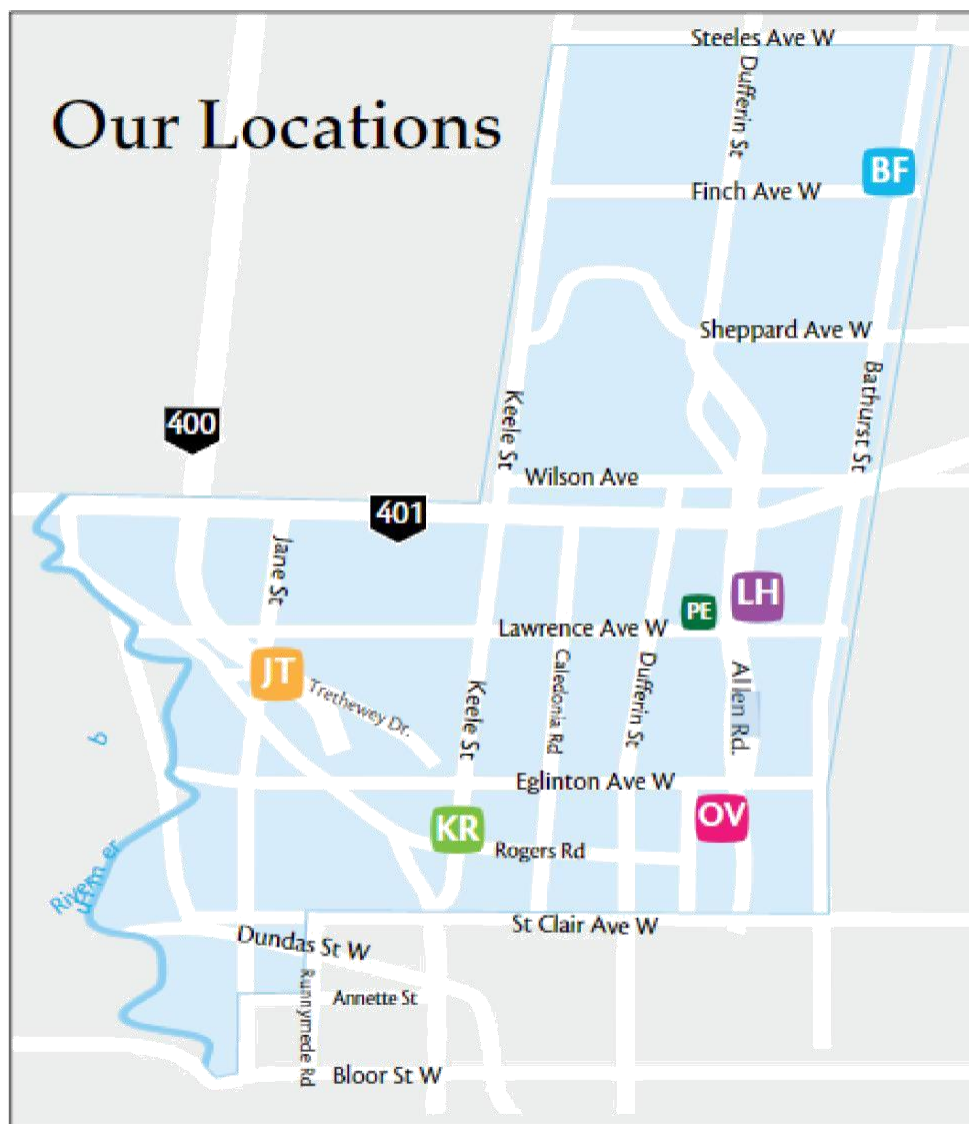
Basis of presentation

These summary financial statements have been prepared from the audited financial statements of Unison Health and Community Services ("Unison") for the year ended March 31, 2022 on a basis that is consistent, in all material respects, with the audited financial statements of Unison except that the information presented in respect of changes in net assets and cash flows has not been presented and information disclosed in the notes to the financial statements has been reduced.

Complete audited financial statements are available upon request from the office of the Senior Director of Operations.



Our Locations



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

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

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

OV **Oakwood-Vaughan**
501 Oakwood Avenue
Toronto, ON M6E 2W8
Phone: 647-798-0441

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

PE **Pathways to Education**
Lawrence Square, Suite 440B,
700 Lawrence Avenue W.
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 Greater Toronto City of Toronto • Legal Aid Ontario • Pathways to Education™ Ministry of Children, Community and Social Services • Ministry of Health The Ontario Trillium Foundation • Public Health Agency of Canada

