



THE FOUR VILLAGES COMMUNITY HEALTH CENTRE



WHOLE HEALTH

The Four Villages Community Health Centre
 1700 Bloor Street West, Toronto, ON M6P 4C3
 (near Keele subway and parking) Telephone 416-604-3361
 Fax 416-604-3367

Website www.4villageschc.ca

Monday to Thursday 8:00 am to 8:00 pm-Friday 8:00 am to 5:00 pm

On-call medical services available for registered clients of Four Villages 24 hours a day, 7 days a week

Home visits to homebound clients and wheelchair accessible
 Interpretation available



The Four Villages
 Community Health Centre
 Working Together for Whole Health



ANNUAL REPORT to the COMMUNITY 2008-2009



VALUES



VISION

To be a leader in building an inclusive, sustainable and healthy community.

MISSION

Committed to the social determinants of health, The Four Villages Community Health Centre provides accessible, interdisciplinary primary health care, improving individual and community health.

As an accredited, community based, publicly funded organization, we lead, advocate and engage in innovative collaborative approaches and partnerships. We:

- work with individuals to access integrated programs and services that promote wellness;
- promote social inclusion, change and justice;
- contribute to building community capacity;
- promote a healthy and sustainable environment.

VALUES

COLLABORATION We meet the needs of our clients and the community by fostering strategic partnerships, building on integration efforts and community expertise.

RESPECT We value everyone as a unique individual with the intrinsic right to respect and inclusion.

EMPOWERMENT We advocate, encourage and support everyone in achieving their goals and potential.

EXCELLENCE We conduct our work to provide high quality and innovative services and programs. We ensure accountable, efficient and effective use of resources.

DIVERSITY Everyone is entitled to human rights and justice regardless of individual differences. We work to safeguard these rights by addressing the root causes of exclusion, and to attain and preserve human dignity to achieve equity.

OUR CLIENTS

The Four Villages Community Health Centre provides programs and services to the residents of Roncesvalles, Bloor West, Swansea and the Junction. We focus on serving the following populations:

- Seniors
- Newcomers
- Families with children
- Youth

Program and service priority will be considered for those who:

- Have complex, continuing conditions (including mental health issues)
- Are socially vulnerable
- Are socially isolated
- Experience barriers to access

STRATEGIC PRIORITIES FOR 2008 – 2011

- Equity and access
- Service integration, strategic partnerships and alignment
- Organizational capacity and infrastructure

VISION



MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

We are pleased to start this year's message with the announcement that the construction of the Dundas Site (Satellite), after a long process of planning and approvals, is now underway. We anticipate the new site to open in December 2009.

The Dundas Site, located at 3446 Dundas Street West, will deliver the same high quality interdisciplinary services and programs offered at the Main Site on Bloor Street West. This new location will increase access to primary health care to families, youth 13 – 24 years old, and seniors, especially those living alone and with mobility problems residing in the Gooch, Cooper-Mills, the Junction and north High Park communities.

Accessibility to primary health care services is a pressing issue for these communities. During the last year, the recruitment of program staff was completed and program development and implementation has begun. Local partnerships for our youth focused programs have been established with schools, libraries and the Toronto Housing Corporation.

The current economic turmoil is affecting the lives of many people in our communities who live below the poverty line. The Four Villages' Board of Directors are concerned with the impact of poverty as a social determinant of health and has, during the last year, become involved in initiatives that focus on the eradication of poverty from our society. The Board has endorsed the 25 in 5 (a Network for Poverty Reduction, formed to reduce poverty in Ontario by 25% over the next five years) and supports the work of the Association of Ontario Health Centres in this area.

We would like to take this opportunity to thank our partners, volunteers and staff for their superb work, on-going support, collaboration and commitment to the Community Health Centre model of care.

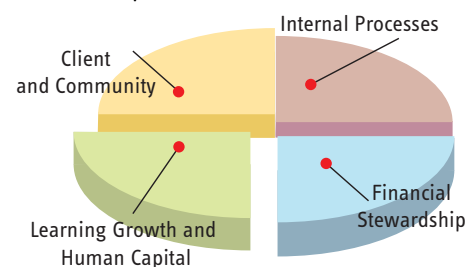
Bernice Cipparrone
Board President

Almerinda Rebelo
Executive Director



ORGANIZATIONAL PERFORMANCE

We are proud to report the highlights of our performance for the year 2008-2009. Our organizational performance measurement tool, the Balanced Scorecard, looks at accomplishments through four perspectives: Client and Community; Internal Processes; Learning, Growth and Human Capital; and Financial Stewardship.



This is a graphic representation of the performance measurement tool.

CLIENT AND COMMUNITY

ACCESSIBILITY

During the last year, 2,777 clients were seen for 20,414 appointments.

Our services and programs are accessible through extended hours, Monday through

Thursday 8:00 am to 8:00 pm. On Fridays, we close at 5:00 pm. Home visits were made to homebound or frail clients. Our Early Years II team continued to offer innovative interdisciplinary home visits to assist large families for whom traveling for an appointment to our offices is very difficult. All of our physicians and nurse practitioners have privileges at St. Joseph's Health Centre which allows them to provide greater continuity of care as they can visit hospitalized patients. We made 390 home visits and 81 hospital visits this year.

Clients were able to book same day appointments with their health care providers. Nurse practitioners were able to see medical clients for urgent and non-urgent appointments. According to our review of booking demand, 90 to 100% of clients were able to book the same day appointments, as requested. Interpretation for newcomers and sign language services for people with hearing impairments were made available when needed.

Services and programs continued to be developed to meet our client and community needs. These included: groups to assist with managing chronic conditions, such as arthritis, diabetes and high cholesterol; exercise programs; cooking classes for adults and children; groups for parents with babies, toddlers, and school aged children; groups for individuals coping with mental illness; self esteem training, and many others. We provided 104 group programs at 44 different sites within the community with a total attendance of 21,772.

Thanks to the large number of partners, we were able to offer a wider range of programs and services than our funding and space would allow. As a result, at our site:

- Housing Help Worker from the West Toronto Housing Help provided assistance in searching for affordable housing and

support with tenant/landlord issues.

- Lawyers from South Asian Legal Aid Clinic provided advice and referral to clients who were dealing with difficult settlement, human rights and family violence issues.
- West Toronto Diabetes Education Program worked with 162 clients to help them manage their diabetes.
- 83 clients received advice and access to specialized footwear through the Shoe Clinic offered by Foster Shoes.

Our services and programs were offered in 44 different community sites. For example:

- Nurse practitioners from Four Villages worked at the Salvation Army Evangeline Residence and St. Joseph's Health Centre to serve women with significant barriers to accessing health care.
- A social worker and community nurse were available for clinics and education for residents of 100 High Park and Gooch buildings.
- Screening of children entering junior kindergarten to help identify issues that may affect their future learning and development took place at four sites in the community.
- Programs for families, children, youth and seniors took place in many schools, Toronto Housing buildings, libraries and other community agencies.

Four Villages staff were involved in a number of new programs and initiatives:

- Four new programs for youth ages 13-18 were developed in collaboration with our community partners, Toronto Housing Corporation, Jane-Dundas Public Library, and Runnymede Collegiate Institute in the Gooch, Cooper-Mills and the Junction area.
- A new community initiative at the Swansea Mews saw the development of two new programs for families with young children: Family Fun, a program for parents and caregivers of children under the age of 6;



and, the After School Program for children ages 6-11.

- Kids Cooking Club, a nutritional program for children ages 8-12 was successfully piloted. Its goal was to provide the foundation for lifelong healthy eating through hands-on cooking and nutrition education activities.
- To help us provide the best care possible for our geriatric clients, our interdisciplinary team supported and adopted a toolkit developed by the Regional Geriatric Program (RGP) and the Centre for Education and Research on Aging and Health, known as GiiC (Geriatric Inter-professional Practice and Inter-organizational Collaboration).
- QIP - Quality Improvement and Innovation Partnership: Four Villages has been selected to participate in this province-wide initiative. It is designed to improve health outcomes and quality of care for patients with diabetes, access to colon cancer screening and office practices that support the provision of quality of care. The project involving more than 100 Family Health Teams and 11 CHCs is funded by the Ministry of Health and Long-Term care and will be completed in May 2010.

CLIENT SATISFACTION

Every year, Four Villages conducts a client survey to gauge the level of satisfaction with our services and programs. We use this information to guide our future planning. Overall, our clients reported a high level of satisfaction with Four Villages. Out of 332 people who responded to the survey:

- 99% would recommend Four Villages to a friend;
- 92% had overall satisfaction or were very satisfied with programs and services at Four Villages;
- 98% agreed that the programs and services met their needs;
- 90% agreed that programs and services helped them improve their wellbeing and quality of life;

Moreover, out of 529 group program participants, 523 reported that the program met their needs.

COORDINATED CARE

The Ontario Health Quality Council's 2008 QMonitor Report, praises the community health centre (CHC) model of care as superior in its capacity to deliver comprehensive

primary health care to manage chronic illnesses, especially for population groups that typically face greater barriers to health care due to poverty, inadequate housing, language, geographic isolation and other factors. Our clients who live with complex chronic conditions benefited from such a model of care. They received treatment, education on self-management and support from our interdisciplinary team and specialists. This year, 13% of all appointments included case management, consultation or coordination activities. For Early Years II, this number was 56% thanks to the Healthy Child Screenings, a model of integrated, coordinated and interdisciplinary primary health care.

CAPACITY BUILDING

We continued to work toward the opening of the Satellite location. Made possible with funding from the Ontario Ministry of Health and Long-Term Care, this new location will provide services to the residents of Gooch, Cooper-Mills, North High Park and the Junction. Our goal is to improve accessibility to primary health care for families, youth



PROGRAMS

ages 13-24, and seniors, in particular those living alone and/or with mobility issues. Program staff were hired and began the development of services for the area. We expect the Dundas Site to be fully operational by December 2009.

Four Villages' staff also worked with individual clients and groups of community residents to improve their capacity to address health and social needs. Clients are involved in making decisions about their care and in the development of their care plans. Thus, they are able to take greater control over their health.

At the community level, we worked directly with resident groups to help them develop leadership and civic skills that enable them to advocate on issues that affect their health and wellbeing. This leads to building a stronger and more cohesive community, and to developing resources and programs where they are needed most. We collaborate in forums and events which bring residents together to reduce isolation and build strong social networks.

ADVOCACY

On a daily basis, our staff support clients in advocating for access to needed resources, services for children with special needs, assistive devices, transportation, legal help and housing.

We ensure that community members have their voices heard at the policy development level.

This year the Four Villages Board of Directors endorsed and supported the 25 in 5: Network for Poverty Reduction. The goal of this province-wide campaign is to reduce poverty in Ontario by 25% in five years. As poverty is a social determinant of health, Board and staff get involved in initiatives that work to eradicate poverty. Within this context, we also advocated for dental services for all.

INTERNAL PROCESSES PROMOTING THE COMMUNITY HEALTH CENTRE MODEL OF CARE

The CHC model of care, with its three main components of treatment of illnesses, health promotion and disease prevention, and community capacity building is very unique

in our health care system. Four Villages promotes this model as it is recognized as a viable and effective way to deliver high quality health care.

Staff and Board members maintained strong relationships with our local politicians. The Board of Directors, through its Community Relations and Advocacy Committee, reached out to local schools, parent councils and local resident associations.

ENHANCED VISIBILITY

Staff provided training sessions and presented at conferences on topics such as: Women in the Social Justice System; Partnership for Literacy and Early Development; and Self Care. Our Early Years II staff team provided training to community organization on developing and implementing Healthy Child Screening. The following agencies attended: East York Toronto Family Resources, Toronto District School Board, Inner City Initiative, Partnership for Literacy & Early Development Goals (PLEDG), New Heights Community Health Centre, Gateway Community Health Centre, and Access Alliance Community Health Centre.

PARTNERSHIPS

Collaboration and cooperation with a strategic focus are values that Four Villages practices on a daily basis. It is our priority to forge strong partnerships with other organizations, institutions, businesses, community-based health care providers, networks and coalitions to allow us to create innovative, integrated and collaborative approaches to service delivery.

Four Villages currently works with 85 partners to plan and deliver services and programs, and many others to coordinate and integrate resources, and to provide training to future health care providers. Partnerships allow us to leverage resources. They also enhance our ability to meet the needs of clients and community residents.

Please refer to page nine for information about our partners.

LEARNING GROWTH AND HUMAN CAPITAL

RESEARCH AND EDUCATION

Four Villages is a trusted and recognized organization for field placements for students from various health care disciplines. We hosted 11 students this year, and all were very satisfied with their learning experience. We are proud to receive accolades from universities and colleges who post their students with us.

Four Villages continues to support relevant research that will assist us in our work to meet client needs. This year we were involved in the Community Health Mapping Project, a research partnership that focused on enhancing the capacity of the CHCs and other community partners to develop and use mapping tools for collaborative planning and advocacy work towards reducing health disparities. This project was carried out in partnership with four other Toronto CHCs and Ryerson University, and made possible

by a seed grant from the Centre for Urban Health Initiatives (CUHI). We also participated in the city of Toronto's Bloor Avenue Study, a review of the parameters for future development in the Bloor Street West and Dundas Street West area.

STAFF AND BOARD SATISFACTION

As part of our commitment to organizational learning, our Board of Directors conducts an annual review of Board Performance and Effectiveness. This year our Board members expressed a high level of satisfaction with their work as governors. They saw their work contributed to the achievements of the organization and that their involvement was beneficial to them as individuals. They demonstrated confidence in their role and comprehension of the CHC model. They promoted the Four Villages' Mission, Vision and Values, and were engaged in carrying out their responsibilities and activities at the strategic governance level. They also indicated that Board and Committee meetings were conducted effectively and efficiently.

Board members acknowledged the need to develop stronger external relationships and fundraising capacity.

Our bi-annual staff satisfaction survey was completed this year. Staff responded with an overall satisfaction rating of 96%. Specifically, our staff pointed to teamwork, the quality of work life, and the leadership of management as indicators of their satisfaction. They also highly value the opportunities for staff recognition and personal growth.

ACCREDITATION

The accreditation tool used in community health centres not only helps organizations to maintain a set of mandatory and good practice standards, but also fosters learning, excellence and innovation.

Four Villages successfully achieved full ac-



PLAN

creditation in August 2007. We met all the Standards of Mandatory Practice and achieved more than the required number of Standards of Good Practice. Furthermore, the accreditation review confirmed that Four Villages had achieved innovation and excellence in the following areas:

- Board Establishment and Operations
- Accountability
- Managing Information
- Accessibility
- Community Responsiveness

PLANNING FOR THE FUTURE

Over the last decade Four Villages has grown substantially. With growth comes responsibility to plan, and to accommodate for change. As part of this corporate responsibility we focused on the development of our management structure. As space at the main site continues to be a serious concern, we commissioned a review of this site to investigate potential options.



TEAMWORK RELIEF SUPPORT

FINANCIAL STEWARDSHIP

The Four Villages is recognized for its sound and transparent financial management. Focused on long term viability, our Board of Directors and senior management team adhere to the practice of balanced budgets.

FINANCIAL HIGHLIGHTS

STATEMENT OF OPERATIONS – YEAR ENDING MARCH 31, 2009

| | 2009 | 2008 |
|---|------------------|------------------|
| REVENUES | | |
| Toronto Central LHIN Program funding | | |
| Approved funding | \$ 4,744,601 | \$ 4,669,894 |
| Adjustments – capital funding | (81,167) | (72,448) |
| – excess funding refundable | (776,777) | (935,343) |
| | 3,886,657 | 3,662,103 |
| Interest and sundry income | 26,106 | 24,973 |
| Other projects and grants | 47,015 | 123,159 |
| | 3,959,778 | 3,810,235 |
| EXPENSES | | |
| Salaries | 2,359,259 | 2,114,739 |
| Benefits and relief | 543,704 | 508,515 |
| General and operating | 626,142 | 698,913 |
| Rent and maintenance | 190,701 | 186,538 |
| Non-recurring expenses | 189,258 | 174,196 |
| Project grant expenses | 47,015 | 123,159 |
| | 3,956,079 | 3,806,060 |
| Excess of revenues over expenses for the year | \$ 3,699 | \$ 4,175 |

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

FUNDING AND DONATIONS

Four Villages is funded principally by the Toronto Central Local Health Integration Network and the Ministry of Health and Long-Term Care. A grant was also received this year from the Toronto Community Housing Corporation. We are thankful to our funders for their on-going support and recognition of the work of Four Villages.

As a registered charity, Four Villages receives donations from many individuals and corporations. Donors support and enhance our programs, and ensure that individuals and families have a better life.

We would like to thank all of our clients and friends who have generously donated to our programs, especially to the Healthy Women Healthy Babies. We are also very grateful to Lens-Crafters for their donation of prescription glasses to a number of our clients and to Shoppers Drug Mart for their gift of supplies to our client families.

On behalf of all of our clients, we thank you for your generous gifts.

OUR TEAM 2008-2009

Tarikua Abebe / Receptionist-Secretary
 Sandra Almeida / Director, Programs and Community Initiatives**
 Sherri Bacchus / Receptionist-Secretary
 Chantal Bombardier / Community Health Worker
 Julia Bochkareva / Social Worker*
 Gayle Bowen / Early Years 1 Community Health Worker
 Wes Burke / Data Management Coordinator
 Deirdre Callery / Chiroprapist
 Hodari Clarke / Community Health Worker
 Jessica Connor / Early Years 2 Nurse
 Anne Czemerynski / Family Physician
 Kenny Daniel / Information Technology Coordinator
 Steven (Mu Xiao) Dai / Bookkeeper
 Melodee Dayrit / Community Nurse
 Donna Evans / Nurse Practitioner
 Yasmin Daya / Early Years 1 Nurse*
 Min Di / Early Years 2 Community Health Worker*
 Kasia Filaber / Director, Clinical Services
 Imelda Frilles / Receptionist-Secretary
 John Gibson / Family Physician
 Karen Haberman / Physiotherapist
 Martha Hernandez / Early Years 2 Social Worker
 Katie Hortobagyi / Dietitian
 Linda Huynh / Office Administrator**

Salma Jaffer / Early Years 2 Community Health Worker
 Peter Kapschuk / Nurse Practitioner*
 Kavipreya Kanthavel / Chiroprapist**
 Caroline Klemens / Dietitian
 Marguerite Kopaniak / Family Physician
 Kristine Laing / Dietitian
 Krystyna Lewicki / Dietitian
 Ruth MacLeod / Nurse - Community Health
 Kathryn Marsh / Nurse Practitioner
 Franca McKenzie / Chiroprapist
 Evelyn Mejia / Administrative Assistant
 Melinda Meneses / Program Resource Worker*
 Junko Mifune / Community Health Worker
 Marlies Nanninga / Physiotherapist
 Michelle Nicholls / Social Worker/Therapist
 Soheila Pashang / Early Years 2 Social Worker*
 Ping Peng / Director, Organizational Effectiveness and Systems Management*
 Tara Pouyat / Social Worker
 Almerinda Rebelo / Executive Director
 Jenny Robinson / Director, Organizational Effectiveness and Systems Management
 Ela Rozkowska / Social Worker
 Sunita Seepersaud / Medical Secretary
 Jennifer Shin / Occupational Therapist
 Taylor Southome / Administrative Secretary*
 Farah Tabassum / Family Physician
 Suyan Wang / Data Management Coordinator*
 Kristy Williams / Program Secretary

Monica Wright / Advance Foot Care Nurse Specialist
 *resigned during the year
 ** on maternity leave

CONTRACT/RELIEF

Deirdre Callery / Chiroprapist
 Rupita Chandra / Office Manager
 Andrew Markiton / Nurse Practitioner
 Shelley Martin / Physiotherapist
 Alexandra Murphy-Melnichuk / Information Technology Coordinator
 Anna Reilly / Relief Receptionist / General
 Nzinga Walker / Director, Programs and Community Initiatives

PROFESSIONAL SUPPORT

Anita Balakrishna / Lawyer, South Asian Legal Clinic of Ontario*
 Lois Calder / Optometrist
 Karen Finch / Nurse, West Toronto Diabetes Education Program
 John Foster / Foster Shoes
 Teesha James / Nurse, West Toronto Diabetes Education Program
 Bonnie Loranger / Nurse, West Toronto Diabetes Education Program*
 Rod MacLeod / Child Psychiatrist
 Brenda McIntyre / Nurse, West Toronto Diabetes Education Program*



DEDICATION NETWORK

Ewa Milewska / Dietitian, West Toronto Diabetes Education Program*
Brenda Ng / Bookkeeper*
Vinay Raja / Auditor, Clark Henning LLP
Marjan Sadequi / Dietitian, West Toronto Diabetes Education Program
Shabana Shaikh / Lawyer, South Asian Legal Clinic of Ontario*
Dejan Sikima / Lab Technician, Gamma-Dynacare Laboratories*
Adiyam Tadese / West Toronto Housing Help Worker

OUR VOLUNTEERS

We appreciate greatly the commitment and dedication of 76 volunteers and 12 Board members who contributed 4,134 hours of their time to support Four Villages' staff in building an inclusive, sustainable and healthy community.

DIRECTORS OF THE BOARD 2008-2009

Selam Al-Azar
Chris Barnett
Bernice Cipparrone – President
Michael Jacek
Lisa Kruszynski*

Jennifer Lewis*
Deea Linehan – Vice-President
Jill Marzetti – Treasurer
Anne Marie Mohler – Secretary
Bryan Murray
Ulla Stenman
Christine Thompson
 *resigned during the year

VOLUNTEERS

Marion Airdrie
Anne Arbutnot♥
Bonnie Ashton
Merton Baird
Lavina Bailey
Nicole Best
Sandi Bliguin
Linda Bowen
Eva Brummer
Maria Butt
Karen Castaneda
Nina Ceascina
Joanne Chikosa♥
Franklin Clarke♥
Mae Couzens Duffy
Linda Crew♥
Eugenia Diaz
Alice Dookie
Marie Doucette
Fowsiyo Farah

Brad Farrell♥
Monyka Gabris
Ana Garay
Susan Mara Green
John Ernest Hammond
Maria Heal
Stefeni Higuchi
Betty Hong
Lisa Hopfner
Betty Horsey
Jennifer Hughson♥
Qingyuan Jia
Margaret Denese Judson
Hanna S. Kassab
Bea Levis♥
Katarina Liptak♥
MaryAnn Mclean
Deanna McNeil
Mary Micek
Saida Aweis Mohamed♥♥
Layla Muhammed
Inas Mumin
Marlene Oliveira
Christine Oliver
Jacqueline Orlando
Athena Papoutsis
Vicki Paraskevaidis
Ron Pilecki♥♥
Nancy Plourde
Maria De Jesus Santiago

Abdus Sattar
Aurora Scheer
Sania Shad
Fariha Sharif
Joyce Sly
Sari Smith
Caitlin Storey
Debra Stringer
Suzanne Sutherland
Eugene Sziraky
Midori Takahashi
Swaroop Thapar
Beverly Thompson
Wilma Lynn Torres
Dana Tran
Matt Turner
Miriam Vazquez
Lynn Verhoeff
Barbara Wall♥
Magdalena Wasilewski
Katherine Weber
Helena Wegrzyn♥
Marcia Williams
Keron Wilson
Denise Wimckler
Qin Zhang
 ♥ volunteer for 5 or more years
 ♥♥ volunteer for 10 or more years

OUR COMMUNITY PARTNERS 2008-2009

Partnerships, alliances and networks enable us to offer co-ordinated accessible services and programs to an increasing number of clients. Here are some of the organizations, institutions, businesses, and health care providers that worked closely with Four Villages:

Access Alliance Multicultural Community Health Centre
Bloor West Pharmacy
Beatrice House
Canadian Hearing Society
CHC Food Security Network
Child Development Institute
College Montrose Children's Place
Community Action Resource Centre
Cooper Mills Child Care Centre
COSTI
Creating Together Family Resource Centre
Davenport Ontario Early Years Centre
Davenport Perth Neighbourhood Centre
Dr. Galek (community optometrist)
Family Discount Pharmacy
Foster Shoes
Frontier College
Gamma DynaCare
George Brown College
General Mercer School
GIIIC (Geriatric Interprofessional Interorganizational Collaboration)
Growing Up Healthy Downtown
100 High Park Residents
High Park Pharmacy
Humberside Collegiate Institute
James Culnan Catholic School
Jane/Dundas Library
JVS Toronto Disability Advisory Council
Keele Street Public School
Lambton Park Child Care
Lambton Park Community School
LAMP – Lakeshore Area Multiservice Project

Loyola Arrupe Centre for Seniors
Macaulay Child Development Centre
Middle Childhood Matters Coalition
More Than Child's Play Family Resource Centre
Parent/Child Network of West Toronto and the Perinatal Work Group
Parkdale Community Health Centre
Parkdale-High Park Ontario Early Years Centre
Parkdale Library
Parkdale Parents Primary Prevention Project
Parkdale Public School
Perth Avenue Public School
Polycultural Immigrant and Community Services
QIIP (Quality Improvement & Innovation Partnership)
Queen Victoria Partners for Early Learning
Queen Victoria School
Queen Victoria Childcare
Queen West Community Health Centre
Romero House
Runnymede Collegiate Institute
Ryerson University
Salvation Army Evangeline Residence
St. Christopher House
St. Joan of Arc Church
St. Joseph's Health Centre
St. Joseph's Women's Health Centre
St. Luigi Catholic School
Somali Family and Child Skills Development
South Asian Legal Clinic of Ontario
Stonegate Community Health Centre
Swansea Mews Residents
Syme Centre for Seniors
The Arthritis Society
Toronto Central Mental Health and Addictions LHIN Networking Group
Toronto Community Care Access Centre
Toronto Community Housing Corporation
Toronto Community Social Research and Data Consortium
Toronto District School Board – Family Resource Programs

Toronto Health Coalition
Toronto Intergenerational Partnerships
Toronto Public Health
Ukrainian Canadian Social Services
University of Toronto
Vilnius Manor
West Toronto Community Legal Services
West Toronto Support Services
West End Urban Health Alliance
Western Technical Commercial School
Woman Abuse Council, Health Committee
York Community Services
York University



WHAT CLIENTS SAY ABOUT US

These are some of the comments clients shared with us in the 2008 satisfaction survey:

"It's the best care I've received in years."

"Four Villages provides easy access to quality care."

"The staff are courteous and knowledgeable and genuinely care about the patients."

"The counseling I received at Four Villages changed my life for the better..."

"I like the personal friendliness of the staff and the community feeling and cleanliness."

"I like that a lot of services are provided at the centre so I don't have to go all over the city for different appointments..."