



WOMEN'S HEALTH  
IN WOMEN'S HANDS  
COMMUNITY HEALTH CENTRE  
INCREASE • INNOVATE • IGNITE

# WOMEN'S HEALTH IN WOMEN'S HANDS COMMUNITY HEALTH CENTRE ANNUAL REPORT 2012-2013





**WOMEN'S HEALTH  
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## **THE MANDATE**

of Women's Health in Women's Hands (WHIWH) Community Health Centre is to provide primary healthcare to Black Women and Women of Color from the Caribbean, African, Latin American and South Asian communities in Metropolitan Toronto and surrounding municipalities. We are committed to working from an inclusive feminist, pro-choice, anti-racist, anti-oppression, and multilingual participatory framework in addressing the issue of access to healthcare for our mandated priority populations encompassing gender, gender identity, race, class, violence, sexual orientation, religion, culture, language, disability, immigration status and socio-economic circumstances.

# OUR COMMITMENT

- Working together as a multidisciplinary team to provide quality health care.
- Addressing the issue of access to healthcare (encompassing all the determinants of health) caused by poverty, gender, race, violence, sexual orientation, religion, culture, language, disability, class, and socio-economic circumstances.
- Developing strategies to remove the barriers embedded within the healthcare system which strongly influence how one experiences health and how one is treated by the health care system.
- Advocating for and with our communities for change.
- Participating in community activities which create the social and environmental conditions that promote health and wellness.
- Enhancing women's sense of well being in an atmosphere that allows us to validate each other's definitions and experiences.
- Supporting women's right to make informed choices about our health.



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# STRATEGIC PLAN 2012-2015

Recommended by the Board of Directors for endorsement by the WHIWH membership at its annual general meeting September 27th, 2012

**GOAL** To increase access to and provide primary healthcare for Black Women and Women of Colour from the Caribbean, African, Latin American and South Asian communities in Metropolitan Toronto and surrounding municipalities

## DIMENSIONS OF CARE

- Client Centered Care
- Evidence Based Practice
- Quality Service Delivery

## STRATEGIC DIRECTIONS

- 1** WHIWH will provide excellent primary healthcare for its priority populations by delivering high quality, client centered and evidence informed primary healthcare with a focus on diabetes, mental health and HIV/AIDS.  
**By 2015 WHIWH will:**

  - Establish and meet performance metrics relevant to our priority populations
  - Use evidence to identify community needs and service locations
  - Draw upon best practices to develop service delivery models appropriate for our priority populations
- 2** WHIWH will facilitate and conduct research that improves service delivery and policies affecting its priority populations  
**By 2015 WHIWH will:**

  - Develop and implement a sustainable research model
  - Align research with primary healthcare priorities
  - Generate and disseminate research for evidence informed services; systems planning, advocacy and public policy work
- 3** WHIWH will engage in strategic partnerships that align with the organizations primary health care plan as well as system integration priorities.  
**By 2015 WHIWH will pursue partnerships that:**

  - Expand its geographic reach
  - Build organizational capacity and
  - Facilitate client access to services which address the broader determinants of health models appropriate for our priority populations

- OUTCOMES**
- 1** Increased access to primary healthcare for WHIWH priority populations
  - 2** Improved outcomes for our clients in relation to primary healthcare priorities : diabetes, mental health and HIV/AIDS
  - 3** Increased research generated and disseminated for the improvement of service delivery for our priority populations

# MESSAGE FROM THE WHIWH BOARD CHAIR AND EXECUTIVE DIRECTOR

At Women's Health in Women's Hands we imagine a world where every woman is valued and cared for. We are confident that our extraordinary staff will continue to inspire and lead the way for others to provide racialized women with the very best healthcare Canada has to offer. We are inspired by our dreams and passions for an equitable healthcare system. We will continue to define the meaning of excellent primary health care for racialized women and their families and will confidently redefine the meaning of advocacy for our communities where the healthcare system is lacking.



We understand that racialized women are experts in our experience and that our lives matter. With the growing numbers of underserved members of our communities searching for health care services as well as the increasing complexity of the problems that we are facing, community health centres are becoming the backbone of primary healthcare for racialized populations. WHIWH recognizes this fact and has renewed its commitment and investment in improving access to healthcare for racialized women across the GTA.

We continue to hold strong to our lofty vision of addressing issues of access to healthcare for all women and developing strategies for removing the barriers embedded within the healthcare system, which strongly influence how one experiences health and how one is treated in the healthcare system.

We know Women's Health in Women's Hands is making a positive difference in the lives of women but we also know that the fight for equity in healthcare is still a long road to travel. We are therefore grateful for your confidence and support on this part of our journey.

In Solidarity

Lauriana Mandody  
Board Chair

Notisha Massaquoi  
Executive Director

# WHIWH BOARD OF DIRECTORS



**Lauriana Mandody**  
Chair



**Vijaya Chikermane**  
Vice-Chair



**Suja Suntharaligham**  
Treasurer



**Richelle Samuel**  
Secretary



**Karla Orantes**  
Member at Large



**Dr. Onye Nnorom**  
Member at Large



**Novlette Fraser**  
Member at Large



**Jewel Amoah**  
Member at Large



**Sarah Beech**  
Member at Large



**Safia Gulamani**  
Member at Large



**Racquel Bremmer**  
Staff Representative



**Raelene Prieto**  
Staff Representative

# CLIENT CENTRED CARE

## WHIWH 2012/13 SURVEY HIGHLIGHTS

**48%** of WHIWH clients have been with us for more than 7 years

**91.7%** of clients agree that their healthcare provider always tells them about treatment options and involves them in discussions about the best treatment

**93.4%** of clients agree that their health care provider always explains things in a way that is easy to understand

**97.2%** of clients agree that their healthcare provider always spends enough time with them

## EXCELLENCE IN PRIMARY HEALTH CARE

**80%** WHIWH Clients 18-69 have had a pap test (Cervical Cancer screening)

**97%** WHIWH Clients with Type 2 Diabetes have received multidisciplinary care

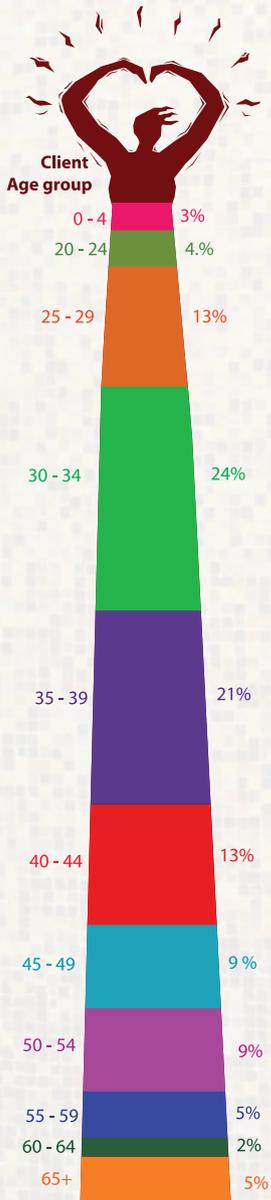
**86%** WHIWH Clients have had their annual health exam

“ The services provided by the centre are very important and accessible. Its very important to have a clinic especially for women to serve our unique health needs”

- Client Survey 2013

# EVIDENCE BASED PRACTICE

“WHIWH is amazing. The Staff know women’s issues! It is a great organization! Thank you.” – Client Survey 2013



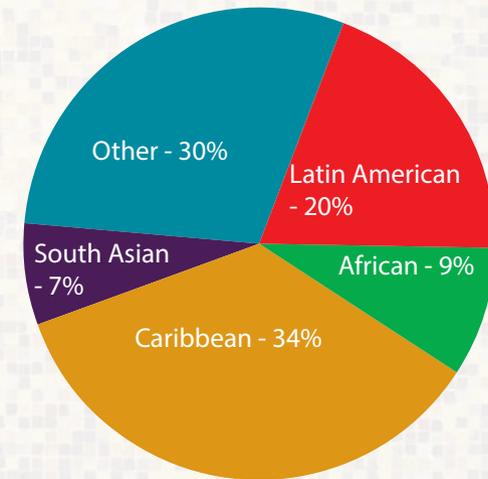
## TOP 10 REASONS FOR VISITING WHIWH

1. Depression
2. Anxiety
3. Cervical Cancer Screening
4. Annual Physical/Reproductive Health
5. Diabetes
6. Hypertension
7. Immigration Issues
8. Financial Problems/Housing
9. Abuse
10. HIV/AIDS

## TOP 10 COUNTRIES OF ORIGIN

1. St. Vincent and the Grenadines
2. Canada
3. Grenada
4. Jamaica
5. St. Lucia
6. Mexico
7. Trinidad and Tobago
8. Columbia
9. Brazil
10. Costa Rica

## CLIENT ETHNICITY



## SOCIAL MEDIA AND COMMUNICATION

12,290 Unique visitors to our website this year  
 350 Facebook likes  
 864 Twitter followers

# QUALITY SERVICE DELIVERY

It is always a struggle for us to select which initiatives we should highlight each year from the enormous list of services and programs we offer at WHIWH. All of the work of our staff impacts on the lives of the women we serve. What you see in this years report is but a small drop of the many activities that took place at WHIWH in 2012/13.

**CLIENT APPRECIATION DAY** was a resounding success and will continue to be an annual event at WHIWH. The day was filled with information workshops and chronic illness screening activities as well as opportunities for clients to meet the staff of WHIWH in a social setting. Fun was had by all!



# MENTAL HEALTH INITIATIVE LAUNCH

WHIWH launched its Mental Health Initiative on December 13th 2012 with a star-studded list of panelists including international activists, writers, social workers and mental health service providers.



Kim Green, ghost writer of American Idol Fantasia Barrino's best-selling autobiography, *Life is Not a Fairytale*, was invited to speak about coping and thriving with chronic illness; Staceyann Chin, an author spoken-word poet, performing artist and political activist, shared her struggles of growing up in Jamaica; and Farzana Doctor, Canadian novelist and social worker, shared her work on mental health challenges faced within the LGBTQ community. The event was hosted by Trinidadian-Canadian actor, director, and story-teller, Rhoma Spencer.



## DIABETES AMBASSADOR PROGRAM

2012/13 saw the expansion of our community based diabetes peer education-training program. We focused our efforts on work with Muslim communities in Toronto and saw our program expand to mosques throughout the city. To date over 120 peer educators have been trained to provide community based diabetes education to groups in their respective communities and religious congregations. 180 diabetes education workshops have been delivered across the city reaching over 1000 community members. It continues to be our goal to increase awareness of the signs and symptoms of diabetes and where to go for culturally appropriate care for those who are diagnosed.



## QUEERNAMENT

This year we expanded our annual Toronto PRIDE celebrations through a partnership with “I am Toronto” who hosted a fabulous 3 on 3 basketball tournament for young women. The family focused event took place at the Harbourfront Community Centre and provided WHIWH staff an excellent opportunity to engage young women in health promotion activities while raising awareness about the importance of primary healthcare at a young age. 10 teams competed in a packed auditorium for the top prize of \$300.



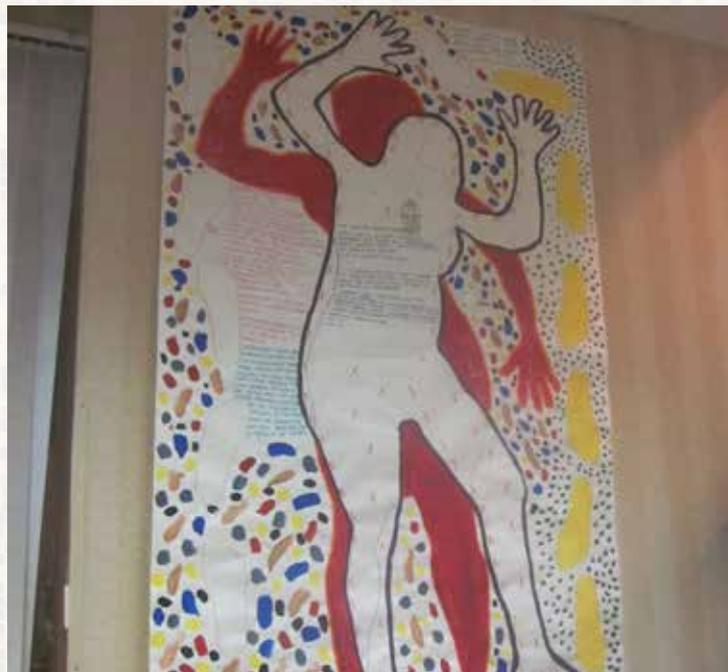
## KNOW YOUR STATUS CAMPAIGN



WHIWH launched a social media campaign this year focusing on anonymous HIV testing. Prevention messages were conveyed through Facebook, twitter, onsite interactive education and traditional print media. WHIWH has been designated as one of the 50 HIV Anonymous testing sites across Ontario. At an anonymous site, individuals can be tested without having to provide any information that will reveal their identity. In addition to anonymous testing, WHIWH is able to provide Point of Care (POC) Testing. This free reliable HIV test can determine whether an individual is HIV positive within 60 seconds. This process takes about 20 minutes including pre-test counseling, test administration, and post-test counseling and is considerably faster than traditional HIV testing which takes two weeks to receive results.

## HIV SUPPORT GROUPS AND WORKSHOPS

Ten (10) women living with HIV, participated in a 5 day Body Mapping workshop. Drawing and painting opened up their creativity, and helped them to reflect on their lives after HIV diagnosis. They were amazed by their own ability to create what they thought was impossible, since they did not consider themselves artists. Body mapping has been used for many years with people living with chronic illness who want to get a better understanding of themselves, their bodies and the world they live in. Through body mapping, people who are living with HIV can see that the virus is a part of themselves, but it is not the most important part.



## WHIWH AND THE UNITED NATIONS



As an official NGO of the UN Economic and Social Council ( ECOSOC) WHIWH was invited to participate in the Fifty-Seventh session of the Commission on the Status of Women at the United Nations Headquarters in New York from the 4th to 15th March 2013. The Commission on the Status of Women considered the theme: “The Elimination and Prevention of all forms of Violence Against Women”. The Commission on the Status of Women is a functional commission of the United Nations Economic and Social Council (ECOSOC), dedicated exclusively to gender equality and advancement of women. It is the principal global policy- making body. Every year, representatives of Member States gather at United Nations Headquarters in New York to evaluate progress on gender equality, identify challenges, set global standards and formulate concrete policies to promote gender equality and advancement of women worldwide.

## INTERNATIONAL VISITORS

WHIWH was pleased to host several international visitors who came to learn more about our anti-oppression model of healthcare service delivery. We were joined by Frank Mugishu the Executive Director of Sexual Minorities Uganda (SMUG), a leading Human Rights organization in the East Africa. Frank is also the 2012 Robert F. Kennedy Human Rights Fellow. We were also excited to once again host the senior civil servants tour from India in collaboration with the Institute of Public Administration of Canada. 40 senior health officials toured WHIWH and exchanged service delivery information with our staff.



## AWARDS AND HONORS

Our very own Executive Director **Notisha Massaquoi** was awarded the Amina Malko Award for women who have made significant contribution in policy, advocacy and settlement service for newcomers by the Canadian Centre for Victims of Torture.



Former staff member **Hawa Mohammed** has been awarded the 2012 Nansen Refugee Award for her exceptional work for Somali refugees and internally displaced persons. The award ceremony took place in Geneva and was hosted by the UN High Commissioner for Refugees (UNHCR). Hawa established an ambitious education program - the Galkayo Education Centre for Peace and Development - in Puntland, north-eastern Somalia. In addition to providing education for displaced persons, the organization actively lobbies against female genital mutilation and offers assistance to rape

victims. The Nansen Refugee award is the highest honor awarded by the UNHRC.



**Marvelous Muchenje** was invited to attend The Global Network of People Living with HIV's (GNP+) Consultation with Key Populations Living with HIV in Cape Town, South Africa. One of the main objectives of this meeting was to look at methods to better capture the lived experiences of key populations living with HIV in order to provide stronger evidence for advocacy. Global advocacy at its best!



# WHAT'S NEW IN RESEARCH

## DIGITAL STORY TELLING VIDEOS:

As part of the Knowledge, Translation and Exchange (KTE) for the Women's Community Based Research project 3 researchers and 4 peer research assistants took part in a 3 day Digital Storytelling (DST) workshop facilitated by the Center for Digital Storytelling. The participants included physicians, community-based researchers, women living with HIV and service providers. Digital Storytelling is a unique and participatory process where personal narratives are shared and represented through a multi-media format (photos, videos, art) in a short 3 minute video. The 3 day workshop consisted of a story circle, individual script writing, image preparation, voice over recording, editing tutorial, and a group screening of the computed videos.

Each participant had the chance to create a digital story, as well learn how to use video editing software. The goals of the videos were to capture the individual impacts of the WCBR Project, and how HIV impacted the lived experience of the participants. The videos will be used during WCBR KTE events and forums, and screened to front-line health-care providers, AIDS service organizations, HIV+ persons, policy makers, and researchers. The videos, along with a community report on the WCBR project, will be also available online on our website.

## PUBLICATIONS

In addition to the 22 research studies that WHIWH is currently supporting and conducting with academic institutions across Canada, we have been publishing the findings of our studies in world class academic journals. We have noted only a few of our research publication on HIV this year as an example of the high quality research that we produce in order to improve the services

to our clients at WHIWH and share these learning's worldwide. Look for a full listing of our research publications at [www.whiwh.com](http://www.whiwh.com).

Tharao, W., Muchenje, M., Mehes, M. (2013). ***An Evidence-based Intervention to Support African, Caribbean and Black Women in Canada Disclose their HIV-Position Status***. In J. G (Ed) Women and HIV Prevention in Canada: Implications for Research, Policy, and Practice .

Tharao, W., Massaquoi, N. (2013). ***Black Women and HIV/AIDS, Contextualizing their Realities, their Silence and Proposing Solutions***. In Miles, A. (Ed), Women in a Globalized World, Transforming Equality, Development, Diversity and Peace.

Carter, A.J., Bourgeois, S., O'Brien, N., Abelson, K., Tharao, W., Greene, S., Margoese, S., Kaida, A., Sanchez, M., Palmer, A. K., Cescon, A., de Pokomandy, A., Loutfy, M. R. (2013). ***Women-specific HIV/AIDS services: identifying and defining the components of holistic service delivery for women living with HIV/AIDS***. Journal of the International AIDS Society 16(17433).

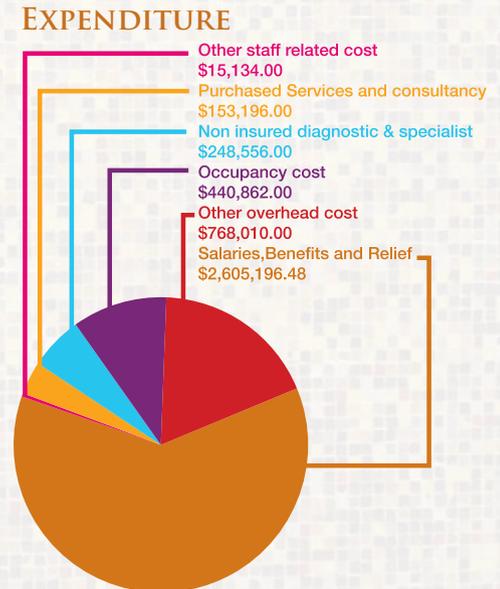
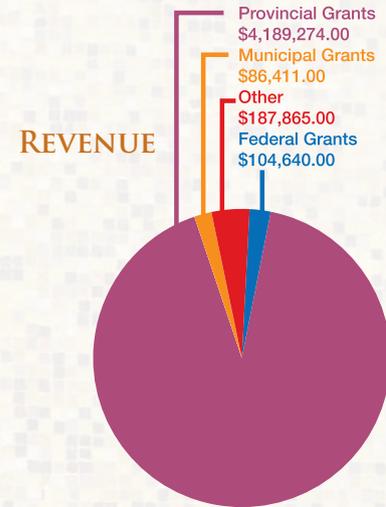
Logie, C., James, L., Tharao, W., Loutfy, M. (2013). ***Associations between HIV-related stigma, racial discrimination, gender discrimination, and depression among HIV-positive African, Caribbean, and Black women in Ontario, Canada***. AIDS Patient Care STDS, 27(2).

Logie, C. H., James, L., Tharao, W., Loutfy, M.R. (2012). ***"We don't exist": a qualitative study of marginalization experienced by HIV-positive lesbian, bisexual, queer and transgender women in Toronto, Canada***. Journal of International AIDS Society, 15(2).

# SUMMARIZED FINANCIAL STATEMENT

WOMEN'S HEALTH IN WOMEN'S HANDS CHC -SUMMARIZED STATEMENT OF REVENUE AND EXPENSES FOR THE YEAR ENDED MARCH 31ST, 2013 (WITH COMPARATIVE FIGURES FOR 2012)

| Expenditure                                     | 2013                  | 2012                  |
|---|-----------------------|-----------------------|
| Salaries,Benefits and Relief                    | \$2,605,196.48        | \$2,739,433.00        |
| Other staff related cost                        | \$15,134.00           | \$19,576.00           |
| Purchased Services and consultancy              | \$153,196.00          | \$148,985.00          |
| Non insured diagnostic & specialist             | \$248,556.00          | \$165,494.00          |
| Occupancy cost                                  | \$440,862.00          | \$437,905.00          |
| Other overhead cost                             | \$768,010.00          | \$682,229.00          |
| <b>Total Expenditure</b>                        | <b>\$4,230,954.48</b> | <b>\$4,193,622.00</b> |
| Revenue   | 2013                  | 2012                  |
| Federal Grants                                  | \$104,640.00          | \$89,037.00           |
| Provincial Grants                               | \$4,189,274.00        | \$3,921,903.00        |
| Municipal Grants                                | \$86,411.00           | \$82,327.00           |
| Foundations                                     |                       | \$85,530.00           |
| Other   | \$187,865.00          | \$34,249.00           |
| <b>Total Revenue</b>                            | <b>\$4,568,190.00</b> | <b>\$4,213,046.00</b> |
| Adjustments                                     | 2013                  | 2012                  |
| Transfer from/to Special Project Funds          | (47,076.52)           | \$111,438.00          |
| Due to Central Local Health Integration Network | \$(258,517.00)        | (\$109,950.00)        |
| Due to Ministry of Health and Long Term Care    | \$(31,642.00)         | (\$20,912.00)         |
|   |                       | -                     |
|   |                       | -                     |
| <b>Total Revenue minus adjustments</b>          | <b>\$4,230,954.48</b> | <b>\$4,193,622.00</b> |



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

# COMMUNITY PARTNERS AND FUNDERS

We acknowledge the many stakeholders in the community who work with and alongside us in broadening our work to meet the needs of our growing client population. We recognize the importance of our many academic and community partners who continue to be instrumental in implementing service and creating spaces for us to meet the needs of racialized women.

## Across Boundaries

African and Black Diasporic Global Network on HIV and AIDS (ABDGN)  
African and Caribbean Council on HIV/AIDS in Ontario  
Africans in Partnership Against AIDS  
AIDS Committee of Toronto  
Alliance for South Asian AIDS Prevention  
Black Coalition for AIDS Prevention  
Black Health Alliance  
Canadian Centre for Victims of Torture  
Canadian HIV/AIDS Legal Network  
Casey House Hospice  
Central Neighborhood House  
Centre for Urban Health Committee for Accessible AIDS Treatment  
Daily Bread Food Bank  
Driftwood Community Centre  
East Downtown Local Immigration Partnership  
East Toronto Youth Services  
El Tawhid Juma Circle  
Ernestine's Women's Shelter  
Fife House  
Fred Victor Centre

Hospital for Sick Children  
Interagency Coalition on AIDS and Development (ICAD)  
Jamestown Women and Children Services  
La Passerelle-I.D.É.  
Lawrence Heights Community Centre  
LGBT Settlement Network  
Maple Leaf Clinic  
Margaret Fraser House  
McMaster University  
Mount Sinai Hospital  
Newcomer Women's Services  
Ontario HIV Treatment Network  
Ottawa Children's Hospital  
Ottawa University  
Parkdale Community Health Centre  
People to People Aid Organization (Canada)  
People with AIDS Foundation  
Planned Parenthood of Toronto  
Ryerson University Faculty of Social Work  
Sherbourne Health Centre  
South Riverdale Community Health Centre  
St. Joseph's Hospital  
St. Michael's Hospital  
CIHR Social Science Research Centre in HIV Prevention, University of Toronto  
Taibu Community Health Centre  
Teresa Group  
The 519 Church Street Community Centre  
The Redwood  
Toronto Faith Based Initiative  
Toronto HIV/AIDS Network

Toronto People with AIDS Foundation  
Toronto Public Health  
Unison Health and Community Services  
University Health Network  
University of Toronto Factor Inwentash School of Social Work  
York University Faculty of Nursing  
York University Faculty of Social Work  
West Downtown Local Immigration Partnership  
Women's College Hospital  
Women's College Research Institute  
Women's Place  
Working Women's Community Centre

## FUNDERS

Women's Health in Women's Hands expresses gratitude to our funders, first and foremost, the Central Toronto Local Health Integration Network.

We are also grateful for the funding provided by AIDS Bureau, Ministry of Health and Long Term Care , Ontario Diabetes Program of the Ministry of Health and Long Term Care, Ministry of Health Promotion and Sport, Ontario HIV Treatment Network, Human Resources and Skills Development Canada, City of Toronto AIDS Prevention Community Investment Program, City of Toronto Community Safety Investment Program, Canadian Institutes of Health Research, the Public Health Agency of Canada, Ontario and Nunavut region and The Ford Foundation

# WHIWH STAFF

**Abas, Sharazaad (Sherry)** – Administrative Assistant  
**Arze – Bravo, Claudia** – Data Management Coordinator  
**Attakora – Gyan, Dorothy** – Project Coordinator  
**Bremmer, Raquel** – Health Promoter  
**Cheung, Shirley** - Chiropodist  
**Curling, Deone** - Therapist  
**Donaldson, Simone** - Intake Counsellor  
**Flores, Rosa Maria** - Receptionist  
**Gateri, Helen** - Intake Counsellor  
**Goodluck, Monika** – Programs and Communication Manager  
**Green-Walker, Lori - Ann** - Clinical Services Manager  
**Ibrahim, Nagma** - Registered Nurse  
**Janakiram, Praseedha** - Family Physician  
**Jara, Angela** - Relief Reception  
**Jessamy, Nayla** - Family Physician  
**Jeyachandran, Ishara** – Finance Coordinator  
**Joseph, Marie Claude** – Registered Practical Nurse  
**Kalonga, Tchela** – Medical Secretary  
**Khoo, Sharon** - Dietitian  
**Lala, Anu** - Therapist  
**Luengo, Carolina** – Registered Nurse  
**Malhotra, Sonia** - Family Physician  
**Massaquoi, Notisha** - Executive Director  
**McCalla, Vivia** - Diabetes Nurse Educator  
**McPherson, Corrine** – Administrative Coordinator  
**McDonald, Andrena** - Nurse Practitioner  
**Morshed, Mubnii** - Research Coordinator

**Muchenje, Marvelous** - Community Health Coordinator  
**Naughton, Jacquie** – Human Resources Manager  
**Osman, Hanan** – Health Educator  
**Prieto, Raelene** - Therapist  
**Samayoa, Claudia** - Clinical Secretary  
**Sammy, Sumintra** - Receptionist  
**Sarvat, Seema** - Chiropodist  
**Saunders, Megan** - Family Physician  
**Sivkumar, Eesananthinii** - Relief Receptionist  
**Taylor, Samantha** - Community Healthy Living Animator  
**Tharao, Esther Wangari** - Programs & Research Manager  
**Thomas-Pavanel, Jamie** - Research Coordinator  
**Tsai, Cindy** - Dietitian  
**Umana, Mercedes** – Therapist  
**Vandahl, Julie** - Nurse Practitioner  
**Vera, Kellita** – Administrative Assistant

# CONTACT INFORMATION:

## ADDRESS

2 Carlton Street, Suite 500  
Toronto, Ontario. M5B 1J3

## GENERAL INFORMATION:

Tel: (416) 593-7655  
Fax: (416) 593-5867  
TTY: (416) 593-5835  
E-mail: [info@whiwh.com](mailto:info@whiwh.com)  
[www.whiwh.com](http://www.whiwh.com)  
[twitter.com/WHIWHCHC](https://twitter.com/WHIWHCHC)

## HOURS

Mon - Thur: 9:00 am to 8:00 pm  
Fri: 9:00 am to 5:00 pm  
3rd Sat. of the Month: 10:00am to 4:00 pm

## LOCATION MAP

