



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

ANNUAL REPORT 2008





WOMEN'S HEALTH IN WOMEN'S HANDS COMMUNITY HEALTH CENTRE

INCREASE • INNOVATE • IGNITE

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, race, class, violence, sexual orientation, religion, culture, language, disability, immigration status and socio-economic circumstances.



Message From the Board Chair: Cheryl Henry

This year sadly marks my sixth and final year serving on the board of Women's Health in Women's Hands Community Health Centre. In my final year I was both honored and challenged to be elected Chair of your

Board of Directors. I want to thank all of you for your support and encouragement. In the spirit of collaboration we have been working tirelessly to ensure that WHIWH remains a leader in racialized women's healthcare, research and education

Over the past six years I have watched with pride as the organization has grown and gained institutional maturity. I would like to express my heartfelt thanks to our extraordinarily dedicated and diligent Board members, who have worked so hard to make this growth a reality. I must also express my gratitude to our Executive Director, Notisha Massaquoi and the WHIWH management team and staff. Through their efforts we have made great strides towards reducing barriers to accessing health for women from our priority groups not only locally but internationally. WHIWH has never been in better shape to respond to the needs of the communities we serve. This year we have been taking stock of the past, examining the present, and putting in place the tools needed to ensure our organizations future by developing a new strategic plan to guide us forward. I believe this activity has enlivened and energized the entire organization. I am grateful to have been given the opportunity to lay the ground work for the tremendous growth of WHIWH over the next three years. And it is with deep admiration for the work of WHIWH that I say a sad goodbye



**Message From
the Executive
Director:
Notisha
Massaquoi**

**INCREASE !
INNOVATE !
IGNITE!**

These are the words we have chosen to epitomize the new direction of Women's Health in Women's Hands Community Health Centre (WHIWH). Through our collaborative strategic planning process with our board and staff we consulted with our members, clients, community and academic partners as well as funders and all have agreed on the strategic direction for WHIWH for the next three years. Despite these changes we continue to provide services with the understanding that Black women and women of color are experts in our experience and our lives matter. With the increasing numbers of underserved racialized women seeking primary healthcare services and the increasing complexity of their concerns, community health centres such as WHIWH continue to be the backbone of primary healthcare for our communities. We continue to recognize this fact and through our newly revamped strategic plan, we have aimed to address access to primary healthcare, increased health equity and the improvement of quality services for our priority populations.

Our excellence in providing high quality programs and healthcare services was noted this year as we successfully achieved our third accreditation from Community Organizational Health Incorporated. I thank our board of directors, staff, volunteers, students and community partners who all work tirelessly to maintain and achieve the excellent standard of care that WHIWH provides its clients. Our accreditation process highlighted several areas in which we excelled. This included the integration of our mission and mandate at all levels of our organization, our responsiveness to our community needs, our excellence in research that improves the lives of Black women and women of color and our centre as a learning site for future healthcare providers.

It is always a struggle for us to decide which initiatives we should highlight each year since there are hundreds of things that we do every day, and all of them have an impact on the lives of the women we serve. What you see in this annual report is but a small portion of the work we did on your behalf in 2008.

I'm very proud to be leading such a talented, committed and innovative group of women. Their work has been recognized by their clients through the delivery of stellar primary healthcare services within the walls of Women's Health in Women's Hands and by their participation and contributions on committees, advisory boards, publications, conferences and trainings at local, national and international levels. It is my hope that one day WHIWH becomes just one of many community health centres which prioritizes the lives of Black women and women of color across Canada.

WHIWH Strategic Plan



Beginning in the summer of 2007, WHIWH-CHC engaged Adobe Consulting Services and began to plan for an organization wide strategic planning initiative. It was extremely important for the leadership of the organization that all staff and members had an opportunity to be involved in the planning process as participants from the beginning and, that the planning process was transparent with opportunities for input all stages from all structural levels. In July of 2007, a strategic planning process was jointly developed by staff and board members. In the spring of 2008 under the direction of the Strategic Planning Committee the planning process commenced. The process was a collaborative effort which included community engagement strategies and the gathering of relevant data from a variety of sources, including interviews and consultations with other service providers, community stakeholders, funders, service users, WHIWH-CHC staff, volunteers and the Board of Directors.

Building on the achievements stemming from our last strategic plan, the following four strategic directions have been identified to guide the organization:

- **Develop and Implement a Broad Strategic Fund Development Plan**
- **Build and Support Scientific Knowledge Creation and Dissemination to Support Evidence-Based Policies and Programs**
- **Increase Our Focus on Chronic Diseases**
- **Enhance the Profile of Women's Health In Women's Hands as a Community Health Centre Through Strategic Marketing and Promotion**

With the 2008 – 2011 Strategic Plan we seek to **INCREASE** our resources and focus on chronic diseases, **INNOVATE** through research and **IGNITE** awareness and action through marketing, promotion and our visibility in the community.



New Chronic Disease Management Initiatives

Interprofessional Education on Diabetes

Women's Health in Women's Hands in collaboration with Women's College Hospital and St. Elizabeth Health Care have been awarded a Health Force Ontario grant to execute the "Diabetes Education Interprofessional Care Project". The goal of the project is to pilot an innovative interprofessional education program with a new coordinated care model for patients with diabetes across the three care settings. The pilot patient criteria are diagnosed complex Type II diabetes either clinically complex or socioculturally complex for example: support for self-management required; mobility issues; multiple co-morbidities; young woman wanting to become pregnant; gestational diabetes with new baby at home; elderly without strong resources. One of the goals for the program is to provide health care students with experiences related to the diverse needs of women with diabetes.

Diabetes Preceptorship with Ontario College of Family Physicians and Sanofi Aventis

The main objective of this program is to advance the professional competence of family physicians and diabetes education teams in initiating insulin for patients with type 2 diabetes. The program will allow our family physicians access to an endocrinologist for consultation and mentorship. Specialists will come on site for teaching and case conferencing.

Centre for Urban Health Initiatives (CUHI) Chronic Disease Prevention and Management Research

Our senior Dietician (Yogeeta Sharma) has been selected to participate in a one year internship with CUHI to work on a project dedicated to food security and diabetes of non-status women of colour. The project will allow our dietician to gain hands on experience with planning and conducting research relevant to programs and services at WHIWH.

Shared Care Psychiatry Model

WHIWH in collaboration with Women's College Hospital (WCH) will pilot a 1 year program focusing on Psychiatric Shared Care service. The program will support our clinical team to jointly care for our clients in collaboration with WCH Psychiatrists. WCH will provide 4-hour, bi-weekly services from a Psychiatric resident which will build internal capacity as well as provide a unique learning opportunity for resident training.

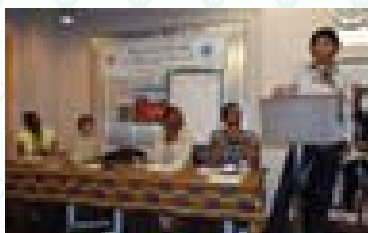
What's new in WHIWH Research

Emerging Team in HIV and Co-Infections

WHIWH, University of Toronto and Maple Leaf Medical Clinic have been awarded a Canadian Institutes of Health Research (CIHR) award. This five year study aims to define African-Caribbean community epidemiology of HIV and STI co-infections. The goal is to define how STI co-infections drive HIV susceptibility. The Principle investigators of this study are Dr. Rupert Kaul of University Health Network and Dr. Mona Loutfy of WCH/Maple Leaf Medical Clinic. Both Physicians have been long time HIV Specialist supporting the clients of WHIWH.

Community Forum

Black Queer Resistance: Are We United in the Fight Against Homophobia?



WHIWH, Black Coalition for AIDS Prevention (Black CAP) and the African and Caribbean Council on HIV/AIDS in Ontario (ACCHO) hosted a Community Forum as an official

Pride 2008 event. The forum was attended by 150 community members and aimed to address removing barriers to accessing healthcare and social services due to homophobia and lack of services available for the African and Caribbean queer communities. The event was hosted by Jill Andrew and included panelist Akim Larcher, LLana James, David Lewis and featured clips from the upcoming film "The Making of Skins" directed by Mercedes Umana and Roberta Timothy of Resistance Productions.

Rooftop Garden Program

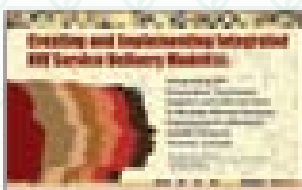
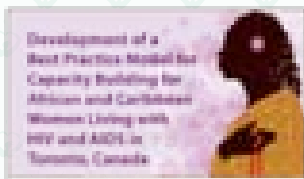
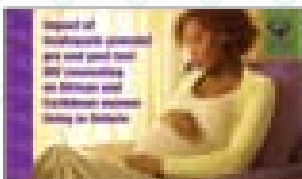
This summer saw the success of our award winning rooftop garden program. This health promotion program allows clients to participate in educational activities, exercise activities, learn about planting and gardening care and ultimately address social isolation. Congratulations to our Diabetes Nurse Educator Vivia McCalla and Dietitian Sharon Khoo for a wonderful program.



International Connections

International AIDS Conference 2008

WHIWH was pleased to announce the acceptance of 4 abstracts for presentation at the International AIDS Conference in Mexico this year. Marvelous Muchenje, Deone Curling, Mercedes Umaña, Megan Saunders and Wangari Tharao all represented the work of the centre and our unique model of HIV Care for racialized women from our priority groups. The presentations included:



- **Impact of inadequate prenatal pre and post test HIV counseling on African and Caribbean women living in Ontario**
- **Development of a best practice model for capacity building for African and Caribbean women living with HIV and AIDS in Toronto, Canada**
- **Creating and Implementing Integrated HIV Service Delivery Model(s): Integrating HIV Prevention, Treatment, Support and Care Services to Broader Women Services - Experience of a Women's Health Centre in Toronto, Canada**
- **Intersectional Critical Psychotherapy: A best practice model on working with immigrant and refugee women living with HIV/AIDS**



Changing the Face of Sexual and Racial Identity

WHIWH had the pleasure of hosting Monica Carrillo from Peru this year. Concerned about the effect of discrimination on young Afro Peruvian women like herself, Carrillo founded LUNDU, an anti-sexism, anti-racism, anti-homophobia organization focused on empowering a new generation of Afro-Peruvian leaders. It is currently the only group working on issues of

gender, sexuality and human rights in Afro-descendent communities in Peru. In rural El Carmen - the site of a growing sex tourism industry with a high rate of HIV/AIDS - LUNDU is training peer educators to dispense vital information on sexual and reproductive health to Afro-Peruvian young people.



Youth Engagement

WHIWH was pleased to host a group of 30 young community workers from Toronto, Kenya and Brazil who are part of the youth-led, Canadian NGO "Schools Without Borders". These dedicated individuals share a common passion for community health and social justice issues for young people, and visited our centre as part of their Toronto tour to learn what makes WHIWH a unique and necessary space for Black women and women of color in the GTA, how healthcare systems in Canada work, and what opportunities there are for us to improve our health and community programs for youth. The visit was a tremendous success and we hope to continue to engage with young people to ensure that they actively participate in their own wellness as well as share their knowledge with other youth.



Board of Directors, Staff and Students

WHIWH Board of Directors

Cheryl Henry
Board Chair

Natasha Williams
*Vice Chair/ Board
Policy Committee Chair*

Rumana Chowdhury
Treasurer

Sharon Njobo
Secretary

Archana Mathew

Fouzia Warsame
*Board Development
and Recruitment Chair*

Richelle Samuel

Parul Mongo

Novlette Fraser

WHIWH STAFF

Jewel Bailey
Shabari Banerji
Soma Chatterjee
Shirley Cheung
Alana Clarke
Rosa Maria Flores
Helen Gateri
Lori-Ann Green-Walker
Sana Jawaid
Nalya Jessamy
Ishara Jeyachandran
Sharon Khoo
Claire Langevine
Carolina Luengo
Vivia McCalla
Grace Makhurane
Latoya Maloney
Gurpreet Mand
Andrena Mookram
Marvelous Muchenje
Vivian Ngirimo

Lillian Ochere
Temi Onabote
Michelle Osbourne
Kamila Premji
Sandra Romain
Claudia Samayoa
Vernée Samuel
Megan Saunders
Laurel Service
Wangari Tharao
Cindy Tsai
Mercedes Umaña

10+ years of service

Deone Curling
Anu Lala
Yogeeta Sharma
Notisha Massaquoi

15+ years of service

Linda Cornwell

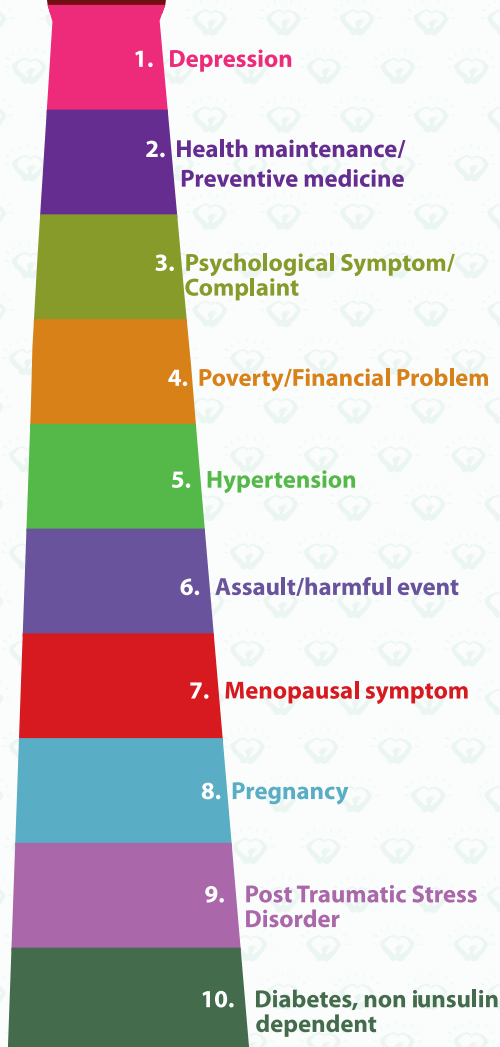
WHIWH Student Placement, Medical Electives and Summer Students

Kate Connolly
Fatemeh Darkashloo
Chelsea Gillis
Archana Gupta
Patreen Hare
Sarah Hugh
Jane Lac
Afrinda Lord
Faiza Majeed

Kendra Mills
Onye Nnorom
Althea Smith
Ranjani Somayaji
Nicole Sookhai
Memuna Stevens
Sarah Wilson
Maisha Yearwood

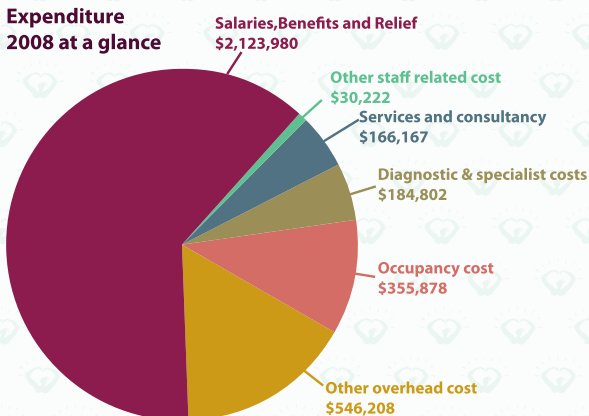
Top 10 reasons why women sought our services

There have been a total of 5,896 visits to WHIWH as of July 2008



Summarized Financial Statement

Expenditure 2008 at a glance



Expenditure

Salaries, Benefits and Relief
Other staff related cost
Purchased Services and consultancy
Diagnostic & specialist costs
Occupancy cost
Other overhead cost

Total Expenditure

Revenue

Federal Grants
Provincial Grants
Municipal Grants
Foundations
Other

Total Revenue

Adjustments

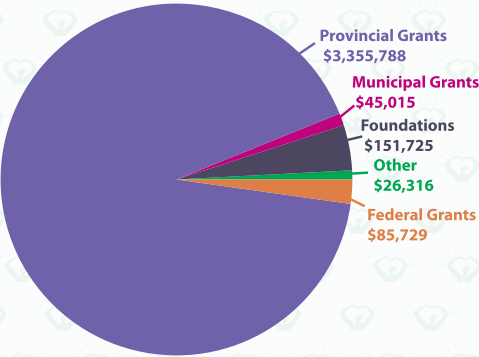
Transfer to Unappropriated Funds
Due to Central Local Health Integration
Network
Due to Ministry of Health and Long
Term Care

Total Revenue minus adjustments

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

Women’s Health in Women’s Hands summarized stament of Revenue and Expenses for the year ended March 31st, 2008 (With Comparative Figures for 2007)

Revenue 2008 at a glance



	2008	2007
	\$ 2,123,980	\$ 1,833,206
	\$ 30,222	\$ 9,005
	\$ 166,167	\$ 197,934
	\$ 184,802	\$ 146,709
	\$ 355,878	\$ 356,565
	\$ 546,208	\$ 855,761
	\$ 3,407,257	\$ 3,399,180
	\$ 85,729	\$ 64,000
	\$ 3,355,788	\$ 3,235,978
	\$ 45,015	\$ 22,685
	\$ 151,725	\$ 134,052
	\$ 26,316	\$ 6,315
	\$ 3,664,573	\$ 3,463,030
	\$ 86,236	\$ 62,990
	\$ 31,476	\$ 860
	\$ 139,604	-
	\$ 3,407,257	\$ 3,399,180

Community Partners and Funders

Community Partners

African and Caribbean Council on HIV/AIDS in Ontario
African Community Health Services
Africans in Partnership Against AIDS
AIDS Bureau, Ontario Ministry of Health
Black Coalition for AIDS Prevention
Canadian Women's Health Network
Committee for Accessible AIDS Treatment
Jamestown Women and Children Services
Mount Sinai Hospital
Ontario Women's Health Network
Ryerson University. School of Social Work
Sistering
South Riverdale Community Health Services
St. Elizabeth Health Care
St. Joseph's Hospital
St. Michael's Hospital
The Chang School, Ryerson University
The Daily Bread Food Bank
U-MOVE – United Mothers Opposed to Violence Everywhere
University of Toronto, Faculty of Family Medicine
University of Toronto, Faculty of Social Work
University of Toronto, Faculty of Nursing
Voices of Positive Women
Women's College Hospital
Women's College Research Institute

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 Human Resources and Skills Development Canada, City of Toronto AIDS Prevention Investment Program, City of Toronto Community Safety Investment Program, Canadian Institutes of Health Research, AIDS Bureau, Ontario Diabetes Program of Ministry of Health and Long Term Care, Ontario Trillium Foundation, and the Public Health Agency of Canada.

Contact Information

Address

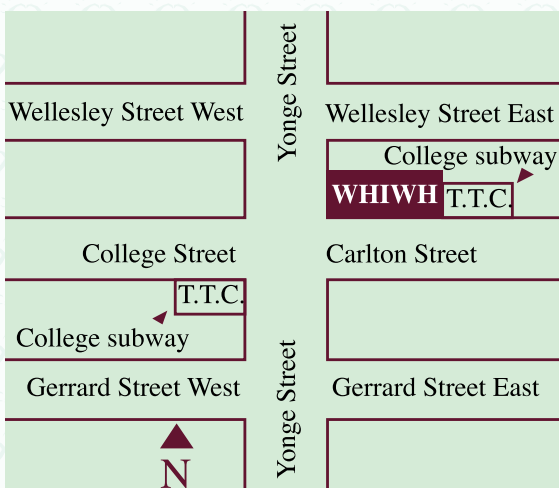
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E-mail: whiwh@web.net
www.whiwh.com

Hours

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





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