

30 years

Access Alliance

Multicultural Health and Community Services

Healthy Futures for All.
serving community since 1989

Annual Report 2018 – 2019

Access Alliance opens its doors

1989



1990



Interpreter services begins providing language access services in the healthcare sector

Strategic planning led to shift in focus from founding communities to most disadvantaged immigrants and refugees in Toronto

2000



2002



Launched our community based research program

Established the Refugee First Contact Clinic in partnership with COSTI

2006



2007



Access Alliance changes it's name to "Access Alliance Multicultural Health and Community Service"

Participated in the development of a resource guide "Among Friends", which was the launch of our LGBTQ newcomer focused programming

2009



2010



AccessPoint on Danforth opens at 3079 Danforth Ave

Published the *Global City-Newcomer Health in Toronto* research report which was carried out in partnership with Toronto Public Health

2012



2013



NIWIC opens at AccessPoint on Jane

Initiated financial literacy programming, which included the eventual publication of our research report *My retirement will start in my grave*

2014



2015



Development of the Nahom Berhane Scholarship for Leadership and Inclusion

Neighbourhood Centre Integrates with Access Alliance

2016



2017



Launch of AccessPoint on Danforth Cycle Hub, promoting low carbon choices and reducing emissions by focusing on building bicycle culture in the east end of Toronto with high need communities

SPIN and OnBoard, collaborative initiatives that are part of health system transformation, integrated into core programming at Access Alliance

2018



View the full report online at:

AccessAlliance.ca/AnnualReport

Access Alliance Multicultural Health and Community Services

Accredited by the Canadian Centre for Accreditation since 2001.

Our Mission

Access Alliance provides services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities.

Our Vision

Toronto's diverse communities achieve health with dignity.

Values

Accountability: Our Stakeholders see a full and transparent use of evidence and resources that focus on positive client impacts.

Client Centered: Our clients are encouraged and supported to make informed choices and decisions that relate to their health.

Collaboration: Our partnerships increase knowledge, strengthen systems and maximize resources so we can take action effectively.

Equity, Access and Inclusion: Our commitment is to challenge systemic barriers that reduce health outcomes for vulnerable populations.

Innovation and Excellence: Our organization fosters a culture of continuous learning, quality improvement and best practice.

Access Alliance at a Glance: 2018–2019

Client Experience Survey Results

97.1%

Overall satisfaction with care and services

98.9%

Would refer family and friends

96.7%

Feel Access Alliance has a positive impact on their community

96.0%

Agreed that hours met their needs

97.1%

Access Alliance helped improve my health and well-being

Number of Clients by Site

9,120

Danforth, including Greenwood, Paul D Steinhauer, Barrington (43.2%)

7,478

Jane, including NIWIC (35.4%)

4,523

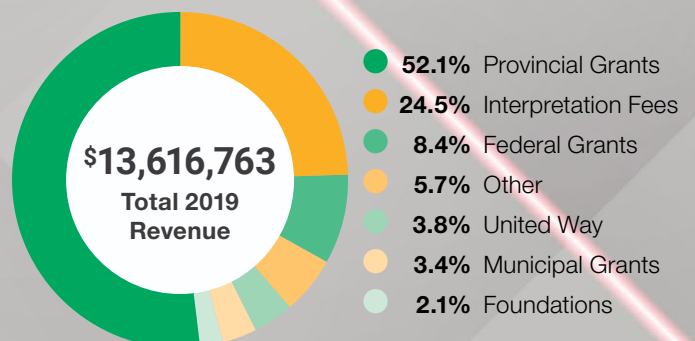
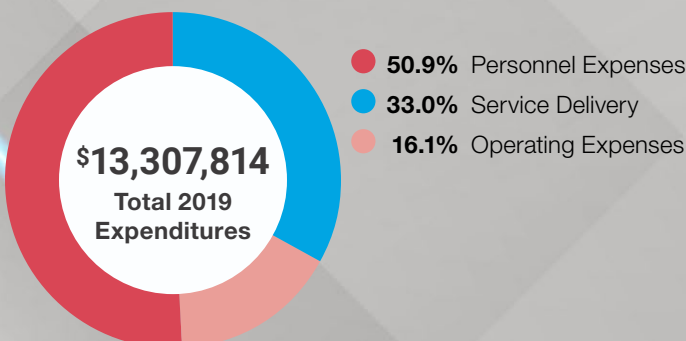
College, including COSTI (21.4%)

21,121

Total active clients as of 2018/19 FY

Financials*

*Full audited statements available at AccessAlliance.ca/AnnualReport



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