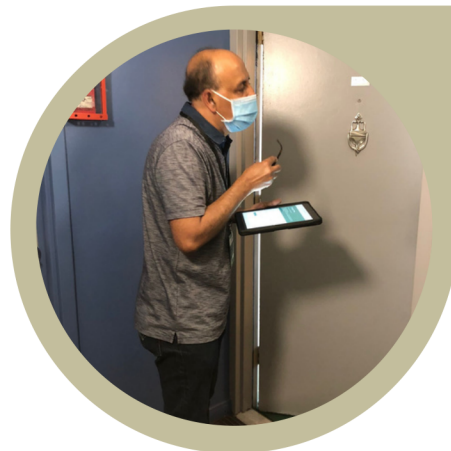


ANNUAL REPORT

2021 - 2022

Centering Clients' Needs



LEADERSHIP MESSAGE

CENTERING CLIENTS' NEEDS THROUGHOUT THE PANDEMIC

The healthier an organization is, the more capacity it has to fulfill its mission and respond to internal and external disruptions. Organizational health is defined as **an organization's capacity to adapt in a world that's constantly evolving.**

Access Alliance has demonstrated its capacity to adapt in the face of significant external turbulence. In March 2020 we created our **C4CC framework** (check in with vulnerable clients; communicate clear and accurate information; create service alternatives; case manage and support) to guide our planning and service delivery during the pandemic. We were able to pivot in record-breaking time to re-allocate resources to programming that addressed the significant impact of COVID-19 on communities facing barriers to the social determinants of health. We did not close our doors for a single day. Our staff, volunteers and students – as well as all of our partners – demonstrated amazing commitment to our mission and vision.

Key highlights in 2021-2022 include:

- ongoing work addressing food insecurity;
- ensuring non-status access to vaccinations and testing;
- supporting and leading regional vaccine hesitancy projects;
- continuing to amplify core programming using new virtual and online service delivery methods;
- establishing a primary care clinic in an airport hotel to provide services to arriving Afghan refugees; and
- continuing to support and foster partnerships as a key and critical feature of everything we did this past year.

As we entered the second year of the pandemic, the Board of Directors wanted to ensure clients' needs and voices were centred and informed our planning for pandemic recovery. They undertook a strategic planning process to identify priorities in the short term. Consultations with community members were the core of this process, and highlighted the impact of the pandemic on people's lives: their income, mental health, social connections, access to services and other critical determinants of health.

CENTERING CLIENTS' NEEDS

Their input reinforced the importance of collaborative approaches to solving systems issues. It also highlighted the key role that Access Alliance plays in providing services and advocating to improve health outcomes for immigrants, refugees and their communities, which have been made vulnerable by system barriers and poverty.

The process of centering clients' voices helped us develop the following priorities that will ground our efforts as we navigate the next two years of post-pandemic recovery:

- **We will act as a catalyst to re-imagining Ontario's healthcare system.**
- **We will identify promising practices that enhance support to our high priority populations and influence system change.**
- **We will explore effective strategies to address social determinants of health, including access to affordable housing, through cross-sectoral collaboration.**
- **We will alleviate/address the impact of deepening disparities in communities through strengthened mental health, food security, education and social development of children and youth supports, initiatives and services.**

We want to thank community members for sharing their stories and feedback with us. Their input ensures that we will continue to serve our clients in a meaningful way and partner with collaborators to achieve outcomes that prioritize the needs of our communities.



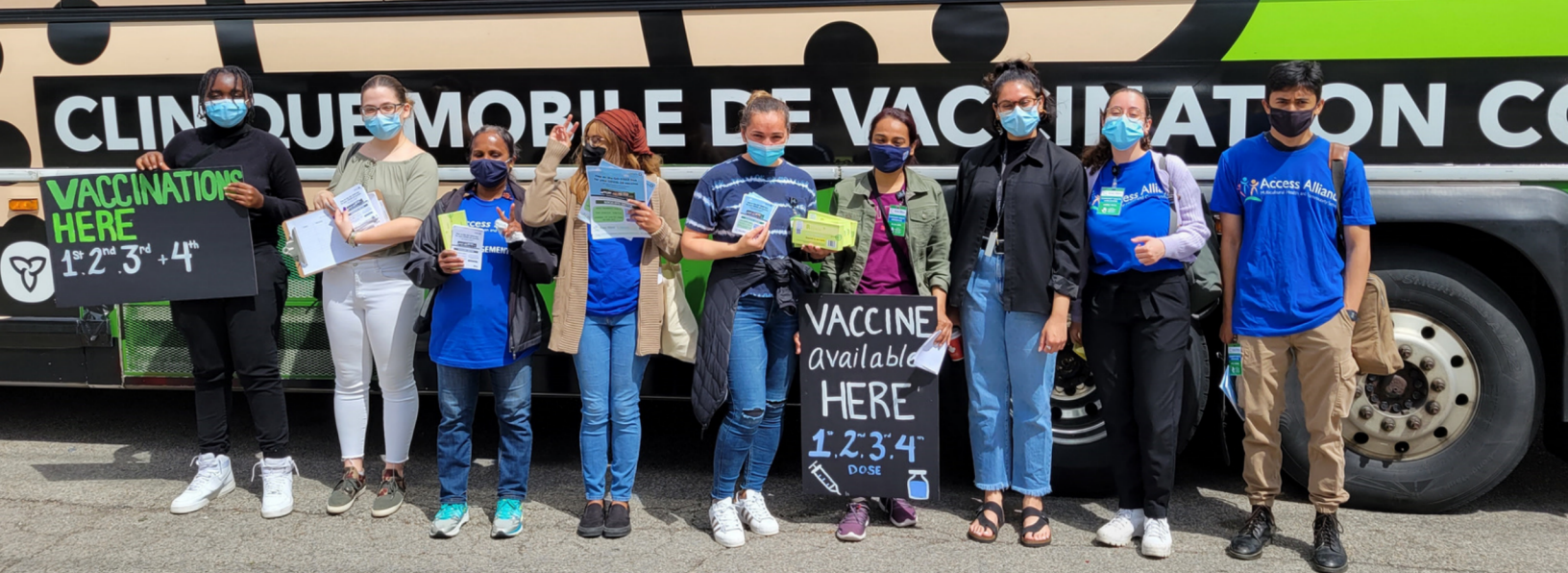
Natasha Jesenak

Chair, Board of Directors



Axelle Janczur

Executive Director



VACCINE ENGAGEMENT

Access Alliance Multicultural Health and Community Services was enlisted by the City of Toronto to participate in its COVID-19 Community Mobilization and Engagement Plan. This initiative was created to increase vaccine confidence and address barriers to acceptance and uptake of COVID-19 vaccines for communities most affected by COVID-19. This includes South Asian and Black Torontonians, LGBTQ+ communities, people experiencing homelessness, people with disabilities, seniors, people who are undocumented, and youth.

Over the past year, Access Alliance has played an important role in leading the East York Don Valley Vaccine Engagement consortium in collaboration with seven partner organizations serving the Taylor Massey, Oakridge, and Victoria Village communities. Our Vaccine Engagement Team has collaborated with community organizations and grassroots groups, resident-led groups, and faith-based organizations to amplify the City of Toronto's messaging about the safety and benefits of the COVID-19 vaccine.

The vaccine engagement work is carried out by over 35 of our Community Health Ambassadors (CHAs) through weekly community outreach initiatives. Our CHAs support mobile vaccination clinic flyer distribution, distribute vaccine-related literature and Personal Protective Equipment (PPE), and provide vaccine appointment booking support. Communities in Taylor Massey, Oakridge, and Victoria Village were among the least vaccinated in the City of Toronto until late last summer. Our coordinated vaccine engagement and support efforts increased the vaccination rate significantly in all age groups.

VACCINE ENGAGEMENT STORIES

"72 doses at a school clinic is unheard of nowadays! Your ambassador team did an amazing job with the outreach. Our clinic teams have shrunk, so it is hard for our nurses and staff to go out into the community to find arms, but it really helps to have you guys at the clinic to support us."

On-site lead,
Michael Garron Hospital



An individual who lived in one of the buildings where a vaccine clinic was held stated that he would "never get the vaccine", but with the support of our ambassadors, he received the clinic's last dose of the day. It was his first COVID vaccine and a few weeks later, he had his second dose at another mobile clinic supported by Access Alliance Community Health Ambassadors.

Ervina, a Community Health Ambassador spoke to a mother whose son was on the autism spectrum. She said that when her son received his first dose at the hospital, he required a security guard's support. Ervina informed her that the vaccine clinic could provide the necessary support for her son and with the help of staff and the family, the son successfully received his second dose.



SUPPORT AND OUTREACH STATISTICS

170

outreach events conducted

78,000

individuals contacted/supported

4360

COVID-19 vaccine appointments booked

85

clinics promoted, or directly led
and supported

5791

PPE kits distributed

27,728

cloth/medical/FN95 masks distributed

4592

Rapid Antigen Tests distributed

3048

disinfectant wipes/hand sanitizers distributed

NON-INSURED VACCINE BOOKING

13,634
calls made

8288
people reached

4521
individuals assisted

**Top
interpretation
languages**

Mandarin
Cantonese
Spanish

When the province first rolled out its COVID vaccination campaign, Ontario Health Insurance Plan (OHIP) cards were required to get vaccinated. This left many residents ineligible for a vaccine. To address this critical gap, Toronto Public Health set up a special initiative to support equitable access to COVID vaccination for people without health insurance.

The City approached Access Alliance to contribute to this initiative along with FCJ Refugee Centre. Without delay, the partners recruited and trained community members to create temporary health numbers specifically for COVID vaccinations so individuals without OHIP cards could get their vaccine.

“COVID-19 doesn’t care if you have an OHIP card or not. This virus can infect anyone and then can be spread to anyone else they come in contact with. We are doing everything we can as a City government to get every person who lives in Toronto vaccinated. This is one more way we are ensuring that all our residents will have access to the vaccine so that we can all get vaccinated and bring this pandemic to an end.”

- Mayor John Tory

The initiative was launched with a press release and an announcement from Mayor Tory. In no time, the Access Alliance team was reaching out to residents in Toronto communities, creating COVAX IDs for people, booking vaccine appointments, and supporting them in accessing their vaccine receipts.

Over time, other local agencies joined the initiative. Together with them, Access Alliance helped improve equitable access to COVID vaccines, and at the same time, created employment and learning opportunities for community members.

AFGHAN REFUGEE HOTEL CLINIC

By March, 2022, over 10,000 refugees fleeing the crisis in Afghanistan had arrived in Canada, with over 2,500 of them settling in Toronto. In late September 2021, Access Alliance partnered with COSTI to provide episodic care for the newly arrived refugees. The first step was to set up a new remote clinic. Access Alliance staff threw themselves into the work, hiring staff, ordering and assembling equipment and supplies, and training a team.

On October 18, 2022, Access Alliance opened the doors of its temporary satellite clinic for more than 300 Afghan refugees living in the basement of a hotel near Pearson airport.

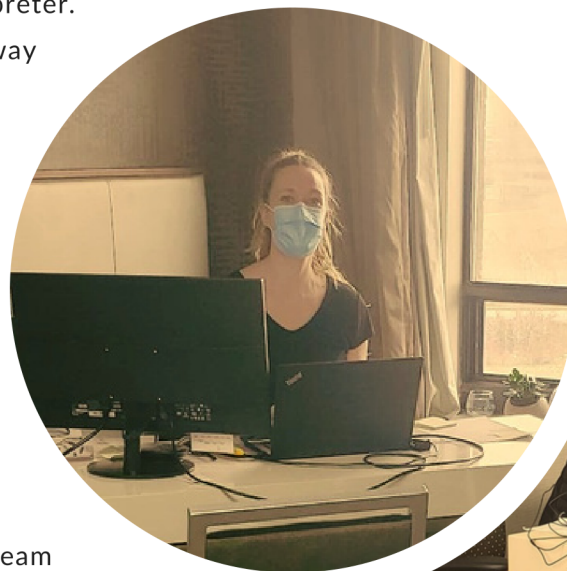
1730

Client Care Appointments
Oct 18, 2021 to Mar 31, 2022

The clinic team included nurse practitioners, nurses, admin staff, a midwife and a consulting physician. It quickly became clear that with the volume and demand of client care, on-site interpretation was needed. An admin staff member who spoke Dari and Farsi was recruited to join the team, as well as an on-site interpreter.

We saw immediate improvement in the way we were able to deliver care: clients were able to communicate their health challenges in their native tongue and the daily number of clients we served increased.

In March 2022, COSTI asked Access Alliance to relocate the clinic to a nearby hotel and take over services for almost double the number of clients. To meet the needs of the larger group, the team expanded again to include an additional nurse practitioner and a part-time pediatrician. Clients have been vocal in expressing their thanks and we have been grateful for the ongoing opportunity to help members of this community meet their health care needs.



Access Alliance has been delivering services and programs for immigrants, refugees and vulnerable (medically and socially complex) populations for 30 years. Our mission is to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. We do this by facilitating access to services and addressing systemic inequities. Our mission drives our vision of Toronto's diverse communities achieving health with dignity.

Health with Dignity (HWD) is a program stream at Access Alliance that offers a range of activities which help clients to navigate health systems and improve personal health-management. HWD is staffed by a team that includes nurses, nurse practitioners, occupational therapists, health coaches, system navigators, peer support staff and a medical secretary.

The HWD program stream is most appropriate for vulnerable clients who experience challenges. This can include being unemployed or under-employed, as well as being non-status or non-insured. It also includes those who have no access to health care benefits, poor social supports, chronic diseases, or complex care issues and needs.

The Non-Insured Walk-In Clinic (NIWIC) is a cornerstone of Health With Dignity at Access Alliance. The NIWIC remained open throughout the pandemic. Services were provided on-site and through virtual platforms. Clients who were not able to visit the clinic due to COVID-related protocols were offered services online. Other services offered to clients at the NIWIC included COVID vaccination, COVID testing, mask distribution, and COVID-related updates, health teaching and education.

Health With Dignity

includes the following services:

Non-Insured Walk-in Clinic (NIWIC)

Supports non-insured clients by conducting health assessments, needs identification, care planning and primary care/chronic disease management and referrals.

OnBoard

Provides referrals and linkages to primary health care providers and community services/resources that address the broader determinants of health.

SPIN

Helps physicians manage medically complex and socially vulnerable patients through the services, resources and multi-disciplinary teams based at community health centers and hospitals.

Connections

Helps clients to increase their capacity to set health care goals and use available health and community resources to meet their needs.

Universal Mental Health 29+

Provides mental health and addiction services to meet clients' health needs, including screening, assessment, counselling, health coaching, referral, and education.



CELEBRATING 10 YEARS AS THE EXCLUSIVE PROVIDER OF LANGUAGE SERVICES TORONTO

Language Services Toronto (LST) started as a GTA-wide pilot program to improve access to language support for agencies providing services to new immigrants and others with limited English. The initiative was established following consultations held by Toronto Central LHIN in 2011 with health services providers and equity experts. The top priority that emerged from these consultations was the need to expand access to and standardize the quality of language and interpreting services. Findings also confirmed growing evidence that access to health services in different languages has a significant impact on people's health and on the cost of care.

Following up on the research, and with funding and support from Toronto Central LHIN, a group of 30 agencies - hospitals and community health centres eager to improve health outcomes for their clients and reduce costs - collaborated to leverage a bulk purchase of on-demand over-the-phone interpreting services. After a competitive process, Access Alliance Language Services' R.I.O. Network was awarded the contract in 2012.

Fast forward 10 years and now 80 agencies participate in LST. The service is no longer limited to Toronto; health service providers across Ontario participate in a community of practice - to leverage the opportunity of a bulk purchase with the goal of centralizing and standardizing access to quality interpreting services.

In 2021 - 2022, LST participants utilized **2,269,703 minutes of interpreting services** provided through the R.I.O. Network for **133,837 calls**.

ACCESS ALLIANCE LANGUAGE SERVICES 2021 - 2022

132 languages supported

15,580 **182,071**

Pre-scheduled
interpretation
requests
processed

Immediate over-
the-phone
interpretation

Top 5 languages utilized at each site:

APOJ	APOD	COLLEGE
Spanish	Arabic	Spanish
Portuguese	Spanish	Portuguese
Tigrigna	Tigrigna	Farsi
Karen	Dari	Arabic
Arabic	Portuguese	Dari



CLIENT STATISTICS 2021-2022

VOLUNTEER STATISTICS 2021-2022

154 VOLUNTEERS
4,910 HOURS

**51 PRACTICUM
STUDENTS**
12,740 HOURS

PROGRAM	SESSIONS	ATTENDANCE
Allied Health	92	1,021
Community Support	172	2,575
COVID-related	778	39,555
Cycling	162	1727
Green Access	105	1,259
IRSN	20	111
Seniors	569	9,027
Settlement	37	255
Youth	251	4,107



NEW REGISTERED CLIENTS: 2,758

UNIQUE CLIENTS SERVED: 11,611

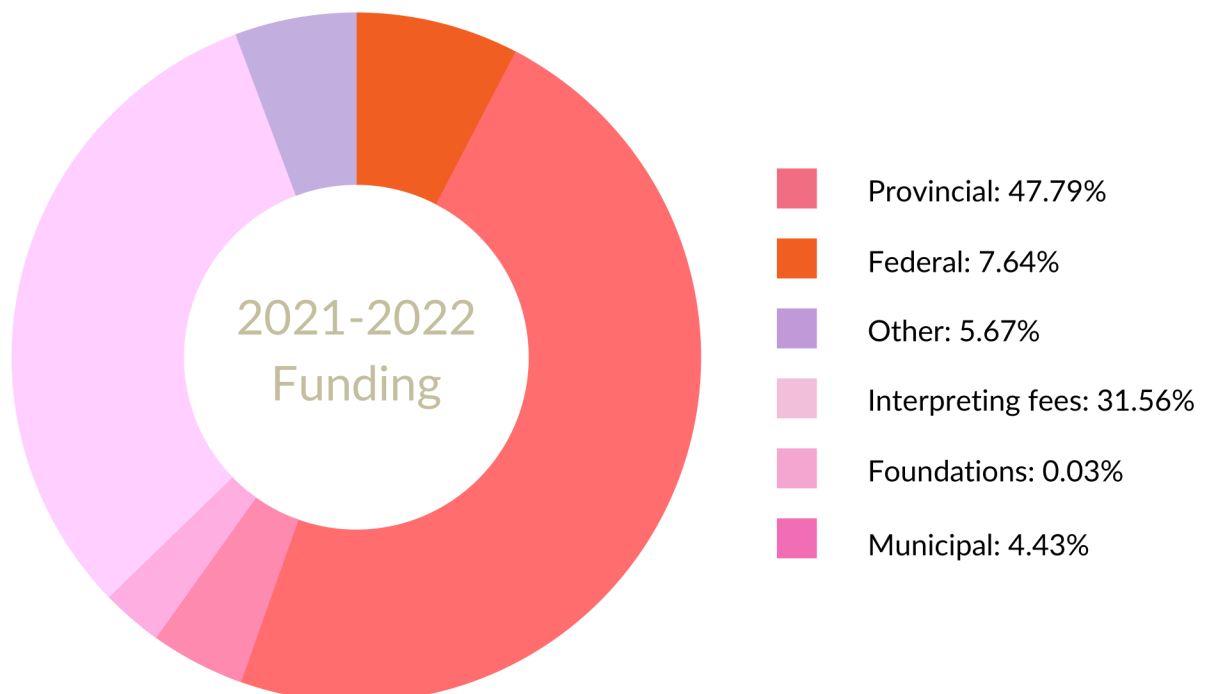
TOTAL CLIENTS SERVED: 26,976

FINANCIALS

Statement of combined expenditures and revenue for the year ended March 31, 2022

Expenditures	2022	2021
Personnel expenses	7,979,446	6,775,726
Service delivery	6,905,716	5,436,971
Operating expenses	2,221,322	3,011,552
Total Expenditures	17,106,484	15,224,249

Revenue	2022	2021
Federal Grants	1,314,437	1,233,690
Provincial Grants	8,224,417	8,092,671
Municipal Grants	762,725	490,420
United Way	495,108	452,406
Foundations	5,796	3,500
Interpretation Fees	5,431,287	4,406,872
Other	975,177	986,471
Total Revenue	17,208,947	15,666,030



Vision

Toronto's diverse communities achieve health with dignity.

Mission

Access Alliance provides services and advocates to improve health outcomes for immigrants, refugees, and their communities, which have been made vulnerable by systemic barriers and poverty.

Values

Collaboration

Our partnerships leverage collective action and voice to increase knowledge, capacity, respond to gaps in service delivery, and optimize resources.

Equity, Access and Inclusion

We are committed to challenging systemic discrimination by providing inclusive and accessible services and by engaging in health equity advocacy.

Innovation and Excellence

We strive to be a leader in service excellence by investing in a culture of continuous learning and by seeking consistent feedback from clients and partners to improve program design and delivery.

Client-centred

Our clients are our most important partners and have the right to self-determination in their health and well-being.

Accountability


We take responsibility for our actions and strive to be transparent about how decisions are made, and how resources are allocated.




Access Alliance Multicultural Health and Community Services

2021 - 2022 Annual Report

Centering Clients' Needs

 **Central Office**
340 College St., Ste. 500, Toronto, ON M5T 3A9
Tel: 416-324-8677
TalkToUs@accessalliance.ca

 **AccessPoint on Danforth**
3079 Danforth Ave., Toronto, ON M1L 1A8
Tel: 416-693-8677

 **AccessPoint on Jane**
761 Jane St., 2nd Floor, Toronto, ON M6N 4B4
Tel: 416-760-8677

 **Access Alliance Language Services**
340 College St., Ste. 500, Toronto, ON M5T 3A9
Tel: 416-324-2731
languages@accessalliance.ca

Programs and Services:

For information about our programs and services, see our online program calendar at www.accessalliance.ca/program-calendar/

Websites:

www.accessalliance.ca
www.nahom.org

