



2013–2014 Annual Report

Achieving Health With Dignity







Welcome

to the 25th anniversary
edition of Access Alliance's
2013–2014 annual report!

Access Alliance works to improve the health and wellbeing of immigrants and refugees in Toronto. We deliver innovative programming in different locations around the city of Toronto that enrich the lives of newcomers and racialized groups.

We are collaborative. We work with community partners to deliver client-centred, effective and efficient services.

Our approach is anti-oppressive, and considers the impact of social determinants (employment, housing, social inclusion, income, equity and education) on people's health. Access Alliance strives to engage its members and create welcoming spaces where people and communities can thrive.

Mission, Vision and Values

Vision:

We envision a future in which Toronto's diverse communities can achieve Health with Dignity.

Mission:

To improve health outcomes for the most vulnerable immigrants, refugees, and their communities by facilitating access to services and addressing systemic inequities.

We believe that:

- 1 All people should have access to the resources and supports they need.
- 2 Anti-oppression principles strengthen our work.
- 3 The strength and resilience of immigrants and refugees enriches our City.
- 4 Innovation thrives in a diverse environment.
- 5 Diverse sources of knowledge inform our practice.
- 6 Collaboration broadens our impact.
- 7 We are accountable for the provision of high quality services and programs.



Message From Our Leaders



More than 25 years ago, a group of dedicated community members, all newcomers to Canada, got together to address concerns they all shared—as *communities*—about accessing healthcare services in Toronto.

They decided to work together to get funding to open a community health centre that would address barriers faced by immigrants and refugees. This centre, this **alliance** of communities focused on **access**, would provide culturally competent care in the language of its clients. It would focus on the social determinants of health. And it would address systemic issues contributing to these barriers.

Access Alliance today owes a debt of gratitude to those feisty community members. They demonstrated that by working together, change can happen. They demonstrated the value

of newcomers' contributions to the fabric of our society. They embodied an approach which has now become mainstream in its application—that of inclusive, responsive and culturally competent services. They demonstrated what is now accepted as common knowledge—that by focusing on the needs of the most disadvantaged in our midst and implementing a systems-approach to addressing their difficulties—everybody benefits.

These past 25 years have truly been a shared journey; a journey of maturation in our community health sector, a journey of change in our society where

now minority populations are becoming majority groups, a journey of learning and growth for all of us. Throughout this journey, our principles of access and equity, inclusion, anti-oppression, innovation and collaboration have grounded the direction in which we have embarked. Together with you and our community, we have improved health outcomes for thousands of individuals and many different community groups. In modest ways, we have achieved systemic change. Health with Dignity is a future vision that our founders would be proud of!

Brendan Wong
Chair

Axelle Janczur
Executive Director




Board List 2013 – 2014

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Programs and Services


Access Alliance provides services and delivers programming at various locations across the City of Toronto. The access point model is an innovative approach that brings services into high-needs areas, for better and easier access to strengthen communities from within. Taking a client-centred approach to service delivery means that we are continually evaluating the effectiveness with which we are breaking down the barriers to service, and looking for new partners and strategies to build capacity in our communities. Working together to broaden our reach and build leaders from within communities has proven to have the most effective impact on the individuals we serve.

Primary Healthcare Services




-  *Health Clinic*
-  *Newcomers Cooking Together*
-  *Diabetes Education Program*

Our interdisciplinary team includes: diabetes educators, community health nurses and nurse practitioners, physicians, administrative support staff, interpreters, psychiatrists, registered dietitians, registered practical nurses and counsellor therapists.

Youth Program & Services


 Programs and services for youth aged 13 to 24 years range from primary health care to one-on-one counselling, peer mentorship, social and life skills workshops, educational sessions, arts, field trips, cultural and recreational projects.

Child & Family Programs & Services


-  *Women & Children's Programs*
-  *Peer Outreach Program*
-  *Expressive Arts Program*

A team of Health Promoters and Peer Outreach Workers provide community programs to women, men, children, and seniors. The Peer Outreach Program reaches families with children aged 0 to 12 years to create links with other newcomer women and children who speak the same language.


Settlement Services

 Through one-on-one settlement support and group workshops, Settlement Workers provide orientations to the Canadian systems, information about rights and entitlements, assistance completing forms and applications, referrals to programs and services, support and advocacy to deal with the effects of migration.


Language Services

 This program is a social enterprise and works to help individuals and companies manage the language barriers they face in the delivery and receipt of services. It is an independent fee-for-service program offering high-quality interpretation and translation services. The RIO Network is a product of Language Services providing immediate over the phone and video interpretation.


Green Access Program

 Primarily located at the 6,500 square foot Green Roof at AccessPoint on Danforth, this program strengthens the health outcomes of our programs and services. The broader goal is community engagement, increasing access to healthy foods, community gardens in which to grow them, and environmental education that is relevant to an inner city context.

Community-Based Research

 Research is conducted on the types of health issues faced by newcomers (e.g., diabetes, mental health issues) and about the social and economic factors that cause these health issues (e.g., poverty, access barriers, language barriers) conducted by, for and with communities with the goal of bringing positive social change.

LGBTQ+ Services

 Workshops and one-on-one support in an LGBTQ+ (Lesbian, Gay, Bisexual, Transgendered, Queer/Questioning) knowledgeable environment that recognizes that LGBTQ+ newcomers face particular challenges when settling in a new country. Working from an anti-oppressive framework is key to the services provided, creating safe, welcoming spaces to foster healthy communities.

Service Locations



- A** Early Years Centre
4400 Jane St.
- B** Working Women Community Centre
1 Yorkgate Blvd.
- C** Jane-Finch Family Community Centre
1911 Finch Ave. W.

- D** AccessPoint on Jane (APOJ)
761 Jane St., 2nd fl
- E** George Syme Community School
69 Pritchard Ave.

- F** COSTI Clinic
100 Lippincott Ave.
- G** Access Alliance College Location
340 College St., Suite 500

- H** Greenwood Secondary School
24 Mountjoy Ave.
- I** Afghan Women Association
747 Don Mills Rd., Suite 200

- J** Second Elementary School
101 Barrington Ave.
- K** George Webster Elementary School
2 Cedarcrest Blvd.
- L** Crescent Town Elementary School
4 Massey Square
- M** AccessPoint on Danforth (APOD)
3079 Danforth Ave.

- N** Warden Woods Community Centre
3485 St. Clair Ave. E.
- O** Afghan Women Organization
2555 Eglinton Ave. E.
- P** Heartbeatz
14 Centre St.
- Q** Scarborough Centre for Health Communities
4100 Lawrence Ave. E.

In 25 years, our *values* have grown even stronger

Access Alliance has a commitment to the communities we are a part of—our staff, our clients, participants, volunteers, partners and other stakeholders. We strive to be the step on the journey to health and wellbeing that helps people break down the barriers impacting upon them.

In the following pages, you will read about the values that drive Access Alliance. The values are the backbone of every program, service and initiative we offer. Each page will show examples of those values in action throughout the 2013 to 2014 year.

Nearly **1 in 5** active clients are refugees

More than **1 in 5** AA clients are non-insured

Access Alliance staff and students at the National Day for Action for Refugee Care



4,573

Number of one-on-one encounters with a Peer Outreach Worker

588

Pre-school children (0-4)



430

School-aged children (5-11)



349

Youth (12-24)



3,064

Adults (25-64)



142

Seniors (65+)



► Access Alliance launched the SHY clinic (Sexually Healthy Youth) in early 2014 to provide non-judgemental, confidential sexual health information for young people ages 13 to 24 years who live, work or attend school in the Taylor Massey (Crescent Town) area. SHY is a drop-in clinic with a strategy to improve access to sexual health services for youth.

All people should have access to the resources and supports they need



This year, we saw a significant increase in the number of non-insured people (people without health insurance including OHIP) and refugee claimants coming to our clinics. This steady upward trend is partly the results of the cuts to the Interim Federal Health program which left thousands of refugee claimants without adequate health care. The impact is that one fifth of our client population, who would not otherwise have access to healthcare are getting the services they need at Access Alliance.

36,352

Number of times R.I.O. Network provided over-the-phone interpretation

Services provided through NIWIC (a walk-in clinic for non-status, non-insured individuals for episodic care) has progressively increased from its opening in the start of 2013. In response to the needs of the clients coming to NIWIC, a prenatal pathway was implemented and a partnership with midwives expanded to support non-insured pregnant women.



Other examples:

- Women's Health Workshops
- Afterschool – Fun and Learn
- Community Flu Shot Clinics
- Rockcliffe Vegetable Gardens for Seniors

Anti-oppression principles strengthen our work



This year, with limited resources, our LGBTQ+ drop in group had 35 workshop sessions that saw 500 participants. Settlement support was provided one-on-one to more than 100 LGBTQ+ clients, many of whom have since been successful in gaining refugee status.

AccessAlliance.ca/lgbtq

Visit our website to view our anti-oppression statement:

AccessAlliance.ca/antioppression

▲ *AccessPoint on Danforth celebrated International Women's Day with special guest Shirley Douglas, daughter of Tommy Douglas, founder of Canada's universal health care, feminist activist and herself a local community member. Women from the community shared their stories and experiences.*

Our commitment to anti-oppression ensures that all of our spaces are safe for everyone.

To improve health equity, Access Alliance became the piloting CHC to gather data for eight demographic indicators not previously collected, but are important in understanding the full needs of clients.

- 1 Preferred language to speak with health-care provider
- 2 Born in Canada / Year of arriving in Canada (if not born in Canada)
- 3 Racial or ethnic group
- 4 Disabilities from human rights perspective
- 5 Gender
- 6 Sexual orientation
- 7 Total family income
- 8 Number of people supported by this income

Other examples:

- Where Women Work
- It's a Girl Thing
- Newcomer LGBTQ+ Settlement support workshops
- Young Men's Program



Fatima began volunteering to work with newcomers, particularly in women and children's programming, to gain valuable experience for her resume. "Volunteering at Access Alliance has given me the opportunity to start doing child minding at two Access Alliance sites. I got work experience, skills in different capacity and that helps me to polish my resume."

Everyday, we are inspired by transformations we see in our clients. One such client is Poe, a blind father and husband who arrived to Canada as a refugee. He has been unable to work and struggling with his health. At Access Alliance, Poe accesses our dietitians and our Karen speaking peer outreach worker. He is now able to commute on his own to our AccessPoint on Jane location and has created goals for himself and his family. His determination to thrive is an inspiration for others.

The Roma Youth Resource Fair was an event which provided resources and opportunities for a highly vulnerable, marginalized group of youth to help integrate them into a supportive community. The opportunities fair was awarded an Identify N' Impact award by the Toronto Youth Cabinet.

Read our blog at
NewcomerHealthMatters.com

The strength and resilience of immigrants and refugees enriches our City

Other examples:

- English Conversation Circles
- Volunteer Income Tax Clinics
- Settlement Services workshops
- Counselling and Therapy

Innovation thrives in a diverse environment

Access Alliance creates programs that bring people together and strengthens community. We celebrate diversity in our events from Black History month to Chinese New Year to our Pride celebrations in summer time, creating fun learning environments where more and more community members can find their place at Access Alliance. This year's 12 community events brought more than 2,500 attendees.

We improved our internal referral system, designed to provide services that address a person's complete health and wellness needs. Mental health has been a leading issue for clients. We are addressing this by ensuring all programs and services have an explicit mental health component. Referrals connect clients to opportunities for connecting in their communities, thus breaking down social isolation (a leading issue discussed with social workers, 34%).

▼ *The Green Roof at APOD cultivated 48 varieties of annual vegetables (mostly heirlooms); 25 varieties of native plants; 52 varieties of herbs; 20 other fruits and flowers as part of the Green Access Program. See more photos and the complete plant list found on our web page in "meet the plants".*

10,118

Number of times the Community Resource Centre services were accessed

Other examples:

- Photography for newcomer youth
- Baby Bumps
- Video Interpretation Service
- Craving Change
- Enviro-Leaders Academy





▲ *Bad Jobs Are Making Us Sick: Peer Researcher captures footage for Knowledge to Action videos that shed light on the impact of insecure jobs. Download full research reports at www.researchforchange.ca*

Diverse sources of knowledge inform our practice

We conducted a Jane Health Assessment Survey in the west end area where AccessPoint on Jane is located. Residents identified employment, safety and sports/recreation as their top service needs, followed by dental care services, housing support, and space for community meetings and events.

At the core of how we shape our programs and services is evidence gathered from different stakeholders, our clients and participants being key sources. Every year, we conduct a Client Experience Survey to inform us of areas of improvements. This year, to reduce the social expectation bias in findings, we limited staff involvement in the survey by contracting a third-party research assistant, skilled practicum students, and volunteers. We added a qualitative dimension by incorporating two multilingual focus groups with the use of interpreters. Through these strategies, we were able to expand our reach to a more diverse set of clients and receive feedback from both represented and underrepresented communities that use our programs and services.

Other examples:

- iCARES
- Community Resource Centre
- Knowledge to Action Community Workshops
- Community Reference Group

Analysis from our annual activity report led Access Alliance to create an agency client intake registration form that is appreciated in the sector for its comprehensiveness.

6 Collaboration broadens our impact

Collaboration broadens our impact and that is why we continue to partner strategically. This year, Access Alliance had more than 115 partners working together to provide services in over 20 locations around the city of Toronto. Our east end location AccessPoint on Danforth is itself a hub of services provided by a partnership of agencies to the Taylor Massey community. Every department of Access Alliance works in partnership externally, and interdepartmentally to provide the accessible, responsive and, most effective service possible.

Access Alliance hosted a pilot leadership program called Project Resiliency in partnership with St. Albans Boys and Girls Club, Toronto Police 12th Division, Toronto Community Housing Corporation, and the Muskoka Leadership Studio. Youth learned the fundamentals of leadership, participated in leadership based workshops and got help to apply for community development grants. Twenty youth had a chance to attend the Muskoka Leadership Studio over two weekends. Project Resiliency is a project that encourages youth to take ownership of their communities by providing a solid foundation to become leaders.

Other examples:

- Greenwood Clinic
- Paul Steinhauer Paediatric Clinic
- Kick Start Arts
- First contact GARS Clinic

◀ *Culture Jam and the Peace is Possible Parade are examples of innovative programming through partnership. With the Children's Peace Theatre, we empower children and bring the possibility of peace and happiness to our communities.*



We are accountable for the provision of high quality services and programs

To generate quality evidence, we create valid tools for evaluation, data collection, plan evidence informed programs, and share data to collect wisdom on it from stakeholders.

“Thank you for the support letter, services and a chance to meet lgbt newcomers. [This] all added weight towards my hearing and contributed a lot and I was accepted.”

Other examples:

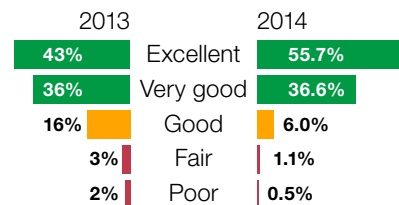
- Newcomers Cooking Together
- Rooftop Garden Classroom Series
- Life Skills workshop
- Family Literacy
- Language Services



▲ *The Community Dining program launched this year to provide hot, nutritious lunches, addressing hunger and food security issues. We evaluated the pilot program resulting in specific recommendations for continuing the program.*

Our Quality Improvement Plan brings tangible improvements. When waiting periods was an issue identified by clients, action items were planned and implemented to improve the issue and in the 2014 survey, the waiting period indicator improved by 13%. In turn, the overall level of client satisfaction has seen a significant upward curve from ‘good’ to ‘excellent’.

Overall Satisfaction from the Client Experience survey:



This indicates a **31.8%** positive shift of the responses from good and fair to excellent.

Our Numbers

Financial Statements (Audited): Statement of combined Expenditures & Revenue

For the year ended March 31, 2014

Expenditure	2014	2013
Personnel Expenses	5,209,722	5,132,523
Service Delivery	2,309,191	2,367,337
Operating Expenses	2,120,789	1,610,709
Amortization	38,333	39,095
TOTAL EXPENDITURE	\$9,678,035	\$9,149,664

Revenue		
Federal Grants	998,739	958,232
Provincial Grants	5,601,102	6,012,940
Municipal Grants	147,593	118,858
United Way Toronto	404,727	341,019
Foundations	97,968	139,376
Fees for Interpretation	1,858,639	1,296,761
Other	687,121	359,582
TOTAL REVENUE	\$9,795,889	\$9,226,768

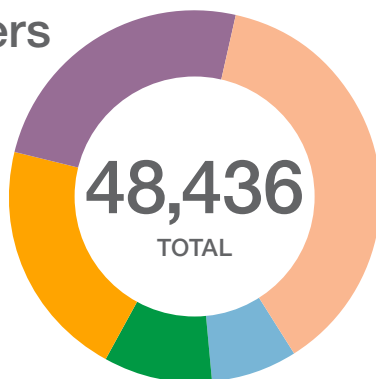
Total Revenue Including Reserve Transfer	\$9,795,889	\$9,226,768
Capital Assets Adjustment	3,957	3,957
Transfers to Restricted Reserves	(121,811)	(81,061)
Total Revenue Minus Adjustments	\$9,678,035	\$9,149,664

Funding 2013–2014		
Federal Grants		%
HRSDC Canada	13,038	
Citizenship & Immigration Canada	985,701	
	\$998,739	10.20
Provincial Grants		
Local Health Integration Network	5,568,817	
Ministry of Citizenship & Immigration	32,285	
	\$5,601,102	57.18
Municipal Grants		
City of Toronto	\$147,593	1.51
United Way Toronto	\$404,727	4.13
Foundations		
Trillium Foundation	\$97,968	1.00
Fees for Interpretation	\$1,858,639	18.97
Other Organizations	\$461,209	4.71
Other	\$225,912	2.31
TOTAL REVENUE	\$9,795,889	100.00

3,525 Total number of individuals served in the Youth Program

Organization encounters






- Primary and Allied Healthcare: **18,188**
- Group encounters: **12,003**
- Community Resource Centre: **10,118**
- Peer outreach: **4,573**
- Settlement: **3,554**



2,017


Number of new clients


Top 5 countries of origin for new clients:

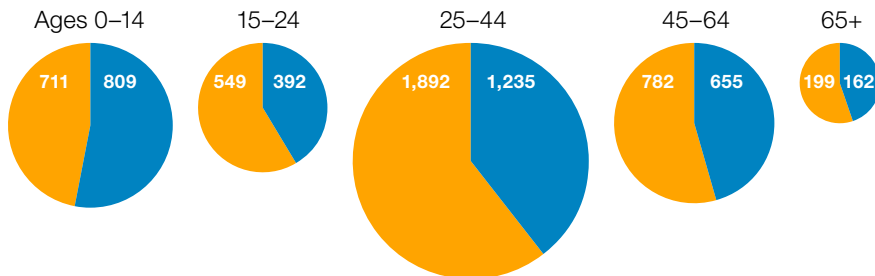
-  Bangladesh
-  Afghanistan
-  Iran
-  Portugal
-  Mexico

Active Clients by Gender and Age Group

7,386 TOTAL

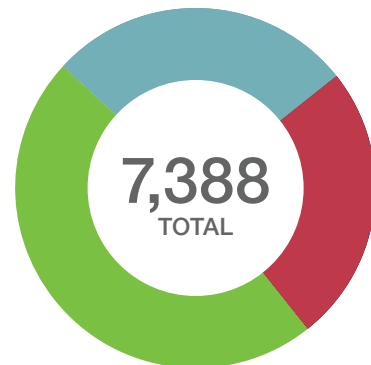
 **55.9%**
4,133

 **44.1%**
3,253



Clients by Sites

3,509  **2,027**  **1,852** 
APOD APOJ College





Team Acknowledgements

Thank you to the many people whose work and dedication support our vibrant programming!

7,903

Hours contributed by volunteers and students

Volunteering at Access Alliance can be a fulfilling and rewarding experience. Meaningful opportunities enrich the lives of the participants and connect people to a common place of belonging. One volunteer, Shadwa, says she has made new friends, and found a “second home” with the staff and other volunteers. As a garden volunteer, she created new ideas like making natural and organic cream to share with community members and she is looking into how to turn this new skill into a source of generating income.

Staff

Sabih-E-Zehra Abbas
Wisal Abugala
Adeyemi Adegbesan
AKM Alamgir
Antonia Aleluia
Halimo Ali
Honey Ali
Yetnayet Alito
Naghma Anwar Ali
John Anyachor
Sehr Athar
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Anabela Azevedo
Shankari Balendra
Violetta Barczay
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Mery Blanco
Nelson Cabral
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Alice Chan
Christine Chan
Elaine Cheng
Yousra Dabbouk

Sherine Dahy
My Dang
Jobelle de Leon
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Monica Diaz
Fadumo Diriye
Kathie Droy
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Duncan Eby
Natasha Eck
Aamer Esmail
Jessica Forster
Anita Fortuno
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Aarti Kibedi
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Michael Lukenda
Helen Luu
Arezo Matiullah
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Vera Kevic

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Victor Szeto

Our Partners, Funders & Donors

Partners

- Across Boundaries
- Agincourt Community Services Association
- Anishnawbe Health
- Art for Action
- Arts for Children and Youth
- Association of Ontario Health Centres (AOHC)
- Bangladeshi-Canadian Community Services
- Barbra Schliffler Commemorative Clinic
- Better Beginnings NOW CAP-C
- Black Creek Community Health Centre
- Boss Magazine
- Boys and Girls Club of Weston Mount Dennis
- Bridge Training Program (BTMH)
- Cahoots Theatre Projects
- Canadian Association of Family Resource Programs
- Canadian Roots
- CASSA
- Centennial College
- Central Toronto Community Health Centre
- Centre for Research on Inner City Health (St.Michael's Hospital/ St.Joe's TB Clinic)
- Centre Francophone de Toronto
- Centre of Excellence for Research on Immigration and Settlement – CERIS
- Children's Peace Theatre
- College of Dietitians of Ontario
- Community Empowering Enterprises
- Community Social Planning Council of Toronto
- COSTI Immigrant Services
- CultureLink
- Daniel center of Learning (CCL&D)
- Davenport Perth Neighbourhood and Community Health Centre
- Delta Family Resources Centre
- Doorsteps Neighbourhood Services
- Downsview Secondary School
- Driven Accelerator Group
- East Scarborough Storefront
- East York East Toronto Family Resources
- Flemington Neighbourhood Services
- Focus on Youth Program
- For Youth Initiative
- Four Villages Community Health Center
- George Brown College
- George Harvey Collegiate Institute
- Girl Guides of Canada
- Greenwood Secondary School
- Harmony Hall Centre for Seniors
- Harmony Movement
- Humber College
- Kensington Midwives
- LAMP Community Health Centre
- Learning Enrichment Foundation
- Lighthouse
- Mentoring Juniors Kids Organization (MJKO)
- Mid-West Toronto Health Link
- Muskoka Woods Leadership Studio
- Neighborhood Youth Alliance
- Neighbourhood Link
- NIA Centre for the Arts
- Oakridge Community Recreational Centre
- OCASI
- Parkdale Community Health Centre
- Planned Parenthood Toronto
- Public Health Agency of Canada
- Queen West Community Health Centre
- Queens University – Faculty of Health Sciences (Nursing)
- Regent Park Community Health Centre
- Rexdale Community Health Centre
- Rexdale Women's Centre
- Riverdale Immigrant Women Centre
- Roma Community Centre
- Runnymede Collegiate
- Ryerson University, Department of Nursing

- Ryerson University, School of Social Work
- Ryerson University, Continuing Education
- Scarborough Addiction Services Partnership
- Scarborough CARES
- Scarborough Centre for Healthy Communities
- Seneca College
- Sistering
- Skills for Change
- St. Christopher House
- St. Joseph's Health Centre
- St. Stephen's Community House
- Stonegate Community Health Centre
- Street Health Community Nursing Foundation
- Syme Woolner Neighbourhood and Family Centre
- Taylor Massey Youth Sexual Health Coalition
- The 519 Church Street Community Centre
- The Anne Johnston Health Station
- The Neighbourhood Centre
- The STOP Community Food Centre
- Thorncliffe Neighbourhood Office
- Toronto Central CCAC
- Toronto Community Housing Corporation
- Toronto District School Board
- Toronto Employment and Social Services
- Toronto Police Services, 12 Division

- Toronto Public Health
- Unison Health and Community Services
- University Health Network
- University of Toronto, Centre for the Environment
- University of Toronto, Dalla Lana School of Public Health
- University of Toronto, Department of Medicine. St. Joseph's Hospital
- University of Toronto, Faculty of Social Work
- University of Toronto, Lawrence S. Bloomberg Faculty of Nursing
- University of Victoria
- Warden Wood Community Centre
- West End Midwives
- West Hill Community Health Care
- West Scarborough Neighbourhood Community Centre
- West Side Arts Hub
- Women's Health in Women's Hands
- Working Women Community Centre
- York University—Faculty of Nursing
- York University—Field Education—School of Social Work
- York University
- York Youth Coalition
- YWCA

Funders

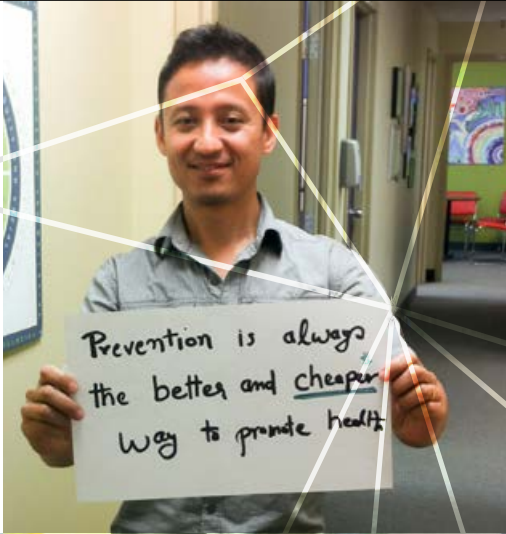
- City of Toronto
- Citizenship and Immigration Canada (CIC)
- Human Resources Development Canada (HRSD)
- Ministry of Citizenship and Immigration
- Ontario Trillium Foundation
- Prosper Canada (SEDI –TD FLR)
- TD Friends of the Environment Foundation
- Toronto Arts Council
- Toronto Central Local Health and Integration Network
- Toronto Community Foundation
- Toronto Public Health
- United Way Toronto

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- Laura Carter
- Multi-Languages Corporation
- Sandra Frydman de Helfant
- Scott Rayter
- Sung Hak Choi
- Woodsworth Housing Cooperative

Projects and Initiatives

- Access Alliance Language Services
- Afterschool—Fun and Learn
- Baby Bumps
- Black History Write Now event
- Community Flu Shot Clinics
- Community Reference Group
- Community Resource Centre
- Community Works!
- Counselling and Therapy
- Craving Change
- English Conversation Circles
- Enviro-Leaders Academy
- Expressive Arts
- Family Fitness
- Family Movie Nights
- First contact GARS Clinic
- Garden & Goodies
- Green Access Drop-in
- Greenwood Clinic
- Grow Your Pride events
- Harvest Festival event
- Healthy Child Screening
- Healthy Eating and Healthy Living events
- Holiday Dinner event
- iCARES
- It's a Girl Thing
- Kick Start Arts
- Kids Can Cook
- Knowledge to Action Community Workshops
- Learning and Rec
- Life Skills workshop
- Moms and Kids-Dramatic Arts
- Newcomer LGBTQ+ Settlement support workshops
- Newcomers Cooking Together
- Non-Insured Walk-in Clinic (NIWIC)
- Parenting in Canada
- Paul Steinhauer Paediatric Clinic
- Photography for newcomer youth
- Project Resiliency
- Preventing Diabetes
- R.I.O. (Remote Interpretation Ontario) Network
- Rockcliffe Vegetable Gardens for Seniors
- Rooftop Garden Classroom Series
- Sense 2 Dollars
- SHY clinic
- Seniors Exercise Program
- Settlement Services workshops
- Smoking Cessation
- Video Interpretation Service
- Volunteer Income Tax Clinics
- Wellness through Art
- Where Women Work
- Women's Health Workshops
- Yoga & Meditation for LGBTQ+ newcomers
- Yoga for Newcomer Women
- Young Men's Program





Access Alliance Multicultural Health and Community Services

Accredited by the Canadian Centre for Accreditation since 2001.



Access Alliance
Multicultural Health and Community Services

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