Our Mission and Vision

Regent Park Community Health Centre is a community-based organization which aims to improve the health of individuals and our community as a whole, with a focus on health equity and social justice. We strive for individual and community success: Everyone, Every Possibility, Together.

RPCHC Philosophy & Values

Accessibility
We believe that responsive, culturally sensitive health care services should be accessible to all. We understand that access can be limited by financial, physical, cultural, and other systemic barriers. Through a blend of advocacy, partnerships, referrals, and our own direct services, we are committed to improving accessibility for everyone in our diverse and changing community.

Community Ownership/Responsiveness
We believe that the most effective way to improve health is to have programs designed and run by the community affected. We continually work towards community participation and decision making in all aspects of the Centre’s activities.

Excellence & Innovation
We are committed to providing excellent programs and services. We strive for constant improvement and innovation to improve ourselves, our services, our agency, and our community.

Community Succession
We believe that everyone in our community should have opportunities to reach their full potential. Our goal is that the children of today can become tomorrow’s leaders, professionals, and workers serving Regent Park, Moss Park, and beyond.

Self-Determination
We are committed to working in ways that demonstrate and reflect the rights of individuals and communities to make decisions for themselves on matters that impact them.

Equity & Social Justice
We are committed to providing services, spaces, and staff that are sensitive to diverse individuals and their cultures. We understand that access to services and health itself is determined by a wide range of social factors, including income, employment, discrimination, education, social status, housing, access to services, environment, social supports, and other factors. Therefore to achieve better and more equitable health outcomes, we seek greater equity in social conditions for individuals and communities. We approach this challenge from a social justice framework: we strive to understand, name, and confront the systems of discrimination and power that result in unequal distribution of resources, power, and privilege. In our quest for healthy and inclusive communities, we strive to reduce divisions and enhance cohesion between people from diverse backgrounds.

One year ago, RPCHC adopted a new strategic plan which included the re-articulation of our vision, mission, and values. We are pleased to be able to report on our progress since that time and to highlight the ways in which this organization enlivens its value of community ownership and responsiveness. The organization worked hard to strengthen our network of services through internal and external integration and collaboration. The Youth Health Access Committee was established and is examining opportunities for improved information and service delivery to youth. A new inter-departmental service – Wednesday one-stop walk-in (WOW) - was established to improve service delivery to homeless clients. A partnership was established with Delisle Youth Services to improve mental health services to youth.

RPCHC continued to work with the local community in confronting health inequities and promoting social justice. Pathways to Education™ continues to be a highly successful program in supporting economically marginalized youth to complete high school. The latest data available from the local school boards continues to show a high school drop-out rate of less than 10% among Regent Park students compared to 20% city-wide. RPCHC provided input into consultations on the provincial Poverty Reduction Strategy, and supported the development of a joint business case for expansion and greater collaboration in services to people facing barriers to health services.

During the year we conducted a series of focus groups on redevelopment. This process revealed that local residents were willing to talk about their hopes and fears regarding redevelopment, had little knowledge of the Social Development Plan, and some had a limited understanding of the Health Centre itself. This information is being used as the basis for broader consultation on the impact of redevelopment and health.

Equally important to what work is undertaken is the way in which it is pursued. In real terms, that means supporting local residents in talking to each other about the impact of redevelopment on health, ensuring residents are represented on our Board of Directors, and seeking the advice of residents and participants as we design and evaluate our programs and services.

Our work in the community is supported by a healthy organization internally. We’ve prepared and approved a pandemic preparedness plan that balances our commitment to our community and our commitment to our staff. We’ve reviewed and improved a number of internal systems and strengthened our organization-wide administrative processes. We’ve participated in our accreditation process and are looking forward to being fully accredited. And we are pleased to report that our staff satisfaction and engagement ratings have improved significantly from two years ago.

We would like to acknowledge and thank the members of the Board, committees, and staff for their hard work and contributions over the past year. Their dedication to the values of Regent Park Community Health Centre is greatly appreciated!

From the President of the Board & Executive Director

Highlighting community ownership and responsiveness in everything we do

Regent Park is a dynamic community. Our strategic direction of engaging a community in action speaks directly to our value of community ownership and responsiveness. We took the time to reflect as a whole organization on our approach to community development and reaffirmed the complexity, value, and scope of that work.

Malcolm Moffat
President of the Board

Sheila Braidek
Executive Director
Many of our patients/service users are from marginalized populations facing multiple barriers and challenges in different social determinants of health. Populations include immigrants, refugees and non-status people, homeless persons and low-income families, people living with HIV/AIDS, and patients with addictions and complex mental health challenges.

Our services are grounded in the philosophy of client-centred care and the concept of individual and community empowerment. Last year our team provided the following programs:

- **WON (Wednesday one-stop walk-in):** a program in conjunction with the Community Health team, designed to increase access to physicians, nurses/nurse practitioners, social workers, housing counselling, case management, and chiropody services for homeless/vulnerable clients who have difficulty adhering to appointment schedules. Since the beginning of this program, approximately 150 clients have been seen.
- **Cognitive Behavioural Therapy (CBT):** proven to be effective for the treatment of depression and anxiety, CBT is costly and often not accessible to marginalized and socially disadvantaged groups. This is a research project with St. Michael’s Hospital.
- **Advanced access booking:** a pilot project that allows clients to book appointments with their provider when they feel they need to be seen. This operates alongside our urgent care model which allows clients access to services when they have urgent problems.
- **Nursing outreach services in shelters, street health clinics, and other locations to provide a variety of services, including connecting with marginalized and vulnerable individuals to assist them in accessing primary health care services in the community or at RPCHC, providing consultations for episodic illnesses for homeless/under-housed clients, and supporting community members with forms for ODSP and other benefits.
- **Chiropody outreach services in shelters and homeless drop-in centres for homeless and vulnerable clients. We provide assessments and treatment for a variety of foot problems, such as ingrown toe nails, calluses, warts, and skin infections.**

During the 2008/2009 fiscal year the clinical team had 20,493 client encounters representing 3,940 active clients and 1,889 clients seen in the current year. This work was accomplished using over 20 full and part-time staff. We would like to thank all of our community partners that help to ensure the high quality care we continue to deliver to Regent Park residents and clients of the Health Centre.
Some of our accomplishments last year

- RPCHC continued the Youth Council after the Delisle partnership finished and the youth will decide the direction of the Council based on their interests and passions.
- Our Diabetes Education Program created a Snakes and Ladders game with pictures of scenarios to work with clients with literacy challenges.
- RPCHC, Sistering, and University of Toronto’s Factor-Inwentash Faculty of Social Work partnered to do the project Coming Together: Homeless Women, Housing and Social Supports, which was one of eight multi-media, arts-informed, community-based research projects. The report Homelessness – Diverse Experiences, Common Issues, Shared Solutions: The Need for Inclusion and Accountability by Izumi Sakamoto and others, outlined policy recommendations and common needs identified by homeless participants in the research. The exhibit related to the report took place in Metro Hall and many people visited the dynamic, interactive, and informative show highlighting the lived experience of homeless people in Toronto.
- We partnered with Woodgreen Immigrant Services to offer settlement services at RPCHC for Mandarin, Tamil, and Bengali speaking clients.

Community Health

Responding to the diverse and complex needs of our community

Our team offers a wide range of specialized programs and services for the housed and homeless communities in downtown, East Toronto. The top ten issues experienced by our clients and supported by our staff are:

- Housing and homelessness
- Poverty
- Problems with government disability pension
- Immigration issues, including language difficulties
- Legal problems
- Depression
- Coping with chronic illness
- Diet and healthy eating

All of our programs are grounded in the communities we serve: regular focus groups are held to establish needs, content, and models; community members give feedback through evaluation forms and discussions; and as a result, changes are made regularly to our services. Last year our team was able to initiate a number of new programs for our clients:

- A six month partnership with Delisle Youth Services offered counselling services to diverse, racialized youth. We facilitated a Youth Council attended by 29 young people to discuss alternative methods of helping youth with emotional health. Their report will guide many of our future youth activities and initiatives.
- WOW (Wednesday one-stop walk-in) is a service for vulnerable, homeless clients developed in conjunction with the Clinical team and a partnership with the Fred Victor Centre.
- Hepatitis C treatment that includes closed groups, individual case management, drop-in group, and medical care offered by an interdisciplinary team, was made possible through funding to the South Riverdale and Regent Park CHCs by the Ontario Hepatitis C Secretariat, Ministry of Health.
- A partnership established with Toronto Community Housing Corp., allows our housing worker to coordinate subsidized housing in a residence that has 9 self-contained, studio apartments. The target clients are people living with mental health, addiction, and newcomer issues; are linked to RPCHC supports; and are fairly stable.
- Focus groups were held to gain a deeper understanding of the hopes and fears of certain cultural groups that were under-represented during the Regent Park Revitalization consultation process.

Community Development workers are actively engaged with the community in a wide range of ways, including the Community Gardens, Youth Council, Community Focus Groups, and participation in regular community events.

The Community Health team consists of 18.5 full-time staff, including community health and community development workers, social workers, dieticians, nurse, researcher, and administrative assistant. Last year our 58 groups, drop-in programs, and outreach services provided 18,611 services to over 2,495 clients. The Community Health team provided 4,980 services to 505 clients for individual counselling or case management.

We would like to thank all of our community partners, as well as peer workers, community members, and the many staff from partner agencies that help contribute to our program.
Parents for Better Beginnings
Working with families and community toward great infant and child health & development

Parents for Better Beginnings (PFBB) strives to develop the capacity of parents in Regent Park and Moss Park to support their family. We provide a range of services and programs designed to promote a favourable environment for the development of children aged 0 – 6 years.

Our team works to promote a cohesive web of services to support families in the Regent Park/Moss Park area. Current programs and services include:

- Family home visits
- Perinatal nutrition and support group
- School Readiness and Family Resource Program
- Parent & child groups
- Child Development Clinic
- Social work counselling and services
- Speech & language screening
- Community development & advocacy

Parents for Better Beginnings is deeply rooted in the local community and draws on its residents for direction and inspiration.

Our commitment to community ownership and responsiveness is evident in our approach to program design and delivery:

- The School Readiness and Family Resource Program: a program that provides parents/guardians with engaging information, materials, and learning activities to help children develop the language and literacy skills needed to enter school. Activities and workshops are based on the interests and needs of the participants. Parental involvement, both in working with the kids and supporting each other, is key to the success of this program. This year, RPCHC invested in training for the Early Childhood Educators for a High/Scope Preschool Curriculum that includes quantifiable data outcomes.
- Family Home Visitors: staff that work one-on-one with families to provide culturally sensitive support and education in multiple languages. The aim is to support parents’ efforts in helping their children grow and develop. Parents define what type of support they want and what success means to them.
- Early Years Social Workers: staff that work with the entire family, often including play-based therapy. They meet clients in the community where they are most comfortable. Social work is integrated into the PFBB team through support to programs and by seeing clients referred by other staff within the team.

Overall volume of service was down in 08/09 compared to prior years. Factors contributing to this decline include significant staff changes, redevelopment, and increasing complexity of client needs. Changes are being considered and implemented to respond. Still, over the past year Ministry of Child and Youth Services funded staff provided 8,129 direct service hours to 437 children and 376 families through 17,720 encounters; Toronto Central LHIN funded staff worked with 110 clients through 1,201 encounters; and the Child Development Clinic worked with 79 children. This work was accomplished by 21 full and part-time staff, several parent volunteers, and in partnership with funders and supporters.

In 2009 we said goodbye to long time PFBB Director Coreen Gilligan. Coreen left the organization after 18 years of outstanding service to the community. We wish her the very best in the years and adventures to come.

Some of our accomplishments last year

- We supported local residents in providing input to the provincial Poverty Reduction Strategy and the Regent Park Redevelopment.
- PFBB clarified the Family Home Visitor role to help clients fully understand and take advantage of the supports provided by the FHV team.
- The scope of our perinatal program was expanded to include the St. Lawrence Market area. Our team worked together to streamline some administrative processes to improve efficiency.
- We participated on the Toronto Police Services Advisory Committee on Youth and Policing.
- Maritz Canada Inc. once again provided 40 children, aged 7-12 years old, support to attend a one-week overnight summer camp. 500 beautiful gifts were provided for a holiday celebration. In addition, this year Maritz made a significant financial donation to support children’s programming.
Pathways to Education™

Providing increased opportunities for young people to pursue post-secondary education, develop their careers, and be part of the knowledge based economy

Some of our accomplishments last year

• Over the summer 43 Pathways Regent Park students were given internship opportunities. Two of these opportunities were with the Regent Park CHC, while 18 students were hired for summer employment by the Focus on Youth Program of the Toronto District School Board (TDSB).
• 105 students graduated from high school from grades 12 and 13.
• We welcomed new President and CEO of Pathways Canada, David Hughes in 2008.

Over the course of seven years, the Pathways to Education Program of Regent Park Community Health Centre has experienced a steady rate of growth. Currently we serve 796 high school students living in the Regent Park/Moss Park communities that attend 52 schools across the Toronto area. This year we saw 124 of those students graduate (from all cohorts).

As a program generated by the community over a long developmental process, Regent Park residents and the Regent Park Community Health Centre took on the challenge of reducing the scholastic achievement gap of students living in this community – and we succeeded. With a grant from the Ontario Trillium Foundation to assist the 15-20% of the student population considered to be struggling, we are now working to reduce that gap even more.

Part of reducing that gap was achieved through the introduction of an intensive ESL/Literacy project with OISE. We were able to provide 23 Pathways students with educational assessments and instructional interventions; psycho-educational assessment and diagnosis if required; consultation with family, school staff, and other professionals working with the student; referrals for other forms of support if needed; and a full report of the assessment and intervention to the families. Although this was a research project, it provided a place and a space for high needs students to gain support.

Two years into this pilot project, the results are in: better attendance at school and at tutoring, credit accumulation is up, and more remarkably, the students themselves are raising the bar to expect and achieve more.

Maintenance and improving Program outcomes has required adjustments to our internal processes:
• By addressing data management issues and focusing on internal program quality control measures, the program has built a reputation on an evidence-based model.
• We developed a strategic work plan that looked at the current gaps in programming and defined a meaningful work plan for the team by focusing on five goals that targeted aspects of capacity.
• A Volunteer Engagement Specialist was hired in February. This position has facilitated and enhanced the recruitment, training, and stewardship of our invaluable volunteers.

The work over the last year was accomplished by 39 full and part-time staff and over 150 volunteer tutors and mentors. Community partnerships have played an integral role in our success and we would like to thank Pathways to Education Canada, Toronto District School Board, Toronto Catholic District School Board, the individual schools, the community facilities that support us, our post-secondary partners, our corporate partners, and the foundations and individual donors, for helping to make it all possible.
Financial & Administrative Services
Ensuring the fiscal health of the Regent Park Community Health Centre

The main area of focus for the Finance and Administration team includes accounting, payroll and administrative support services, facilities management, computer and network technology, and management information systems (MIS). These important activities guarantee the Health Centre and its programs are accountable to the community and to our donors by:

• developing indicators that measure improvements in client services;
• informing our program planning, evaluation, and decision-making through accurate data collection and reporting;
• maintaining balanced budgets for all programs and preparing funding reports; and
• making certain that our three sites are well-maintained, meet all health & safety requirements, and improvements are made to support the community’s use of our facilities.

Dental Services
Providing quality care to the Regent Park community

Our dental clinic provides emergency and walk-in services for those who otherwise cannot afford oral health care. In particular, we provide dental services free of charge to the Regent Park community through presentations and offerings of our dental services.

Improving on organizational health and efficiency is always a priority and last year we succeeded on several fronts. We introduced two eco-friendly solutions – networked copiers and virtualized servers – resulting in significant energy, time, and resource savings. The implementation of an electronic HR system is helping us to better track employee information. We also created a working group to develop a new website for the Health Centre that will improve access and information about our programs and services for clients, the community, partners, and donors.

The Finance and Admin team activities are accomplished by 7 full-time and 5 part-time staff.

Basic oral health services are an essential component of primary health care, yet there is frequently a shortage of oral health resources for homeless persons and low-income families, two sections of the population that need it the most.

The dental team encourages community participation in their own oral health care through presentations and information to families in the Regent Park community. In 2008/2009, the dental program had approximately 2,700 appointments with over 1,000 dental patients. The team is comprised of 2 part-time dentists, 2 full-time dental assistants and offered 6 placement opportunities for dental hygiene students from George Brown College.

Regent Park Community Health Centre
Board of Directors 2008-2009

EXECUTIVE DIRECTOR
Sheila Brandek

CLINICAL
Joel Rosenbloom, Director Alan Li
Angelica Reyes Ann Edgu
Bindy Tang
Christina Stonehouse Cynthia Burke
Don Hoi
David Tudo
Enrique Sanchez
Geown McIntosh
Harman Adlon
Janine Fienander
Karla Dzicz
Karol Prokocik
Laura Hansen
Lisa Pustante
Linda Shima
Leticia Duran
Maurice Sheen
Marianne Gartside
Mirena Sukhman
Peggy Latheh
Poonam Ohri
Roy Male
Sarah Innis

PARENTS FOR BETTER BEGINNINGS
Coreen Silgiki, Director
Aldrenzwed-Dzenzhesebiandle
Andrea Hybin
Arosa Osman
Anchihiya Ramanathan
Coleen Rogers
Corry Thomas
Shane MacLean
Farzana Mortada
Gene Lincoln
Georgia Dyer
Jeanne Budon
Jocelyn Hiersal
Joyrose Day
Kamela Loyda
Kineria Tchida
Loris Dong
Lyndy Synakume
Mary Golbo-ego
Melissa Pryce
Ruth Assaad
Shari Chan
Sukanya Yosin
Teyyvarerbar
Threathnery Raymon
Vanessa Ortiz
Zenzoi Nwarame

PATHWAYS TO EDUCATION
Shamini Fernando, Director
Andam Ben
Anne Kinslow
Alexandre Yabbi
Amela Farah
Abdel Mohammad
Antion Francis
Beryl Tang
Carla Lotaik
Charlene Lee
Christelle Metz
Daniele Thibodeau
Diddi Nunes
Ellen Long
Eric Liugon
Erica Munston
Graham Thomas
Hana Long
Hedda Quine
Jamil Patel
Jenissa Krishnan
Jimmi Phito
Jason Cooper
Joseph Stapleton
Joosee Dhernude
Kai Gordon
Kathryn Leonard
Khadijah Mohamed
Krystina Dutton
Luna Fousins
Lisa O’Hirin
Mahita Khan
Marlene Martin
Nana Boadiing
Natalie Hoi
Nigel Hunter
Petrus Eccleston
Phillip John
Rena Sobet
Rashra Frederick
Ruth Byarag
Sadia Mohamed
Sarah Jane Preen
Sarah Rogers
Shadi Esakandi
Sheena Sukman
Sheona Zammitt
Stephen Lawrence
Susan Sigurdson
Susie Neves
Tiffiny Browne
William Gooding

FINANCE & ADMINISTRATION
Kelly Kane, Director
Candace Davis
Carlos Pico

Cindy Tang
Dr. Farbod Fanian
George Borpes
John Chapman
Mark Congram
Dr. Noah Zacherin
Parvini Sorabi
Rebekah Guindao
Remy Ramos
Roberta Sanchez
Shawn Ryan
Sue Underhill
Wael Jada
Yamuna Sattwar
Zadia Yu

TRECIA BROWNE

Annual Report 2008 • 2009

11
12
Regent Park Community Health Centre

Regent Park Community Health Centre Staff 2008 - 2009

Top row: Malcolm Moffat, Carlotta Thomas, Loreta Muhamara, Fran Cooper, Jim O’Neill
Middle row: Novak Hapi, Danielle Bistrome, Lucy Trovis, Margaret Maker, Marcie Visser
Bottom row: Maureen Parry, Diane Charter, Elizabeth Schaeffer

Board of Directors 2008-2009
Regent Park Community Health Centre

Missing: Abukar Hagi, Daniella Brideau, Lucy Trovis, Margaret Maker, Marcie Visser

Board of Directors 2008-2009
Regent Park Community Health Centre

Bottom row: Maureen Parry, Diane Charter, Elizabeth Schaeffer
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Board of Directors 2008-2009
Regent Park Community Health Centre
### Regent Park Community Health Centre

#### Statement of Operations

#### RECEIPTS

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#### EXPENDITURES

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<td>Non-recurring expenses</td>
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Excess of revenues over expenses for the year: 4,391

Amount refundable to the Toronto Central Local Health Integration Network: 4,391

Accumulated surplus – End of year: $ –

### Parents for Better Beginnings

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Excess of revenues over expenses for the year: 4,391

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Accumulated surplus – End of year: $ –

### The Pathways to Education Program

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Accumulated surplus – End of year: $ –

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Fiscal 2009 Financial Statements have been audited by Henrik Hassman LLP. The above Financial Summary has been excerpted from the audited financial statements. To receive a copy of RPCHC’s complete financial statements and accompanying notes, please contact Kelly Kane by email at kellyk@regentparkchc.org.