# Briefing Note: Promenade Mall Primary Care Clinic Proposal – L4J FSA

Submitted to Ontario Health – May 2, 2025

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## Overview

As part of the Western York Region Ontario Health Team’s response to the Ministry of Health’s April 2025 call for proposals, Reena and Carefirst FHT submitted a joint application to establish a new, fully integrated interprofessional primary care clinic at Promenade Mall (1 Promenade Circle, Thornhill), in the L4J FSA.

This clinic will attach 8,000 patients to a primary care provider, including individuals from equity-deserving groups, and serve as a regional hub for individuals with intellectual and developmental disabilities (IDD), physical disabilities, and neurodiverse needs — a population that experiences significant barriers to care in traditional primary care settings. Approximately 10% of the 8000 rostered patient list will be neurodiverse.

## Strategic Rationale

**High Need, Underserved Population:**
L4J has one of the highest numbers of unattached patients in the region (9,468). It is also home to large numbers of newcomers, seniors, individuals with disabilities, and equity-deserving populations. Notably, there are currently no Family Health Teams located in L4J.

**Innovative and Inclusive Model:**
This will be one of the first primary care clinics in Ontario to embed IDD-trained professionals, including a Nurse Practitioner specializing in IDD, Reena’s in-house social workers, and potential access to a Surrey Place Family Medicine Consultant. All staff will receive IDD, trauma-informed, and accessibility training through Surrey Place and Reena.

**Partnership-Led Design:**
The clinic is operated in partnership between [Reena](https://reena.org/wp-content/uploads/2024/07/NTG-EDSD_Poster-_Information_for_staff1.pdf) (a leader in housing and community support for individuals with disabilities) and [Carefirst FHT](https://carefirstontario.ca/medical/fht/) (a high-performing, culturally responsive primary care provider with 11,000+ patients). It is supported by the full WYR OHT network, including Mackenzie Health, York University’s School of Medicine, CHCs, York Region Paramedic Services, and YSSN.

**Private Donor and Site Secured:**
A private donor has pledged ~$1M toward leasehold improvements and early operations. Reena has secured a 6,500 sq. ft. unit at Promenade Mall, including an exterior entrance and space to build universal accessibility features such as a Snoezelen waiting room, lifts, and widened hallways/exam rooms.

**Accelerated Readiness:**
While awaiting Ministry approval, the team has arranged interim operations through Carefirst’s Mobile Health Unit and satellite space at Concord Family Health, enabling a near-immediate start to patient attachment once funded.

## Why the Government Should Fund This Clinic

* Delivers on all six principles of the Primary Care Action Plan, particularly equity, inclusion, and full-scope interprofessional care.
* Aligns with the Province’s target FSAs (L4J) and will attach 8,000 patients, including all 70 HCC patients in L4J and 110 from neighbouring L3T.
* Introduces a replicable model of inclusive, disability-informed primary care, helping close a major care gap province-wide.
* Offers high ROI: secured space, $1M+ in private and in-kind contributions, and a fully scoped staffing/recruitment plan.
* Has the support of Ontario’s leading disability care organizations including Surrey Place, Kayla’s Children Centre and Holland Bloorview Kids Rehabilitation Hospital.

## Current Status

* Final proposal submitted to Ontario Health on May 2, 2025
* Waiting for funding decision (expected end of June/early July 2025)
* Functional Program development in progress (set to be complete in 4-5 weeks)
* Design work to begin in June with firm hire, once the Functional Program is developed
* Carefirst FHT posted the positions and will begin the recruitment process, pending funding decision
* Lease negotiations are underway, pending funding from Ontario Health
* Patients to be seen starting Summer 2025 through mobile/satellite services
* Estimated move-in readiness: Winter 2026