

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

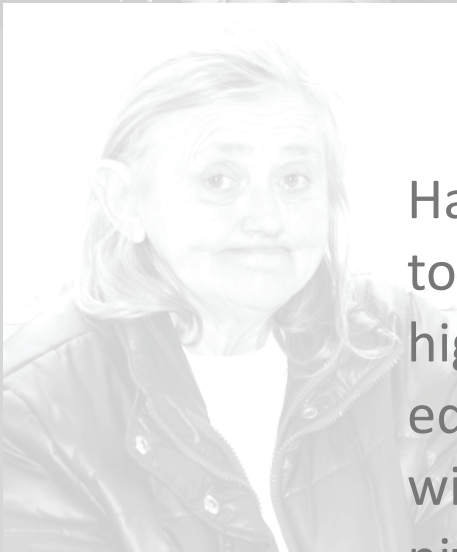
2007-2008 ANNUAL REPORT



COMMUNITY HEALTH - IT'S A PARTNERSHIP!

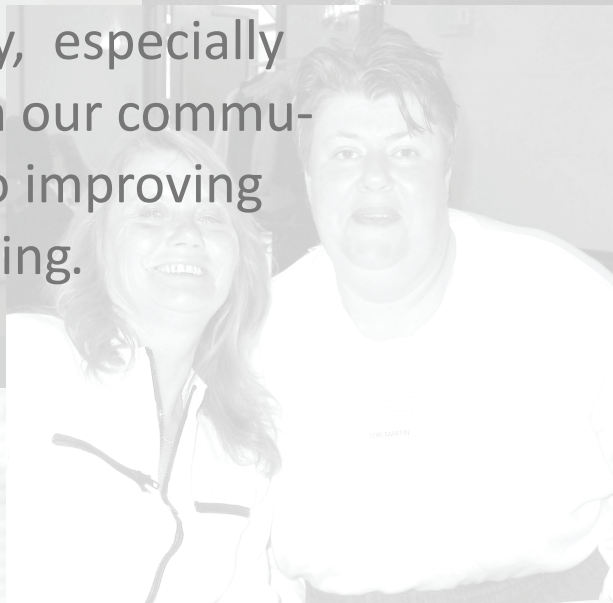
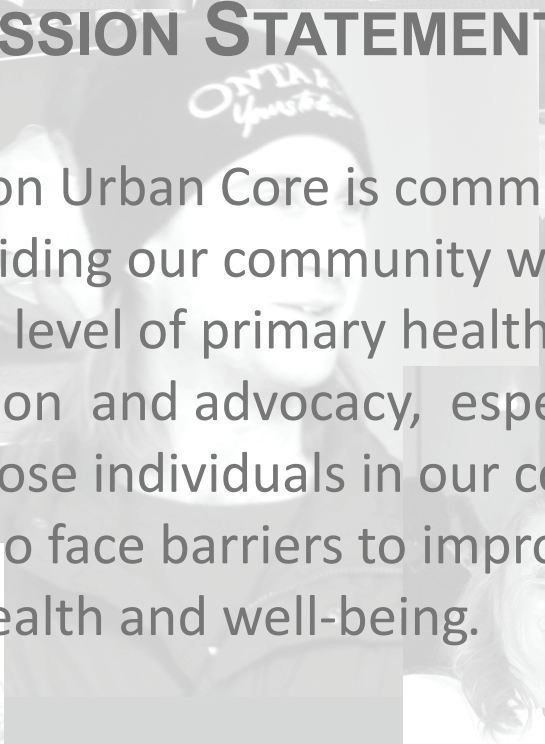


Every One Matters
Ontario's Community Health Centres



MISSION STATEMENT

Hamilton Urban Core is committed to providing our community with the highest level of primary health care, education and advocacy, especially with those individuals in our community who face barriers to improving their health and well-being.



MESSAGE FROM THE CHAIR

It has been another busy year at the Hamilton Urban Core Community Health Centre. The Centre continues to provide excellent health care for our community. The quality of care delivered is a direct reflection of the highly committed staff and volunteers who provide service in less than optimal surroundings.

A year-end report would not be complete without recognition of the incredible tireless work of our Executive Director, Denise Brooks. The level of dedication that Denise brings to the Centre is unparalleled.

The Board of Directors had a busy agenda this year including the successful accreditation process, which was a new challenge for a majority of the Board. This past year the Board kept in touch with the community by attending many events. The community conversation on poverty held at Hamilton Urban Core allowed Board members to hear first-hand the overwhelming reality of poverty within our city and particularly how it affects health within our specific client community. This is a very serious issue, which demands a large commitment by every level of government and all service providers to immediately tackle. The time for discussion has long passed and it is time for immediate action on this social and health issue.

The community walk-about provided an opportunity for Board members to visit other service partners within the area. The knowledge gained and contacts made were valuable and facilitate ongoing communication. The tenth anniversary celebration of the Community Oral Health Program was another opportunity for the Board to develop an understanding of how well respected the Centre is in the health service community.

And this year our Board was well represented at the Association of Ontario Health Centres Conference and Annual General Meeting.

This Board has been very committed to ongoing education. Several Board members attended the Public Sector Management Governance Collaborative Conference in Toronto. A majority of our Board honed their policy governance skills while participating in "The On Target Board Member" workshop by Catherine Raso. I was fortunate as Chair to attend a six unit Board development course presented by the McMaster University DeGroote School of Business in partnership with the United Way of Hamilton/ Burlington. This was an excellent opportunity to obtain a wealth of information and to network with others from other non-profit Boards in our region.

This is my last report as I will have completed two three year terms as a Board member, four of which have been as Board Chair. This has been a marvelous learning experience not without challenges. I am grateful to all those who make Hamilton Urban Core function and thrive. I admire the commitment and passion that each person connected to Hamilton Urban Core demonstrates as they strive to deliver health care without barriers to the community.

*Daniel Stevenson, B.A., D.C.
Chair, Board of Directors*

2007 / 2008 BOARD OF DIRECTORS

Daniel Stevenson
Chair

Marcine Blake
Vice Chair

Rob Brown
Secretary/Treasurer

Sean Gibson
Member

Ali Radhi
Member

Sumaira Khurshid
Member

Cathy Ferreria
Member

Doreen Stermann
Member

TABLE OF CONTENTS

Message from the Chair	3	Health Promotion	10
Comments from the Executive Director	4	Accreditation Status	10
Centre Staff	5	Community Oral Health Program	11
Commitment to Learning	5	Community Conversations about Poverty	11
New Logo Announcement	5	The Foot Clinic	11
Financial Information	6	Primary Health Care	12
Inner City Health Strategy	7	Physician Assistant Program	12
Highlight on Community Partners	7	Volunteer & Sponsor Recognition	13
Committee Participation	7	International Medical Grad Program	12
Counseling & Support Programs	8	Personal Development Programs	13
Community Programs	9	Community Events	14-15

COMMENTS FROM THE EXECUTIVE DIRECTOR

Each year Hamilton Urban Core reaches out to and serves hundreds of men, women and children across Hamilton providing a wide array of vital health programs and services. Everyone – board, staff, volunteers, partners, donors and friends – who has been involved in making “the Core” a firm reality in the urban mosaic can be proud of what we have achieved over the past 12 years. Indeed, Hamilton Urban Core has been working diligently, strategically, and tirelessly to meet the pressing health needs of so many in our community who struggle daily to overcome the devastating impact of poverty and social exclusion.

There is no doubt that the health professionals who work at Hamilton Urban Core are talented and dedicated providers who are at the same time creative and innovative. Our service approach is clear – provide the high quality service that individuals and families need, when and where they need it. That’s why you will find both a range of community-responsive programs as well as staff members out in the community. Whether it’s a Nurse Practitioner at a Drop In Centre supporting people who are homeless, or a Community Health Worker visiting an apartment complex to see a family in crisis, or a Chiropodist providing important foot care services at a community organization, or a Primary Care Nurse

checking in on a senior who is very much alone, you can see Hamilton Urban Core health professionals making a difference.

In the past year there has also been a few notable milestones. Our award winning Community Oral Health Program celebrated its 10th year of service delivery. The program has provided more than 26,000 services, visited 64 schools and 46 community organizations. Our annual Mind, Body Spirit Women’s Health and Wellness Conference celebrated its 5th year with an amazing event focused on empowering the over 200 women who attended by providing them with health information. And in moving forward with our Inner City Health Strategy an important research paper entitled: Racism, Poverty and Inner City Health: Current Knowledge and Practices” was completed.

2008 is a year marked by change nationally and globally and Hamilton Urban Core is no exception. You will see us in the community advocating to make our city a better, healthier place for everyone. You will see us working with our partners to make a difference in the lives of so many living in poverty. And we will encourage everyone to join in this crucial battle to eradicate poverty – not only because we can do something, but more importantly because we must.

“You will see us in the community advocating to make our city a better, healthier place for everyone.”

Denise Brooks
Executive Director

Centre Staff April 2007 to March 2008

Andrene Bartley
Anel Gure
Angela Carol
Avesta Tokhai
Dana Fisher
Debbie Merritt
Denise Brooks
Dwayne Richardson
Gavin Badyal
Haidar Farran
Hodan Ali
Jan Robinson
Jo Savelli
John Infanti
Kojo Chintoh
Laura-Dawn Moule
Leslie Viner
Lisa Doupe
Liz Kinka
Maciej Kowalski
Madeline George
Monica Nagy
Nomita Kumar
Rehana Khanam
Rinda Williams
Samantha Janacek
Sherri Case
Sneha Vora
Terri Bedminster
Tibor Lukacs
Veronica Chris-Ike
Violet Provo
Waqar Raja
Yvonne Montague

Community Health Worker
Counselor *
Physician
Primary Care Nurse
Mental Health Counselor
Community Health Worker *
Executive Director
Community Health Worker
Chiroprapist
Community Oral Health Coordinator
Primary Care Nurse
Counselor *
Nurse Practitioner
Chiroprapist & Health & Wellness Integrative Programs Team Leader
Client Support and Outreach Worker
Nurse Practitioner
Social Worker
Physician
Nurse Practitioner
Health Promoter and Community Health and Promotion Team Leader
Medical Secretary
Bookkeeper
Chiroprapist *
Administrative Support *
Receptionist/Secretary *
Administrative Support Person - ID Clinic ; and Medical Secretary
Child Development Worker
Physician Assistant
Office Administrator and Administration Team Leader
Cross Cultural Interpretation Coordinator
Primary Care Nurse *
Receptionist/Secretary
IT Support Person
Clinical Coordinator and Primary Health Care Team Leader

* left during the year

Dedicated To Learning

Hamilton Urban Core is a learning organization that provides quality education for students and graduates in all health disciplines and introduces health professionals to the community health centre model of care. The Centre believes that learning is multi-directional – students, clients and providers are interconnected and have unique opportunities to learn from one another.

For several years, Hamilton Urban Core has worked in partnership with McMaster University, Mohawk College, the Michener Institute and trios College enabling their nursing, medical, social work, chiroprody or medical office assistant students respectively the opportunity to job shadow and learn in an inner city community health centre environment.

More recently Sheridan College and CDI also engage Hamilton Urban Core as a learning partner for their students who are planning careers as social service workers or addiction counselors.



In late March, Hamilton Urban Core Community Health Centre unveiled a new logo that represents a significant milestone in the Centre's history. The new logo enhances the Centre's continued mission to provide the highest level of primary health care, education and advocacy, especially to individuals who face barriers to improving their health and well being.

The new stylized logo focuses on inclusiveness of all peoples, reflective of inner city living. The stylized sun symbolizes high energy and feelings of hope, strength and community. The logo also incorporates the tagline: "Community Health - It's a Partnership!" This mantra is the genesis of the Centre which came to be as a result of extensive community collaboration and the energy of service providers, community members, prospective clients, and health practitioners who shared a common vision for health services in the core.

FINANCES

Letter excerpt from Petinelli, Mastroluisi, Chartered Accountants:

"To the Members of Hamilton Urban Core Community Health Centre:

We have audited the balance sheet of Hamilton Urban Core Community Health Centre as at March 31, 2008 and the statements of financial activities and accumulated net assets and cash flows and related schedule for the year then ended. These financial statements are the responsibility of the Organization's Directors. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by the Director, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material aspects, the financial position of the Organization as at March 31, 2006 and the results of its operations and cash flows for the year then ended in accordance with Canadian generally accepted accounting principles."

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED MARCH 31ST, 2008

STATEMENT OF FINANCIAL ACTIVITIES & ACCUMULATED NET ASSETS	2008	2007
REVENUE		
Ministry of Health and Long-term Care - Community and Health Promotion Branch:		
Funding for Operations (Note 4)	\$2,201,362	\$2,041,761
Miscellaneous (Note 7)	263,255	302,109
Amortization of deferred capital contributions (Note 6)	28,503	29,642
Interest income	5,951	10,478
	2,499,071	2,383,990
Less: Capital contributions (Note 6)	(51,482)	(19,039)
	2,447,589	2,364,951
EXPENSES		
Salaries, benefits and relief	1,659,559	1,626,398
General operating (Note 8)	694,950	588,657
Amortization	28,503	29,642
Non-recurring (Note 9)	34,509	313,761
	2,417,521	2,258,458
Excess of revenue over expenses for the year before under noted	30,068	106,493
Deferred MOHLTC - Community and Health Promotion Branch - Enrollment Fund	-	(12,220)
Amount receivable from the MOHLTC - Community and Health Promotion Branch	10,533	
Amount repayable to MOHLTC:- Community and Health Promotion Branch (Note 4)	(30,830)	(98,877)
Excess of revenue over expenses for the year	1,771	(4604)
Accumulated net assets at beginning of the year	31,802	36,406
Accumulated net assets at end of the year	\$ 33,573	\$ 31,802

BALANCE SHEET		
CURRENT ASSETS		
Cash	\$ 102,366	\$ 55,384
Accounts receivable	61,441	67,203
GST receivable	10,979	11,682
	174,786	134,269
Furniture, fixtures and equipment (Note 3)	47,705	24,726
Externally restricted cash (Note 5)	5,411	32,615
	\$ 227,902	\$ 191,610
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	\$ 3,501	\$ 3,501
Amount repayable to the MOHLTC:		
Community and Health Promotion Branch (Note 4)	137,707	98,877
Amount repayable to North Hamilton CHC - Diabetes Education Outreach Program	5	89
	\$ 141,213	\$ 102,467
Deferred contributions (Note 5)	5,411	32,615
Deferred capital contributions (Note 6)	47,705	24,726
Accumulated net assets	33,573	31,802
- 6 -	\$ 227,902	\$ 191,610

Inner City Health Strategy

“The inner city has different characteristics and needs than that of an urban area.”

The Inner City Health Strategy is an initiative introduced by Hamilton Urban Core in response to the devastating poverty rate provincially and in Hamilton, clear inequities in access to health services and the overrepresentation of poor health outcomes for some groups of people. A core group, representative of a range of diverse skills, backgrounds and experiences, has come together and are engaged in the development and implementation of the strategy.

In Fall 2007 British Columbia's Simon Fraser Public Interest Research Group accepted a proposal by Hamilton Urban Core to engage in a research project intended to lay the foundation for developing a national Inner City Health Centre Network. The first phase of the research provided general information about community health centres in western Canada and how the health needs of inner populations are addressed.

In Spring 2008 Hamilton Urban Core commissioned research for the Inner City Health Strategy that would focus on the key co-determinants of health: poverty and racism. The resulting document is entitled: Racism, Poverty and

Inner City Health: Current Knowledge and Practices. This research initiative was designed to conduct a literature review of existing research and documents focused on inner city health and racism and poverty as the key social determinants of health, the racialization of poverty and mental health as it relates to poverty and racism – all within the context of the inner city. In preliminary investigations these areas, while vitally important, appeared to be missing from the research and other information documents. As noted in the research work by Alexander Lovell:

“Urban issues are emerging more centre-stage within national Canadian politics and with it discussions about sustainable cities with a focus on housing, employment, education and health within inner cities. Inner city health in particular is a subject of concern for frontline health providers and policy-makers alike who advocate reforms to the urban health care system. As this review illustrates, poverty and racism are critical factors that need to be carefully considered and incorporated into urban health strategies and policy interventions that aim to address current inner city health issues. These efforts need to acknowledge poverty and racism as social co-determinants of health which affect health in various direct and indirect ways.”

Highlight on Community Partners

Our community partners help us to extend the reach and range of services in the community. We appreciate the support and friendship of our partners and highly value our work together in making community in Hamilton healthier. Some of our partners include:

AAT School
Campaign for Adequate Welfare and Disability Benefits
De dwa da dehs nye>s Aboriginal Health Centre
Interval House
McQuesten Legal and Community Clinic
North Hamilton Community Health Centre
Settlement Workers in the School
St. Joseph's Immigrant Women's Centre St. Matthew's House
St. Matthew's House
The Halton Blues Society
The Somali-Midgan community
The Sudanese League of Hamilton
The United Roma Coalition
Victoria Order of Nurses
Wesley Urban Ministries

Committee Participation

Hamilton Urban Core recognizes that working in the community also means joining with partners and others to support various initiatives.

Staff are encouraged to and eagerly participate on external committees and task forces of which the most recent participation includes membership on the Campaign for Adequate Welfare and Disability Benefits, the Food Security Stakeholders, the Beasley Advisory Committee, Out of the Cold and the Diabetes Network.

The Centre has provided leadership for the Inner City Health Strategy core group.

COUNSELLING AND SUPPORT PROGRAMS



DINNER WITH A MOVIE—Dinner with a Movie takes place on the third Friday of each month to facilitate access to food when the financial resources of many individuals and families are depleted. The program provides a forum for discussion after the movie and engages those attending by involving them in the selection of the movie and the items for discussion for the following month. Nutritious meals can be enjoyed in a safe and comfortable atmosphere. Activities improve social skills by ongoing interaction and discussions

THE ID CLINIC—Having appropriate identification docu-

ments is necessary in order to access basic and important needs – food, housing, clothing, social assistance, a bank account, and so on. The purpose of the ID Clinic is to assist people who are in very vulnerable situations with replacement of their Birth Certificate. The lack of a birth certificate or other government issued identification often prevents people from accessing services that are vital to their health and well-being, including income support (Ontario Works (OW), Ontario Disability Support Program (ODSP) and Employment Insurance (EI)). The ID Clinic is offered on Mondays and Thursdays and appointments are preferred. The ID Clinic Support Staff assists clients with completing the appropriate forms, tracking down needed information and advocating where needed.

THE MEN'S CIRCLE—The Men's Circle provides personal development and support through discussion. The group is participant driven and provides a platform for the participants to share difficult issues, challenges and solutions with each other. The format of this weekly discussion has evolved from the Native sharing circle which served as an entry point for some of the participants. Outside guests are often invited to share or provide information on different topics identified by the program participants.

CROSS CULTURAL HEALTHCARE PROGRAM—This Programs serves as a bridge between individuals and communities, and health and health related services to ensure full access to quality care or services that are culturally and linguistically appropriate. Our interpreters undergo a rigorous selection process and comprehensive training which is designed specifically to address health and health related issues. The program also provides information and education relating to cultural competency and building cultural knowledge for service providing agencies.

CLIENT SERVICE ENCOUNTERS

APRIL 1, 2007 TO MARCH 31, 2008

1st QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER
April 2007 to June 2008	July 2007 to September 2007	October 2007 to December 2007	January 2008 to March 2008
2,785	2,284	2,434	2,640



COMMUNITY PROGRAMS

HEALTH CARD KIOSK—To ensure adequate and accessible health care for the many communities it serves, the Centre offers individuals the opportunity to acquire an Ontario Health Card without benefit of a permanent address. Working in conjunction with the Ministry of Health and Long Term Care, every six weeks, the Centre offers an on-site Health Card Kiosk. The same day, participants are provided with a health card number which enables them to access health care services. Temporary health cards are subsequently forwarded to the Centre and held for pick up. At that time, the Centre will assist individuals in making the necessary arrangement to attain a permanent health card within 12 months.

The goal of the program is to improve access to primary care for people that are homeless or at risk of being homeless and increasing awareness of programs and activities offered at the Centre. In addition, more people are linked to other health promotion activities offered by Hamilton Urban Core.

LAUNDRY AND SHOWER SERVICES—The Centre recognizes that poor hygiene is a barrier to health, employment, and socialization and is a factor in discrimination. Free laundry and shower services are provided to reduce these barriers for individuals and families that are homeless, near homeless or living on a fixed income to assist in saving money for other necessities. These services are open to everyone during regular Centre hours.

FAMILY SATURDAY—Family Saturday is provided on the third Saturday of each month. This program consists of a variety of activities designed to improve family relationships and families have an opportunity to participate in the activities as a family unit. Appropriate health and community information is also provided. A safe atmosphere helps to establish peer support and networking amongst the participants and is an excellent way to reduce social isolation.

FRIENDLY FRIDAY—Friendly Friday designed to reduce social isolation, improve communication and social skills and provide a platform to facilitate interaction between the participants. The Program helps individuals to overcome the adversities of life and difficult moments in their personal relationships. Friendly Friday takes place on weekly basis. It consists of participant-driven discussions, support, and a variety of self-esteem improvement games.

PANCAKE TUESDAY—The third Tuesday of each month, Pancake Tuesday, seeks to improve access to food, reduce social isolation and provide a platform for sharing important health and health-related information. This activity uses the drop-in approach to remove barriers in accessing the services that some individuals may face. Participants receive a hot meal and have an opportunity to learn about other services offered by Hamilton Urban Core, receive health promotion materials and health information, and interact with the staff of the Centre.

HEALTH PROMOTION PROGRAMS



EARLY STEPS PROGRAM—The purpose of the Early Steps program is to develop and promote positive parenting, family support and healthy child development. Participants of the Early Steps Program have an opportunity to learn about child developmental milestones, positive play healthy parent – child bonding, positive discipline for the various stages of a child’s life and developing healthy family relationships. In addition, participants are provided with opportunities and activities that stimulate healthy development in children. Knowledge of resources and supports available for parents and children is also provided to Early Steps participants throughout the program

COOKING AT THE CORE—The Cooking at the Core program is offered up to three times per year. During these eight weekly sessions, participants learn about food, nutrition and healthy eating, kitchen safety, safe food handling and basic cooking techniques. In addition, pro-

gram participants are educated about different ways of preparing nutritious and affordable meals.

The program focuses on increasing participant knowledge of proper nutrition, developing food preparation skills, teaching participants how to plan nutritional meals on a low budget, increasing access to food, connecting participants to related community resources, and reducing social isolation. Many of the participants of the program have gone on to volunteer at special events hosted by Hamilton Urban Core or other organizations in the area

DIABETIC EDUCATION OUTREACH PROGRAM - The Diabetic Education Outreach Program focuses on clients living with, or at risk of developing, diabetes. The Diabetes Nurse Educator utilizes evidence-based resources to provide the best possible diabetes management for the clients of the program.

The Centre provides program participants with access to a multidisciplinary team that comprises: Medical doctors, Nurse Practitioners, Social worker, Chiropract, and Oral Health Coordinator for effective management of diabetes and its possible complications.

LIFE LESSONS PARENTING PROGRAM—Life Lessons is a series of 10 weekly two-hour sessions for groups of parents and or individuals providing care to children. The program concentrates on developing positive parenting skills that nurture the child’s growth throughout all developmental stages. The program objectives include increasing knowledge, confidence, and parenting capacity; improving problem-solving and decision-making abilities; providing meaningful activities and education to children; decreasing parental frustrations and emotional burn-out and strengthening the bond between parent and child. The program also works to heal the past wounds due to family loss or family breakdown. Those participating in Life Lessons are provided with relevant tools and resources including a Parenting Manual.

Another Successful Accreditation

Hamilton Urban Core Community Health Centre is a fully accredited community health centre. In December 2007, the Centre was successfully granted accreditation status for a third time.

COMMUNITY ORAL HEALTH PROGRAM

Hamilton Urban Core's award winning Community Oral Health program was developed in response to the needs identified in the community. Hamilton Urban Core knew that to develop an effective plan and respond to the need for better access to oral health care, prevention and maintenance many factors must be considered. The program strategy ensures inclusion of the full range of factors that affect or impact the oral health of the community. Our program is framed by the pillars of community health, the social determinants of health, quality service and health promotion, and maintains focus on providing optimal oral health care and services knowing that this will contribute positively to improvements in the general health and well-being for individuals and within the community.



In Hamilton almost 20% of the population lives in poverty with forty-one per cent of those being either too young or too old to work. With poverty being such a big factor in the lives of many who access Hamilton Urban Core, the Centre wanted to make sure that their voices and experiences became part of the discussions and decisions about what to do in this community to address the problem.

Earlier in the year the Core hosted community conversations entitled "No Community Left Behind: Community Responses to Poverty in Hamilton" to

capture the real concerns and challenges of individuals and families living in poverty. Their stories were recorded and will be part of a video and report that will be distributed widely to both educate and energize others. The very frank and candid conversations allowed us to hear first-hand the challenges individuals face in the struggle to obtain healthy food, affordable housing and other basic necessities.

Community Conversations About POVERTY

St. Matthew's House, the Campaign for Adequate Welfare & ODSP and McQuesten Community and Legal Clinic joined as partners in the community conversations.

THE FOOT CLINIC



When your feet are your transportation, it is important to make sure you take good care of them!

The Foot Clinic provides access to foot care services to those who are homeless or at risk of being homeless, immigrants, refugees, individuals receiving income support through Ontario Works and those facing barriers to accessing foot care services. Foot care services are provided at the Centre or in the community by a Chiropodist who is a health care professional trained exclusively to assess and treat foot problems. Professional foot care can help children, adults and seniors with a variety of foot problems and early detection of foot conditions may even prevent problems later in life, particularly those living with diabetes.

PRIMARY HEALTH CARE



Primary health care is the health care that is provided by a health professional and is the first point of contact with the health system. It is essential health care that is accessible to individuals and families in the community so that they are able to receive the services they need when and where they need them.

At Hamilton Urban Core primary health care services are provided by multidisciplinary and inter-professional teams of highly qualified health providers. Working collaboratively the health care team addresses not only physical health needs but also considers how health promotion, illness prevention, the social determinants of health and community well-being all relate to the overall health of individuals and families.

Services include treatment of episodic illness, chronic disease management, chronic pain management, well-person care, health teaching and education, counseling, and making episodic referrals.

The Primary Health Care Team at Hamilton Urban Core includes family practice physicians, nurse practitioners, primary care nurses, a physician assistant and a registered practical nurse.

Physician's Assistant Program

The Physician Assistant (PA) is a health care provider who always works under the supervision of a registered physician. All PA activity takes place within the physician-patient relationship, whether actual or imminent. The PA provides health care services to clients, having first established a partnership of trust with the supervising physician that is then extended to the clients. Under the supervision of a physician, PAs meet the

needs of clients by treating immediate illness, guiding them through recovery, advising them on healthier choices, and educating them on disease prevention.

PAs are highly skilled providers that have the knowledge, skills, and experience to work in a variety of clinical settings and can provide routine primary health care, to deal with general medical emergencies, to provide specialized care and to address everyday health care needs. Hamilton Urban Core is proud to be part of introducing this role in a primary health care setting.

International Medical Graduate Mentorship Program

Given the Province's growing shortage of physicians, Hamilton Urban Core strongly supports the Provincial Government's overall strategy to increase the recruitment of physicians to Ontario through the IMG Mentorship program. Even without allocated resources, the Centre voluntarily participates in the program under the leadership of the Executive Director and the Staff Physician.

The Centre boasts the astonishing record of mentoring six international medical graduates and having all six IMGs successfully securing medical residencies—five in Ontario and one in Manitoba.

PERSONAL DEVELOPMENT PROGRAMS

ANGER MANAGEMENT FOR MEN—The Anger Management Program for Men is intended to provide men with the information and strategies they need to effectively and appropriately manage their anger, improve their overall health and contribute positively to the health and well-being of their families and the community. The Program consists of a series of interactive workshops provided once a week for a period ten weeks.

Each session is approximately two hours long, facilitated by a Centre staff member. To participate in the Anger Management Program, participants are required to register prior to the start date and take part in pre and post evaluation.

Participants are encouraged to actively and honestly participate in order to experience the maximum benefit. Regular attendance is important to a successful outcome and is required in order to receive a certificate of attendance or participation.

SERENITY N MOTION—The Serenity “N” Motion group engages in organizing self-esteem workshops, relaxation sessions, crafts and community service activities at various times throughout the year. Meetings take place every week throughout the year and seek to empower women living on low incomes with relevant resources, information, and tools. The program provides an opportunity to develop healthy social networks, and a safe environment for peer support.

WOMEN’S APPROACH TO ANGER MANAGEMENT—Women’s Approach to Anger Management is a series of eight interactive two hour sessions provided once a week. The program is repeated 3 times per year. In a group setting women participating in the program learn how to recognize and implement effective steps for appropriate decision making, to identify and select short term coping strategies and to develop a long term plan for managing anger throughout their lifespan.

Special Thanks to our Volunteers, Donors and Sponsors



Hamilton Urban Core would like to formally thank all the volunteers who have assisted us this past year in the provision of programs and services to our clients.

Thank you for making our job just a little bit easier by cooking and serving soup at our Weekly Drop-in Programs; flipping burgers at our annual Community BBQ, participating of the Women’s Health and Wellness Conference Planning Committee, folding programs, stuffing envelopes, making phone calls and a myriad of other tasks which help us to help others.

Our volunteers’ enthusiasm and support is greatly appreciated. Many of our programs and special events would not run as smoothly if not for the volunteers who give so generously of their time, talent and energy.

Thank you to the donors and sponsors who gave so generously this past year to make events such as our 5th Annual Women’s Health & Wellness Conference such a success.

A very special note of thanks to the Halton Blues Society and to Harrison Kennedy “Chairman of the Board” who through music and song have contributed to making Hamilton Urban Core a Centre with a special lyrical touch!

COMMUNITY EVENTS AND CONFERENCES

Community Partnerships are also built and strengthened through annual events and special initiatives. Hamilton Urban Core is proud to have hosted the following:

YEAR END CELEBRATION

As we ended another calendar year, clients, community, staff and volunteers came together at the annual Year End Celebration. This is a wonderful time to gather together, enjoy a special meal prepared by staff and volunteers, sing songs and share stories.

STREET HEALTH FAIR



Over twenty community partners joined Hamilton Urban Core last October for the 9th annual Health Street Fair. This is a day of healthy fun and information sharing for all who attend. Everyone is invited to talk to presenters at the various information booths, watch a demonstration, have a henna design painted just for you or enjoy a bit of barbeque food while chatting with friends. This year was another great success. More than 350 people stopped by to visit. As one community partner said “This is just a really good opportunity to reach out to people who we not normally see and provide them with information about our services.”

WOMEN’S HEALTH AND WELLNESS CONFERENCE

“MIND BODY SPIRIT”

As part of enhancing health promotion outreach and services, Hamilton Urban Core hosts an annual Women’s Health and Wellness Conference to reach the women of the community on a larger scale.

The Centre’s staff realized that there were very few conferences that were available to women that were accessible and free of charge to participants. They saw this as an opportunity to not only remove the financial barrier to participation but to also address other challenges due to language barriers, child care needs, lack of transportation and exclusion. This was the 5th Mind, Body, Spirit conference and what a great success with more than 200 women attending!



COMMUNITY BBQ



Once again the Hamilton Urban Core Community BBQ was an incredible success. The weather was perfect. The food was great. And this year, thanks to the Halton Blues Society, James Anthony, Tibor Lukacs and Kojo Chintoh the entertainment was all the rave!



Participants were treated to free hamburgers and hot dog, salads, pop, juice prepared by Centre staff and volunteers. Rounding out the fun was face painting, jugglers, a presentation by the Fire Department and as always a bit of health information on the side.

10 YEARS OF INNOVATION & EXCELLENCE IN ORAL HEALTH

On June 17th Hamilton Urban Core Community Health Centre celebrated 10 Years of Innovation and Excellence in Oral Health. In addition to marking ten years of providing oral health services in the inner city of Hamilton, the Centre also recognized selected community agencies, groups and individuals who have partnered with and supported the Community Oral Health Program since its inception.





Hamilton Urban Core Community Health Centre
71 Rebecca Street
Hamilton, Ontario L8R 1B6
Phone: (905) 522 3233
Administration Fax: (905) 522 3433
Clinic Fax: (905) 522 3706

administration@hucchc.com

www.hucchc.com

HOURS OF OPERATION

Monday	9:00am—5:00pm
Tuesday	9:00am—8:00pm
Wednesday	12:30pm—5:00pm
Thursday	9:00am—8:00pm
Friday*	9:00am—5:00pm
Saturday**	9:00am—1:00pm

*Open 6:00 to 9:00pm the third Friday of every month for Dinner and a Movie Night.

**Open the third Saturday of every month.