



# annual REPORT

2008 / 2009

# MISSION, VALUES & BELIEFS

---

## MISSION STATEMENT

Hamilton Urban Core Community Health Centre 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.

## VALUES & BELIEFS

We believe that:

- all people have a right to be treated with dignity and respect
- primary health care and services must be accessible, available and appropriate, and be directed towards addressing the specific issues of people who experience barriers to access
- all forms of oppression including racism, sexism, ableism, heterosexism, ageism, classism and economic oppression impact on the health and well-being of individuals and communities
- people essentially have an understanding of their own health and health needs, and have the right to informed choice
- focusing on the most disadvantaged will benefit everyone in the community and society.

## THE CHC MODEL OF CARE

---

The CHC Model of Care focuses on five service areas:

- Primary Care
- Illness Prevention
- Health Promotion
- Community Capacity Building
- Service Integrations



The CHC Model of Care is:

- Comprehensive
- Accessible
- Client and community focused
- Inter-disciplinary
- Integrated
- Community Governed
- Inclusive of the social determinants of health
- Grounded in a community development approach

## BOARD OF DIRECTORS / MESSAGE FROM THE CHAIR

---

**Marcine Blake,  
Chair**

**Rob Brown,  
Secretary /  
Treasurer**

**Sean Gibson,  
Vice Chair**

**Scott Gravesande,  
Member**

**Paul Henry,  
Member**

**Geeta Malhotra,  
Member**

**Jane Mulkewich,  
Member**

**Ali Radhi,  
Member**

For 13 years Hamilton Urban Core has meant more than a place to address physical health needs. It has been a place where – one person at a time, one community at a time – a dedicated team of health professionals work to make a difference. It's a place where a nurse practitioner will help you manage your asthma, or a community health worker will help you find a home, or a chiroprapist will help with sore feet, or a social worker will listen.

As the Board of Directors it is our job to create the vision that sustains an organization such as this one. It is our role to make sure that we listen to the many voices in our community and answer the governance question of what good, for which people and at what cost. In the past year we held a forum entitled "*Listening and Learning in the Community*" with representatives from a cross-section of people to learn just how we were doing. What we learned was that as poverty, homelessness, discrimination, and poor access to food or services continue to threaten the health and well-being of thousands in our community the need for Hamilton Urban Core has never been greater. And once again, we renewed our commitment to ensure that we contribute to the legacy of Hamilton Urban Core.

This is my final year on the Board and I must say that it has been an incredible educational experience for me. I thank my fellow board members for their dedication and commitment over the years. They are truly a dynamic and passionate group of people who made my experience one that I will always remember. I would also like to thank Denise Brooks and her staff for their hard work and for maintaining the standard of excellence.

While on the Board I learned first-hand what a small group of people can do towards making a real and lasting difference. I look forward to seeing more of Hamilton Urban Core and its achievements in the coming years. I wish everyone the very best.

Marcine Blake  
Chair



Back row (l-r):  
Scott Gravesande, Geeta Malhotra,  
Marcine Blake, Jane Mulkewich,  
Paul Henry

Front row (l-r): Ali Radhi, Rob Brown,  
Sean Gibson

## MESSAGE FROM THE EXECUTIVE DIRECTOR

---

This is the 13<sup>th</sup> year for Hamilton Urban Core and consistent with the various associations with the number 13 it could easily be said that this year was a transformational one. Early in the year we were overwhelmed with the notion of change that seemed to permeate almost every conversation, plan or action. Everyone seemed to be inspired with a new sense of hope and a willingness to do more and be better. At the same time this year has been one marked by untold and unforeseen financial problems, pandemic threats and the relentless attack of poverty.

So where does that place us? First of all at Hamilton Urban Core we never lose sight of our primary goal of making a difference in the lives of people in our community by providing quality services, building capacity in communities and advocating with others for equity and inclusion. Our gifted staff team provided 14,294 health and health-promotion services to more than 6,000 individuals. Sometimes this means providing sound medical advice, sometimes it mean providing a bowl of homemade soup and other times it means helping a young mother with parenting skills. You may notice some of these activities highlighted throughout the report.

Our work with our community partners was furthered strengthened as we moved forward with comprehensive outreach services, health teaching and education and helping people to gain or reclaim their identification documents through a new partnership formed during the year.

And this has also been a milestone year in so many ways. Three of our unique and award-winning programs celebrated 10 years of achievement, innovation and excellence: the Community Oral Health Program; the Anger Management for Men Program and the Annual Street Health Fair. Each of these exciting initiatives was developed in direct response to community needs and each contributes to improving the quality of life for individuals and their families. We are also pleased to note that during this year we continued with our involvement in the Physician Assistant Demonstration Project, advanced the work of the Inner City Health Strategy through presentations and preliminary research work, implemented an information and knowledge exchange initiative and embarked on a journey to enhance our work as an inter-professional team.

An Irish philosopher said "The companies that survive longest are the ones that work out what they uniquely can give to the world—not just growth or money but their excellence, their respect for others, or their ability to make people happy. Some call those things a soul." I think this quote is one we will keep in mind as we reflect on the past year while pressing forward to address the challenges and barriers experienced by individuals and families in accessing the services they want and need. And, at the end of the day I think we will be proud to say that Hamilton Urban Core's got soul!

Denise Brooks  
Executive Director

*"What cannot be achieved in one lifetime will happen when one lifetime is joined to another."*

## STAFF TEAM

---

Denise Brooks, Executive Director • Angela Carol, Physician • Asha Bogor, Community Support Worker • Avesta Tokhai, Primary Care Nurse • Bianca James, ID Clinic Administrative Support • Dana Fisher,\* • Dwayne Richardson, Community Health Worker • Gavin Badyal, Chiroprapist • Haidar Farran, Community Oral Health Coordinator • Hodan Ali, Primary Care Nurse • Jennifer Black, Receptionist / Secretary • Jennifer Douglin, Primary Health Care Manager • Jo Savelli, Nurse Practitioner • John Infanti, Chiroprapist • Kojo Chintoh, Client Support & Outreach Worker • Laura Dawn Moule, Nurse Practitioner • Lisa Doupe,\* Locum Physician • Liz Kinka, Nurse Practitioner • Leslie Viner, Social Worker • Maciej Kowalski, Community Health Programs Manager • Madeline George, Medical Secretary • Monica Nagy, Bookkeeper • Natasha James\*\* • Nadine Favics\*\* • Samantha Janacek, Receptionist / Secretary • Sherri Case, Early Child Development Worker • Tibor Lukacs, Cross Cultural Healthcare Program Coordinator • Terri Bedminster, Office Administrator • Tanya McPhail\*\* • Waqar Raja, Data Management Coordinator • Violet Provo, Receptionist / Secretary • Yvonne Montague\*\*

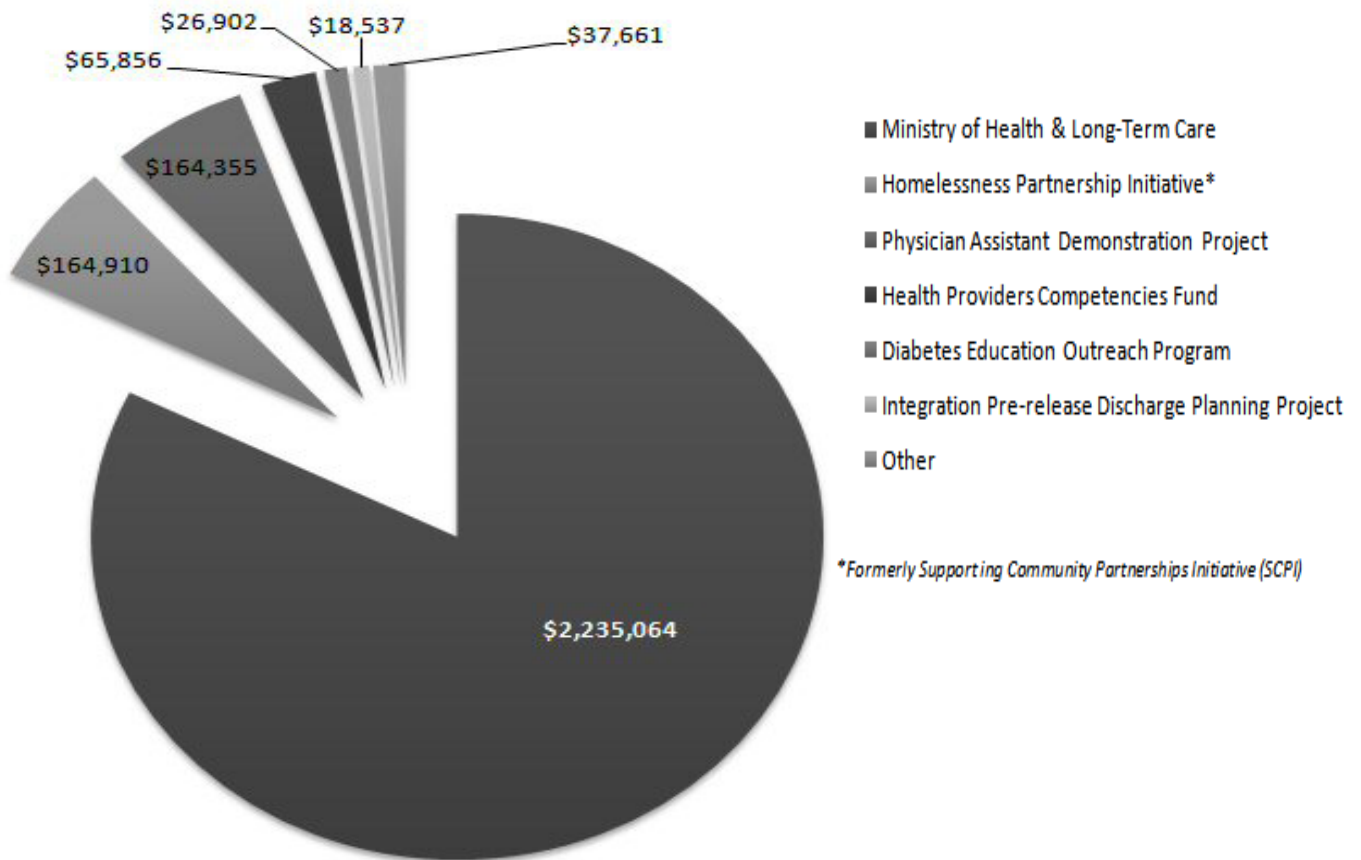
*\*Left during the year*

*\*\*Short-term contract*



## FUNDING

---



## CENTRE HIGHLIGHTS FOR THE PAST YEAR

---

- **COMMUNITY ORAL HEALTH PROGRAM**—ten years of services innovation and excellence
- **ANGER MANAGEMENT PROGRAM FOR MEN**—ten years of helping rebuild lives
- **HEALTH STREET FAIR**— ten years bringing community and partners together
- **PHYSICIAN ASSISTANT DEMONSTRATION PROJECT**—working with others to expand the range of health human resources
- **WELLESLEY INSTITUTE ENABLING GRANT**—funding support for initial community-based research linked to the Inner City Health Strategy
- **LINK AND LEARN**—an information and knowledge exchange initiative funded by the Ontario Community Building fund
- **INTER-PROFESSIONAL CARE PROJECT**—developing framework to enhance teamwork with funding from HealthForceOntario's Health Providers Competencies Fund.

## PROGRAMS

---

*Life Lessons Parenting Skills Program • Anger Management for Men • Early Steps • Cooking at the Core • Street Drop In • ID Clinic • Pancake Tuesday • Arts & Crafts at the Core • Friendly Fridays • Serenity 'N' Motion • The Men's Circle • Health Card Kiosk • Garden Days • Diabetes Education Outreach Program • Dinner with a Movie • Family Day at the Core • Women's Approach to Anger Management*

## VOLUNTEERS

---

Art Dykstra  
Charles Lenington  
Vera Zupkova  
Heather Davies  
Isa Hizmaj  
Isabela Marchese  
Robert Lukacs

Mark Slater  
Marlene Thomas  
Maxine Carter  
Ladislav Lukacs, Sr.  
Ladislav Lukacs, Jr.  
Oksana Blackburn  
Peter Pye

Lori Martin  
Ron Dyack  
Tom Scorpion  
Venessa Trumpickas  
Harold Lipton  
Milan Lasab

## PARTNERS

---

Mohawk College  
triOS College  
Michener Institute for Applied Sciences  
Settlement and Integration Services Organization  
St. Matthew's House  
Victoria Order of Nurses  
Community Services Department - Ontario Works  
St. Mary's School  
Dundurn Community and Legal Services  
McQueston Legal and Community Services  
Women's Centre  
Family Law Information Centre  
Alcohol Drugs Gambling Services  
Culturelink Toronto  
St. Joseph's Immigrant Women's Centre  
United Roma Community in Hamilton  
The Hamilton Midwives  
Wesley Urban Ministries  
Public Health—Street Outreach  
Community Midwives of Hamilton  
Hamilton Midwives  
Access Midwives  
Early Words  
Interval House and Community Agencies  
Jamesville Community Centre  
The Early Years Centre

Cocaine Anonymous and Urban Recovery  
Income Security Working Group  
Hamilton Hepatitis C Network  
De dwa da dehs nye>s Aboriginal Health Centre  
North Hamilton Community Health Centre  
Ministry of Health and Long-Term Care  
Campaign for Adequate Welfare & Disability Benefits  
The Bridge Project  
The Halton Blues Society  
Aging at Home Community Collaborative  
Primary Health Care Network  
St. Charles Adult Learning Centres  
Community Continuing Education—Mountain Learning Centre  
Community Continuing Education—City Learning Centre  
Settlement Workers in Schools, Hamilton  
Library Settlement Services Partnership  
Globe Youth Centre  
Circle of Friends  
City of Hamilton—Heat Response  
Hamilton Wentworth District School Board—Focus on Youth  
Parkway Learning Centre



# FINANCIAL HIGHLIGHTS

## AUDITED FINANCIAL STATEMENT FOR THE YEAR ENDED MARCH 31ST

### STATEMENT OF FINANCIAL ACTIVITIES

#### & ACCUMULATED NET ASSETS

#### REVENUE

Amount repayable to MOHLTC - Community and Health Promotion Branch Funding for Operations (Note 4)	2,235,067	2,201,362
Miscellaneous (Note 7)	478,221	263,255
Amortization of deferred capital contributions (Note 6)	22,517	28,503
Interest income	2,740	5,951
	<u>2,738,545</u>	<u>2,499,071</u>
Less: Capital contributions (Note 6)	(8,149)	(51,482)
	<u>2,730,396</u>	<u>2,447,589</u>

#### EXPENSES

Salaries, benefits and relief	1,891,151	1,659,559
General operating (Note 8)	681,821	694,950
Amortization	22,517	28,503
Non-recurring (Note 9)	35,145	34,509
	<u>2,630,634</u>	<u>2,417,521</u>

Excess of revenue over expenses for the year before undernoted	99,762	30,068
Amount repayable to MOHLTC - Community and Health Physician Assistant		10,533
Amount repayable to MOHLTC - Community and Health Promotion Branch (Note 4)	(89,903)	(38,830)
Excess of revenue over expenses for the year	9,859	1,771
Accumulated net assets at beginning of the year	33,573	31,802
<b>Accumulated net assets at end of the year</b>	<b>\$ 43,432</b>	<b>\$ 33,573</b>

### BALANCE SHEET

	2009	2008
<b>Assets</b>		
Current assets		
Cash	\$ 207,617	\$ 102,366
Accounts receivable	57,338	61,441
GST receivable	10,117	10,979
	<u>275,072</u>	<u>174,786</u>
Furniture, fixtures and equipment (Note 3)	33,337	47,705
Externally restricted cash (Note 5)	79,620	5,411
	<u>\$ 388,029</u>	<u>\$ 227,902</u>
<b>Liabilities</b>		
Current liabilities		
Accounts payable and accrued liabilities	\$ 4,024	\$ 3,501
Amount repayable to the MOHLTC - Community and Health Promotion Branch (Note 4)	227,610	137,707
Amount repayable to North Hamilton CHC - Diabetes Outreach Program	256,235	-
	<u>6</u>	<u>5</u>
	<u>231,640</u>	<u>141,213</u>
Deferred contributions (Note 5)	79,620	5,411
Deferred capital contributions (Note 6)	33,337	47,705
<b>Accumulated net assets</b>	<u>43,432</u>	<u>33,573</u>
	<u>\$ 490,081</u>	<u>\$ 227,902</u>

## LETTER FROM THE AUDITORS

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, 2009 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.

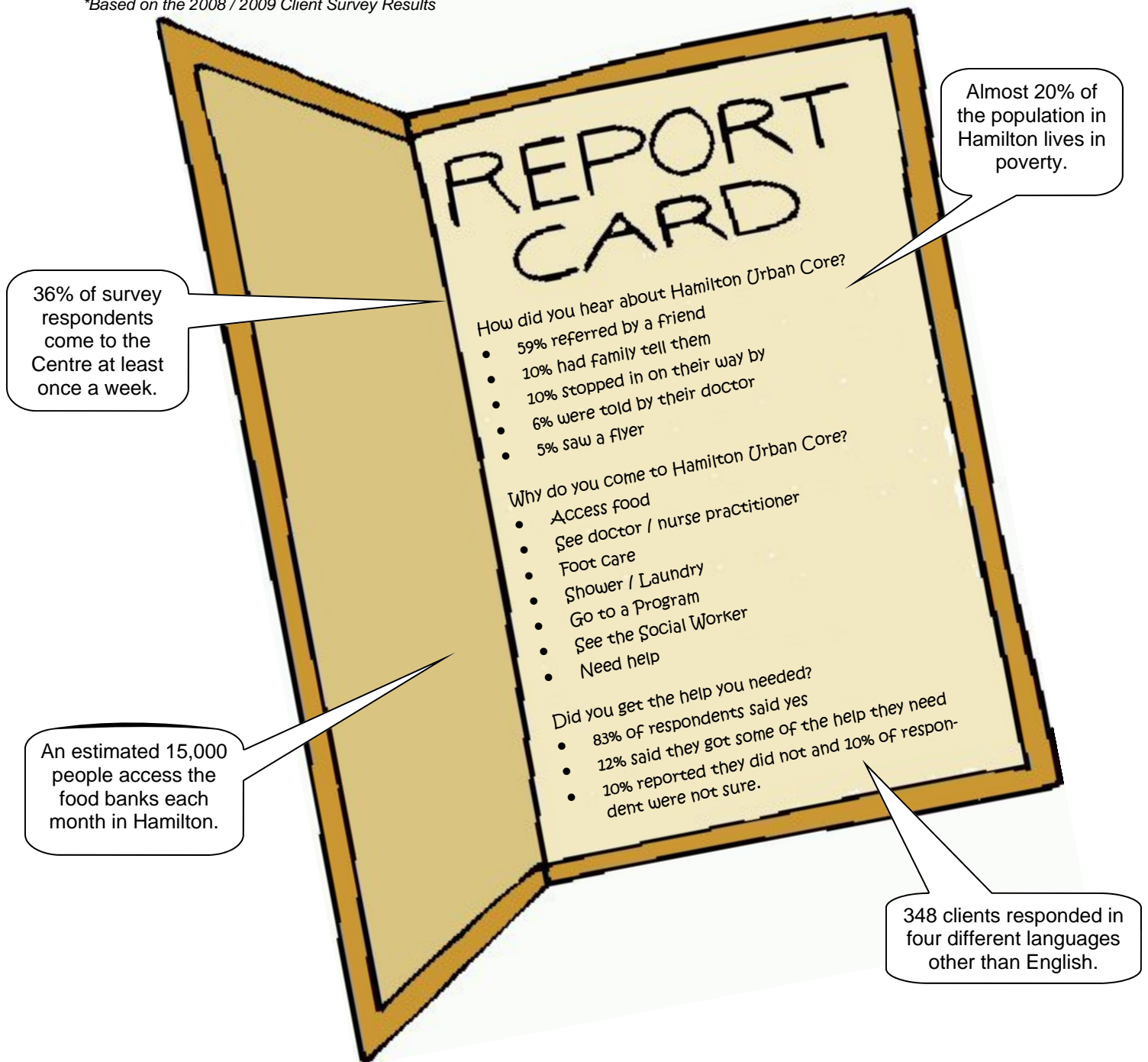
We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence 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, 2009 and the results of its operations and cash flows for the year then ended in accordance with Canadian generally accepted accounting principles."



# CENTRE STATISTICS AND REPORT CARD\*

*\*Based on the 2008 / 2009 Client Survey Results*



## INDIVIDUAL SERVICE ENCOUNTERS

<u>1ST QUARTER</u>	<u>2ND QUARTER</u>	<u>3RD QUARTER</u>	<u>4TH QUARTER</u>	<u>TOTAL</u>
3,475	3,096	3,801	3,922	14,294

## **ANNUAL COMMUNITY EVENTS**



**COMMUNITY  
BBQ**

**MIND, BODY, SPIRIT:  
WOMEN'S HEALTH  
AND WELLNESS  
CONFERENCE**



**HEALTH  
STREET  
FAIR**



**YEAR-END CELEBRATION**



## SUPPORTING YOUTH ACHIEVEMENT

Hamilton Urban Core, in conjunction with other agencies, was proud to assist a number of young graduates attend their proms in style.

## 10 YEARS OF INNOVATION AND EXCELLENCE—COMMUNITY ORAL HEALTH PROGRAM

The Centre's Oral Health Program is unique and we believe it is the only community oral health program functioning in Canada. We are very proud of this distinction, our program and resulting partnerships.

In July, 2008, the Centre recognized those who have worked alongside us, partnered with us and supported us over the past ten years as 10th Anniversary Awards Ceremony.



Hamilton Urban Core unveiled a very poignant DVD entitled:

### URBAN CRISIS: THE UNTOLD STORY OF POVERTY IN HAMILTON

With the assistance of this video, the Centre hopes raise awareness and engage community leaders and decision makers in a vigorous campaign to end poverty now.



---

71 Rebecca Street  
Hamilton, ON L8R 1B6  
Phone: 905-522-3233  
Fax: 905-522-3433  
[www.hucchc.com](http://www.hucchc.com)