



2010 / 2011 Annual Report

MISSION, VALUES & BELIEFS AND ENDS

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.

ENDS STATEMENTS

Because Hamilton Urban Core Community Health Centre exists people are healthier with no barriers to health and well-being.

Our highest priority is that those living in poverty will have their health needs met in a welcoming environment that is easy to access.

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 Integration



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

REPORT FROM THE CHAIR

I am proud that Hamilton Urban Core Community Health Centre has reached the important milestone of its 15th anniversary this year, and that our Centre continues to provide excellent, accessible, equitable quality primary health care to the inner city, despite our funding challenges.

The Board of Directors is responsible for sound governance of the organization, ensuring that appropriate direction is in place to facilitate achievement of the highest priorities. In policy governance we refer to this as the achievement of ENDS and there is no greater purpose for the Board than to see that Hamilton Urban Core does indeed make a difference to the clients served and in the community. Constant and critical review of our ENDS or priorities is integral to our model of governance. In the past year the review of our ENDS led the Board to renew our ENDS with a simple statement that underscores the purpose for which Hamilton Urban Core exists. Stated simply it says “ *our highest priority is that those living in poverty will have their health needs met in a welcoming environment that is easy to access.*”

The Board is working with the Executive Director to steer the organization towards a more sustainable future, with better resources to continue to provide health and health related services to individuals and families in Hamilton. We are hopeful of getting approvals for expanded operational funding and a new building to house our Centre.

Thank you to each one of you, whether you are a community resident, client, program participant, volunteer, staff member, or community partner, for the role that you play in helping Hamilton Urban Core to fulfill its mission statement. We look forward to continue working with you towards our common goals.

Jane Mulkewich
Chair

“ Community governance is a process for making decisions and plans that affect life in the community. But to be effective, it must be about more than a process, it must also be about getting things done. And what gets done must make a difference. ”

REPORT FROM THE EXECUTIVE DIRECTOR

This year's annual report provides a wonderful opportunity to acknowledge the many accomplishments experienced throughout the year as well as to celebrate the first months of Hamilton Urban Core's 15th anniversary. Certainly it has been a very interesting journey for the "Core" filled with challenges and successes alike. And today Hamilton Urban Core is a leader in inner city health and health equity as the result of the contributions of many who consistently worked to transform a high level vision into reality.

In 1997 about 215 individuals accessed the Centre's services; today there is a robust active client registration of 8,000. We have developed positive and supportive relationships with our clients and the community. Framed by the social determinants of health and grounded in a health equity approach Hamilton Urban Core views quality client service as a priority. Where the Core once had 5 programs there are now 20 core programs along with projects and community development initiatives, all directed at improving access, building knowledge and strengthening individuals and communities.

We respect the experiences and realities of those accessing the Core whether promoting good health practices with street involved youth, or helping people to better manage their diabetes, or supporting children in reaching their developmental milestones. The programs provided at Hamilton Urban Core are responsive, innovative and relevant. And over the years thousands have received oral health care, enjoyed a bowl of soup at the Street Drop In, taken a shower, participated in the health education sessions, used the laundry or received quality primary health care.

For our next leg of the journey we have identified our core competencies. These are the unique set of skills, knowledge, and expertise that describes what we do best; they are central to the way we work. Our core competencies include Team Building and Development, Cultural Competence, Skills and Abilities, Community Capacity Building & Empowerment, Health Promotion and Client -Centered. Together these form the building blocks that will serve Hamilton Urban Core well into the future.

Finally, a special note of thanks to the staff of Hamilton Urban Core for their dedication to the clients and communities we serve and for their uncompromising commitment to quality service for all.

Denise Brooks
Executive Director

***"Leaders must be tough enough to fight, tender enough to cry,
human enough to make mistakes, humble enough to admit them, strong enough
to absorb the pain, and resilient enough to bounce back and keep on moving."***

Primary Health Care

In the past year, Hamilton Urban Core's Primary Health Care Team has taken an assertive approach in addressing the needs of the surrounding community and reducing the wait list of individuals seeking access to primary health care services. Reducing the client presents a challenge in that there are hundreds, actually thousands, in the inner city who need to have a family health practitioner and there are few resources available to provide this essential service. In an effort to address this tremendous service gap we have reviewed and amended our wait list, connected some people with other willing providers, serviced individuals through outreach and maintained walk-in services that are intended to facilitate more rapid access.

As an inner city health centre we recognize that a progressive understanding of primary health care is needed in order to be truly responsive to our client populations. Our primary health care must consider the social determinants of health and we must be constantly challenged to address the socio-economic causes of poor health while making provisions for basic health needs. Comprehensive quality health care must include health promotion and illness prevention. Examples of this approach are evidenced in our primary health care outreach services to marginalized and vulnerable seniors, or in the collaborative work of the Interprofessional Diabetes Action Team

Primary health care at Hamilton Urban Core is client-centered and community-centered care. Our service approach includes preventive health maintenance, treatment of episodic illness and chronic disease prevention and management. Many of the individuals and families who come to the Core are living with chronic and complex health and social conditions. Services range from an annual physical examination to prenatal care to help managing a chronic illness to providing health information related to addressing high cholesterol. And at the Core primary health care services must also consider the social determinants of health, such as poverty, gender, racism, homelessness, education, isolation, and the impact on our clients and their health outcomes.

We have always been able to successfully integrate the services provided by the Primary Health Care team with those services provided by the Community Health Programs Team in order to better serve our clients. Our inter-professional collaboration means that clients will be connected with the range of quality services and supports they need to address their health issues or to improve their well-being.

In the past year new relationships were forged resulting in a Pediatric Outreach Clinic focused on services to government sponsored refugee children and children in the inner city. The Pediatric Clinic is a partnership between the McMaster Pediatric Residents Outreach Program and Hamilton Urban Core. The partnership with Public Health, Alcohol, Drugs and Gambling and Hamilton Urban Core resulted in a Street Sexual Health Clinic being located at the Centre to provide services to people who are homeless, at risk of being homeless and individuals who are marginalized. We are confident that working collaboratively through partnerships helps our clients and their families to remain healthy.

Dwayne O'Connor
Primary Health Care Manager

Community Health Programs

The year of 2010/2011 at Hamilton Urban Core Community Health Centre was once more a year of continued excellence in the programs and service delivery. The Community Health Team played an important part in responding to and addressing the challenges of new communities that are now calling Hamilton their home. Through our interdisciplinary approach we have found a way to improve our existing programs and identify new areas for future growth.

Our annual and special events benefited from increased community engagement and more collaboration from community partners. Innovative health promotion activities were introduced as an integral part of those events to benefit the participants. This work couldn't have been achieved if it wasn't for ongoing commitment of the staff and volunteers.

During this year, we established new partnerships with Public Health and Drug, Alcohol and Gambling Services to provide a sexual health walk-in clinic at our location.

Winter of 2010/2011 was difficult for many of our clients in light of changes to newcomer services that took place in at the end of 2010. Working collaboratively with our partners allowed us to organize needed services and fill in an urgent gap in services, particularly for refugees arriving in Hamilton. Staff of Hamilton Urban Core distributed emergency winter safety kits that included backpacks, sleeping bags and personal hygiene items to many people who were homeless.

Our 2010 "NO Community Stands ALONE" campaign has reached new heights and in an effort to commemorate the international day to eradicate poverty and raise awareness about poverty in Hamilton, we held All Candidates Meeting and asked local politicians about their commitment to fighting poverty.

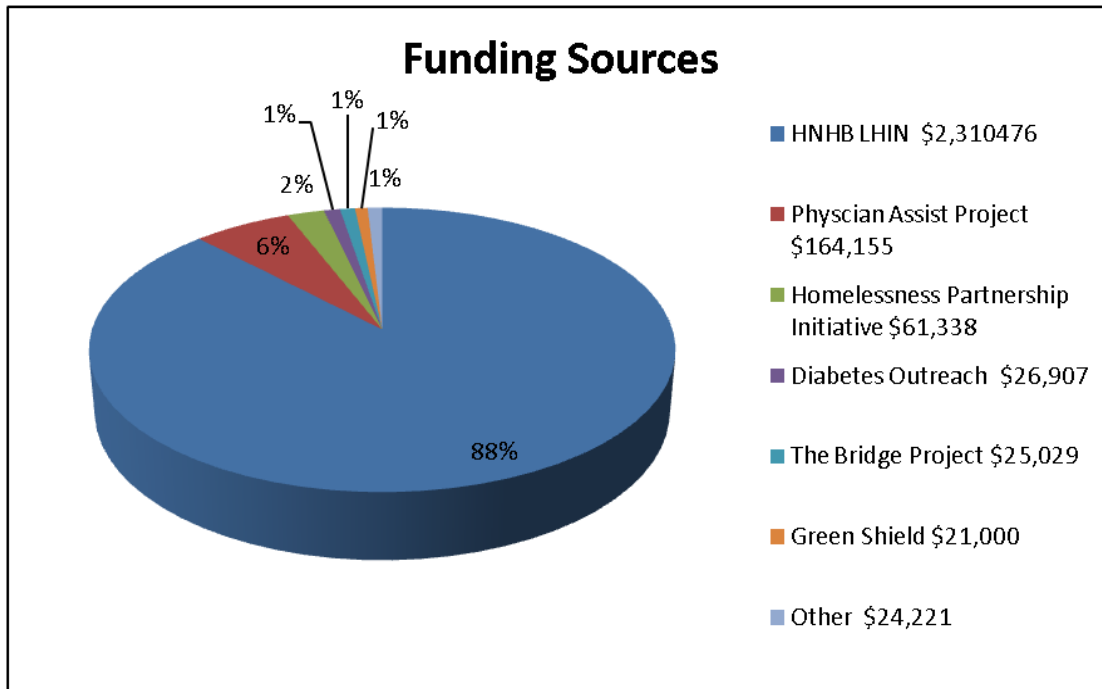
As an inner city Community Health Centre, the Community Health Programs Team took leadership in examining the issue of hoarding in Hamilton. An initial survey amongst providers was conducted and plans are in place to develop a comprehensive and coordinated approach to help people with hoarding issues.

We realize that there are many challenges on the horizon and that it is becoming more and more difficult to find space for needed programs and services in our building however, we look forward to the opportunities that will be created in the future. Through our evaluation processes, we continue to engage clients of the Centre as well as community agencies to let us know how we are doing. We need to hear from you so we can make our programs, services, and community initiatives even better.

On a personal note, I would like to take this opportunity to say that I am proud to be a part of the team of people that make a difference every day.

Maciej Kowalski
Community Health Programs Manager

FUNDING



Our History

Hamilton Urban Core Community Health Centre is a thriving inner city health centre and a leader in the provision of high-quality primary health care services and programs for individuals, families and groups that experience barriers in accessing the services, support and information they need. The Centre is a non-profit agency, funded primarily through the Hamilton Niagara Haldimand Brant (HNHBLHIN) Local Health Integration Network (LHIN).

Hamilton Urban Core was established in 1996 and temporarily delivered a limited range of health services from locations in the downtown area. In September 1997 the Centre was permanently located at 71 Rebecca Street in a renovated bus terminal. The Centre was ideally placed in close proximity to essential services used frequently by service providers and clients in obtaining the best possible care or service.

Hamilton Urban Core is the 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 Hamilton's downtown area. Responding to the compelling needs of area residents, they worked together to imagine and create a first-rate health centre to deliver quality primary health care services, health promotion, education, advocacy and outreach services. Now, located in the heart of Hamilton's urban area, the Centre serves as an example of community development, urban renewal and quality services in a region struggling with complex issues of poverty, housing, employment and changes in community demographics. Hamilton Urban Core has become a familiar and accessible place for individuals, families and communities to seek services and support. In fact, to many, the organization serves as a beacon for health and hope and is affectionately known as "the Core".

PROGRAMS, SERVICES AND PROJECTS

Anger Management for Men Program	Women's Response to Anger
Arts & Crafts at the Core	Chiropody Foot Clinic
Cooking at the Core	Diabetes Education Awareness
Dinner with a Movie	Early Steps
Family Day at the Core	Friendly Fridays
Health Card Kiosk	ID Clinic
Life Lessons Parenting Skills	Community Oral Health
Pancake Tuesday	Primary Health Care
Street Drop In	Serenity 'N' Motion
Men's Circle	Cultural Interpretation and Translation
Inner City Women's Wellness	Link and Learn
Volunteer Program	Art from the Heart
Sexual Health Outreach Clinic	
Integrated Pre-Release Discharge Planning Project	
Health Interventions for the Prevention of Homelessness of Older Persons (HIPHOP)	

MILESTONES

- February 2011 Hamilton Urban Core received Full Accreditation for the fourth consecutive time
- January 2011 Hamilton Urban Core received Certificate of Recognition for Participation in the Orientation to Family Medicine Services in Ontario from HealthForceOntario
- As of March 31, 2011 there were 15,000 client service encounters
- Inner City Women's Wellness held 16 information and health education sessions
- April 2011 Hamilton Urban Core convenes the groundbreaking Inner City Health Strategy Policy Summit: Poverty, Racism and the Impact on Health
- In June 2010 Hamilton Urban Core completed a community survey conducted across 3 City Wards entitled Focus on the Inner City
- In the past year 2,051 internal and external cultural interpretation services were provided
- In 1998 the Community Oral Health Program was launched; by 2001 10,000 had received preventive services or participated in education sessions . In 2010 /2011 1,500 individuals benefitted from preventive services or participated in oral health education sessions
- Hamilton Urban Core's ID Clinic helped with processing 433 Birth Certificates between April 2010 and March 2011; 33% of the referrals to the ID Clinic came from Ontario Works and Ontario Disability Support Program and 28% from community agencies
- 80 youth participated in the Leadership Development initiative for multicultural youth using soccer as a key focus

HIGHLIGHTS OF ACTIVITIES DURING THE YEAR



Community Health Day



Annual Community Barbeque

HIGHLIGHTS OF ACTIVITIES DURING THE YEAR



Health Street Fair

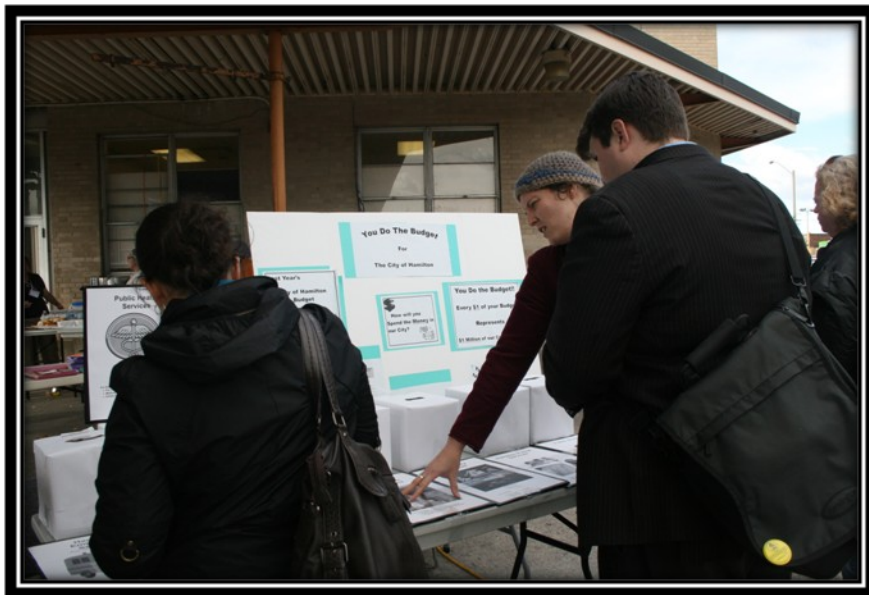


**NO Community Stands ALONE campaign to end poverty
All Candidates Forum**

HIGHLIGHTS OF ACTIVITIES DURING THE YEAR



Do the Math Event



You Do the Budget Poverty Awareness Event

HIGHLIGHTS OF ACTIVITIES DURING THE YEAR



Cultural Interpreters Receiving Certification



Youth Leadership Initiative

2010 /2011 BOARD OF DIRECTORS

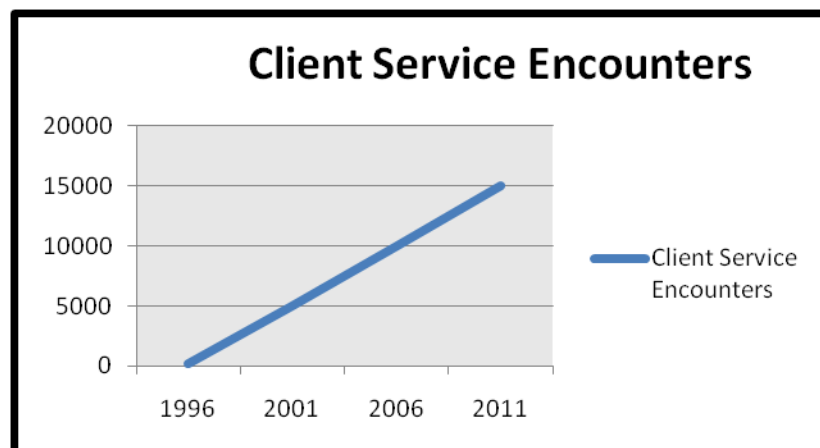
Jane Mulkewich	Chair
Paul Henry	Vice Chair
Scott Gravesande	Secretary / Treasurer*
Rob Brown	Secretary / Treasurer
Lorna George	Member
Geeta Malhotra	Member
Ashley McLaren	Member
Ali Radhi	Member
Samer Salman	Member

*Resigned during the year

HAMILTON URBAN CORE STAFF

Denise Brooks, Executive Director • Angela Carol, Physician • Asha Bogor, Community Support Worker • Avesta Tokhai, Primary Care Nurse • Bianca James, ID Clinic Admin Support • Donna Penn, Office Administrator • Dwayne Richardson, Community Health Worker • Faye Bittner-Becker, Primary Health Care Nurse • Gavin Badyal, Chiroprapist • Haidar Farran, Community Oral Health Coordinator • Jennifer Black, Receptionist / Secretary • Jo Savelli, Nurse Practitioner • John Infanti, Chiroprapist • Kojo Chintoh, Client Support & Outreach Worker* • Laura Dawn Moule, Nurse Practitioner* • Lauren Thompson, Nurse Practitioner • Liz Kinka, Nurse Practitioner • Leslie Viner, Social Worker * • Maciej Kowalski, Community Health Programs Manager • Madeline George, Medical Secretary • Monica Nagy, Bookkeeper • Myrna River, Health Settlement Counselor • Nadine Favics, Community Developer • Sherri Case, Early Child Development Worker • Sneha Vora, Physician Assistant • Ruth Gavin, Finance Support • Tibor Lukacs, Cross Cultural Healthcare Program Coordinator • Waqar Raja, Data Management Coordinator* • Violet Provo, Receptionist / Secretary •

*Resigned during the year



SPECIAL NOTE OF THANKS TO OUR VOLUNTEERS

Hamilton Urban Core volunteers are dedicated and caring individuals who help us to help others. Whether they are serving soup, making photocopies, helping with a program or participating on a committee we appreciate the time, energy and skills that they bring to the Core.

Shawn Alexander
Karine Anderson
Doug B.
Victor B.
Brett Basbaum
Robert Body
Marc Bouzera
Shayna Brissett-Foster
Judy C.
Ross C.
Cheryl Camillo
Yuan Cao
Doris Cardenas
Lu Chen
Yelenis Cipolla
Ailish Corbett
Ayda Silva de Del Poete
Natascha Del Piete
Aziz Dovo
Riel Edwards-Carol
Ruadhan Edwards-Carol
James Ernest
Stephen Ewing
David F.
Rowan Farran
Miklós Favics
Janice Finch
Maria Isabel Garcia
Yasmin Gorgis
Leslie Grant
Ines Guerrero
Ying Guo
Yulan Guo
Claudia Guzman
Mike Halinski
Mei Hang
Josef Harang
Danille Harron
Rhona Harvey
Olsi Hizmaj
Jasmin Khatkar
Kimmy Khu
Barbara Lafleshe
Nancy Larivière
Milan Lasab
Marco Leocadio
Sandra Lemus
Annette Sydney

Gail Linger
Myeegun Lock
Robert Lukacs
Ladislav Lukacs
Ladislav Lukacs Jr.
Keith M.
Isabella Marchese
Lori Martin
Nadia Majon Marvin
Chantal Matchafu
Kim McDonald
Olga Mejia
Claudia Meza
Yvonne Montague
Zygmunt Oleksak
Deqa Osman
Helen Parks
Paul Perry
Claudia Portela
Silvia Reynaga
Sarah Richardson
Alina Rodriguez
Jennifer Rollings
Jessica Romero
Katherine S.
Vivian Salih
Pat Savelli
James Seymour
Tom Skorpíd
Mark Slater
Fanny Toledo
Pauline Trahan
Beatriz Vargas
Jain Wang
Maria Weimer
Yu-Ching Yang
Xian Ying Yang
Paula Zapata
Shi Ling Zhu
Weiyu Ziao
Kim Shears
Audra Petrulis
Souhaila Dihaini
Omselama Abdul Sied
Tami Lynne Anderson
Millicent Lawrence
Pat Savelli
Joshua Maggen

OUR PARTNERS

25 in 5
Access Midwives
Alcohol Drugs and Gambling
Beasley Centre
Black Health Alliance
Brain Injury Services of Hamilton
Brock University
Catholic Children's Aid Society
CCE City Learning Centre
CCE Mountain Learning Centre
CCE Parkway Adult Learning Centre
Centre for Women of Colour
Centre de sante communautaire Hamilton / Niagara
Circle of Friends for Newcomers
City of Hamilton, Access and Equity Dept.
Colour of Poverty
Community Midwives of Hamilton
De dwa da dehs nye>s Aboriginal Health Centre
Diabetes Collaborative
Everest College
Food Security Stakeholders Committee, City of Hamilton
Good Shepherd Women's Services
Hamilton Aids Network
Hamilton Assessment Community Treatment Team
Hamilton Midwives
Hamilton Regional Indian Centre
Hamilton Steering Committee on Addiction, Mental Health and Van
Hamilton Wentworth Catholic Child Care Centre
Hamilton Wentworth School Board—Focus on Youth
Housing Help Centre
Immigrant's Women's Centre
Income Security Working Group
Interval House Women's Centre
Living Rock Ministries
McMaster University
MicroSkills
MOHLTC—Health Card Kiosk
Mohawk College of Applied Arts & Technology
Mount Sinai Hospital
Native Women's Centre

***“Let's create an integrated global community
where we have shared benefits and responsibilities,
and we don't fight because of our differences.”***

OUR PARTNERS

Neighbours, Friends and Families Immigrant and Refugee Communities Campaign
Niagara College
Nigerian Association of Hamilton-Wentworth and District
North Hamilton Community Health Centre
Ontario Council of Agencies Serving Immigrants
Ontario Disability Support Program
Phoenix Place
Ryerson University
Public Health Dept, Needle Exchange, Healthy Living Division and Street Health
Salvation Army
Sexual Assault Centre
Social and Public Health Services Division, Youth and Mental Health Branch
Social Planning and Research Council of Hamilton
Somali Community in Hamilton
Southern Ontario Aboriginal Diabetes Initiative
St. Charles Adult Education Centres
St. Matthew's House
St. Paul's Presbyterian Church
Sudanese League of Hamilton
SWISH Program, SISO
TAIBU Community Health Centre
The Bridge from Prison to Community Program
The Michener Institute
Trios College
United Roma Community
VON Hamilton
Wesley Urban Ministries
Woman Abuse Working Group
Womankind Addiction Services
YWCA Hamilton

***Partnerships & Collaborations: “Coming together is a beginning.
Keeping together is progress. Working together is success.”***

FINANCIAL REPORT

Letter from the Auditors *Letter excerpt from Pettinelli, Mastroluisi, Chartered Accountants:*

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

We have audited the accompanying financial statements of Hamilton Urban Core Community Health centre, which comprise the balance sheet as at March 31, 2011 and the statements of financial activities and accumulated net assets and the statement of cash flows for the year then ended, and the related notes including a summary of significant accounting policies.

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 comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement.

In our opinion, except for the possible effects of the matter described in the basis for qualified opinion paragraph, the financial statements present fairly, in all material aspects, the financial position of Hamilton Urban Core Community Health Centre as at March 31, 2011 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles." (Copies of the complete audited statement are available upon request.)

Statement of Financial Activities and Accumulated Net Assets

	Year ended March 31	
	2011	2010
Revenue		
Hamilton Niagara Haldimand Local Health Integration Network	\$2,310,476	2,285,570
Miscellaneous	322,650	528,315
Amortization of deferred contributions related to furniture, fixtures and equipment	16,452	16,884
Interest Income	692	211
	2,650,270	2,830,980
Less: Contributions received related to furniture, fixtures and equipment	(20,937)	-----
	2,629,333	2,830,980
Expenses		
Salaries, benefits & relief	1,863,605	1,918,898
General operating	737,453	815,712
Amortization	16,452	16,884
Non-recurring	5,648	39,897
	2,623,158	2,791,391
Excess of revenue over expenses for the year before undernoted	6,175	39,589
Amount repayable to the Hamilton Niagara Haldimand Brant Local Integration Health Network	-----	(40,057)
Excess (deficiency) of revenue over expenses for the year	6,175	(468)
Accumulated net assets at beginning of the year	42,964	43,432
Accumulated net assets at the end of the year	\$49,139	\$42,964

DID YOU KNOW?

- About 20% of the population in Hamilton live in poverty; 58% of people living in Hamilton's inner city neighbourhoods live in poverty
- In 1997 there was less than 1,000 client service encounters; In 2010 client service encounters are 15,000 +
- In 1998 the Community Oral Health Program was launched; By 2001 10,000 had received preventive services or participated in oral health education sessions
- In 1997 / 1998 there were 5 programs at the Core; In 2011 there are 20 core programs
- Almost 70% of children in the inner city under 18 are living below the poverty line 30% of people accessing Hamilton Urban Core are under the age of 18
- Canada Public Health defines affordable housing as those who spend 30% of their income on housing. In a 2010 survey 77% said they spend half or more than half of their income on housing
- There are 5 levels in the Statistics Canada report on incomes 85% of those accessing the Hamilton Urban Core are in the lowest income level
- 94% of the women responding to the survey who were worried that food will run out before they get money to buy more food reported having responsibility for a dependent; 90% of those women had to access a food bank within the last year
- In one inner city neighbourhood the cost for hospital bed, emergency room visits and ambulance use for a two-year period was \$9.1 million

Our Vision for the Future and Our New Building

Surrounded by green space and feeling very open, the new building will be big enough to house Hamilton Urban Core's programs now and those that will be developed in the near future. Individuals, families, groups and communities will find the new space welcoming as it reflects the diverse population in the inner city in the artwork, design and materials within the Centre. The new building will be a place for learning and growing and healing and health. It will be a demonstration of our commitment to the inner city, to changing lives and to helping people to help themselves.

