

Healing Health & Hope in the Core



Hamilton Urban Core
Community Health Centre
2011 / 2012
Annual Report

MISSION, VALUES 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

CONTENTS

Mission, Values and Ends	Page 1
Core Facts	Page 3
Report from the Chair	Page 4
Hamilton Urban Core Staff	Page 5
Report from the Executive Director	Page 6
Programs and services	Page 7-8
Funding Sources	Page 9
Programs, Services and Projects	Page 10
Highlights of the Year	Page 11-14
Board of Directors	Page 15
Our Partners	Page 16
Volunteers	Page 17
Financial Report	Page 18
Our History and Vision	Page 19

Vision without action is a dream
Action without vision is simply passing the time
Action with vision is making a positive difference

- Joel Baker

CORE FACTS

- 1,675 hours of Cultural Interpretation and Translation Services for clients to facilitate access to health and health-related in one year
- 90% of Hamilton Urban Core clients have an income level under \$19,000 per year including families with 2 or more children
- 400 new Roma families welcomed at the Centre
- 770 preventive oral health services provided to individuals
- 31 oral health presentations made during the year for 1,915 people.
- 158 men completed the Anger Management for Men Program
- Held 93 Street Drop In sessions
- 26 Diabetes Education Awareness Sessions held for individuals living with diabetes or who are at risk of developing diabetes
- 400 women attended the Mind Body Spirit Women's Health and Wellness Conference
- 250 people attended Health Street Fair to receive health and health related information from local providers
- 37 students joined Hamilton Urban Core for a dynamic learning experience
- 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
- An innovative model for raising awareness was implemented in the Neighbours Friends and Families Immigrant and Refugee Communities project

REPORT FROM THE CHAIR

Hamilton Urban Core has been serving individuals, families, groups and communities across Hamilton since 1996. The range of services and programs provided by the Core connect people with the support they need for both better health and improved well-being. As a community-governed non-profit charitable organization Hamilton Urban Core is responsive community need and has reached out so that literally thousands receive quality service. The Board of Directors is extremely proud to govern an organization that operates with excellence in the face of being severely under-resourced and in urgent need of a new building designed specifically for the purposes of a very busy community health centre.

As the governing body the Board of Directors fully understands the importance of a strong and stable foundation to support the Centre's growth now and in the future. Using a policy governance framework the Board is forward thinking, always envisioning how our policy decisions are connected to making a difference. During the year we spent time reviewing our governance priorities and developing strategies for improving connections with stakeholders and communities. We connected with Hamilton Niagara Haldimand Brant Local Integration Health Network which we saw as an important part of building positive relationships as well as opportunities for learning. With an unrelenting number of people living in poverty and in crisis the Board recognizes the critical role that Hamilton Urban Core plays in improving the lives of people and building healthy, vibrant communities.

As governors we are responsible for articulating the vision and holding ourselves accountable to the many, diverse voices of the communities and stakeholders we represent. We plan to continue consulting with as many as possible in order to ensure that the difference we make is both lasting and relevant. We also want to keep you updated about the progress with our capital building project.

On behalf of the Board of Directors, I extend sincere gratitude to all the staff and volunteers, who work tirelessly to improve the health and quality of life for people accessing services. I also extend my sincere thanks to the Board members for volunteering their time and energy and for their ongoing commitment to the Core.

***“We are continually faced with great opportunities
which are brilliantly disguised as unsolvable problems.”***

Margaret Mead

HAMILTON URBAN CORE STAFF TEAM



Denise Brooks, Executive Director • Andrene Bartley, Community Health Worker • Angela Carol, Physician • Asha Bogor, Community Support Worker* • Avesta Tokhai, Primary Care Nurse • Bianca James, ID Clinic Admin Support • Carrie Coward, Office Administrator • Donna Penn, Office Administrator* • Dwayne Richardson, Community Health Worker* • Edna Apeakorang, Social Worker • Faye Bittner-Becker, Primary Health Care Nurse • Gavin Badyal, Chiropodist • Gerardo Mansang, Art from the Heart Coordinator • Haidar Farran, Community Oral Health Coordinator • Jennifer Black, Receptionist / Secretary • Jo Savelli, Nurse Practitioner • John Infanti, Chiropodist • Lauren Thompson, Nurse Practitioner • Luz Hernandez, Receptionist/Secretary • Liz Kinka, Nurse Practitioner • Lucy Titley, Admin Support ID Clinic and HSP • • Maciej Kowalski, Community Health Programs Manager • Madeline George, Medical Secretary • Miklos Favics, Reflexologist**, Monica Nagy, Bookkeeper* • Mimoza Hizmaj, Health Settlement Counselor • Myrna Rivera, Health Settlement Counselor • Nadine Favics, Community Developer • Sherri Case, Early Child Development Worker • Sneha Vora, Physician Assistant • Souhaila Dihaini, Community and Client Engagement Coordinator • Ruth Gavin, Finance Support • Tibor Lukacs, Cross Cultural Healthcare Program Coordinator • Vikas Sood, Information Systems Analyst • Violet Provo, Receptionist / Secretary* • Yvonne Warren, Receptionist / Secretary

*Contract ended/ Resigned during the year

** Contract /project staff

REPORT FROM THE EXECUTIVE DIRECTOR

In 2011/2012 we continued to experience an increasing demand across Hamilton for the health and health-related services offered by the Centre. We have also witnessed a notable increase in the extent of chronic and complex health and social conditions presented by clients and communities suffering the harsh realities of poverty, social exclusion and indifference. Experience tells us that the most vulnerable in our community, those struggling with mental illness, addictions, homelessness, racism, isolation are most likely to fall through the cracks and more often than not be left behind. At Hamilton Urban Core we continue to be vigilant in outreaching to and engaging marginalized and vulnerable groups. To do so we have developed a partnership strategy intended to strengthen exiting partnerships and forge new collaborations. We have also spent a considerable amount of time seeking new sources of funding and advancing our capital building project.

Against the backdrop of a single focused strategic priority ...”those living in poverty will have their health needs met in a welcoming environment that is easy to access“ five key operational priority areas were identified :

- **Encountering**
Ensure accurate, reliable, timely data reflecting the range, scope and depth of services provided at Hamilton Urban Core to support planning and ensure compliance
- **Accountability**
Collective and individual responsibility for the quantity and quality of work
- **Team Development**
High functioning inter-professional teams
- **Chronic Disease Prevention and Management**
Continued implementation of the Centre's Chronic Disease Prevention and Management Approach with a focus on diabetes and mental health
- **Outreach**
Strengthening existing partnerships, fostering collaborations and integration opportunities supported by the Partnership Strategy to extend service reach and service access
- **Health Equity**
Enhancing the Centre's inner city health commitment through continued priority on poverty and focus on access and population health issues

With our Partnership Strategy, Outreach Plan and Mental Health Services Plan we have developed templates for moving forward. We welcomed new partnerships with St Joseph's Healthcare, and Wellbeings, strengthened our connections with the Immigrant Women's Centre and Wesley Urban Ministries and through the Community Connections initiative we established exciting and innovative partnership connections. Added to the other accomplishments over the year Hamilton Urban Core is prepared and poised to move to the next level of service.

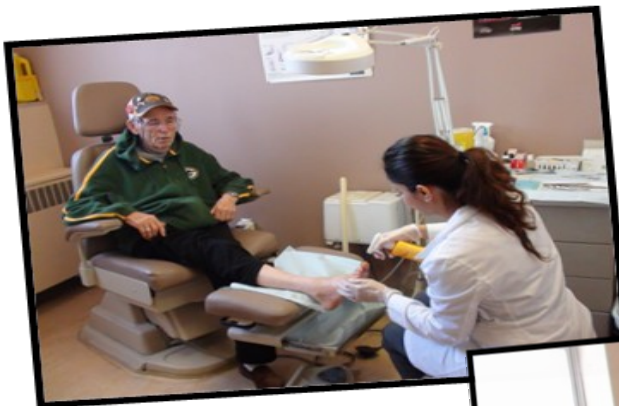
Denise Brooks
Executive Director

Program and Service Highlights



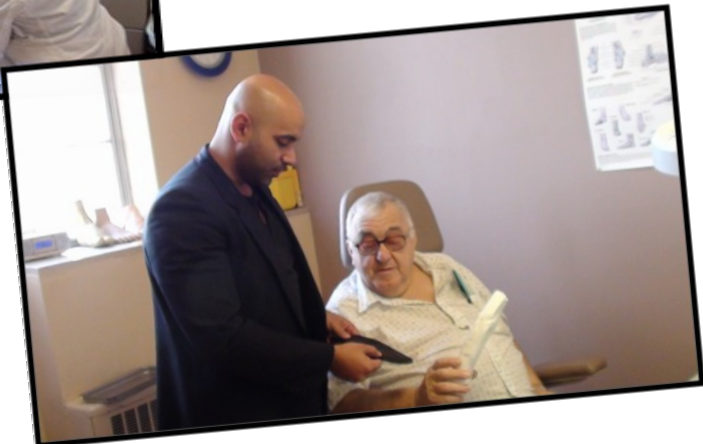
Art from the Heart

Supportive counseling and personal development through



Healthy Footsteps

foot care services (chiroprody) and orthotics



Program and Service Highlights



Community Oral Health Program

Preventive services, education, counseling, referral

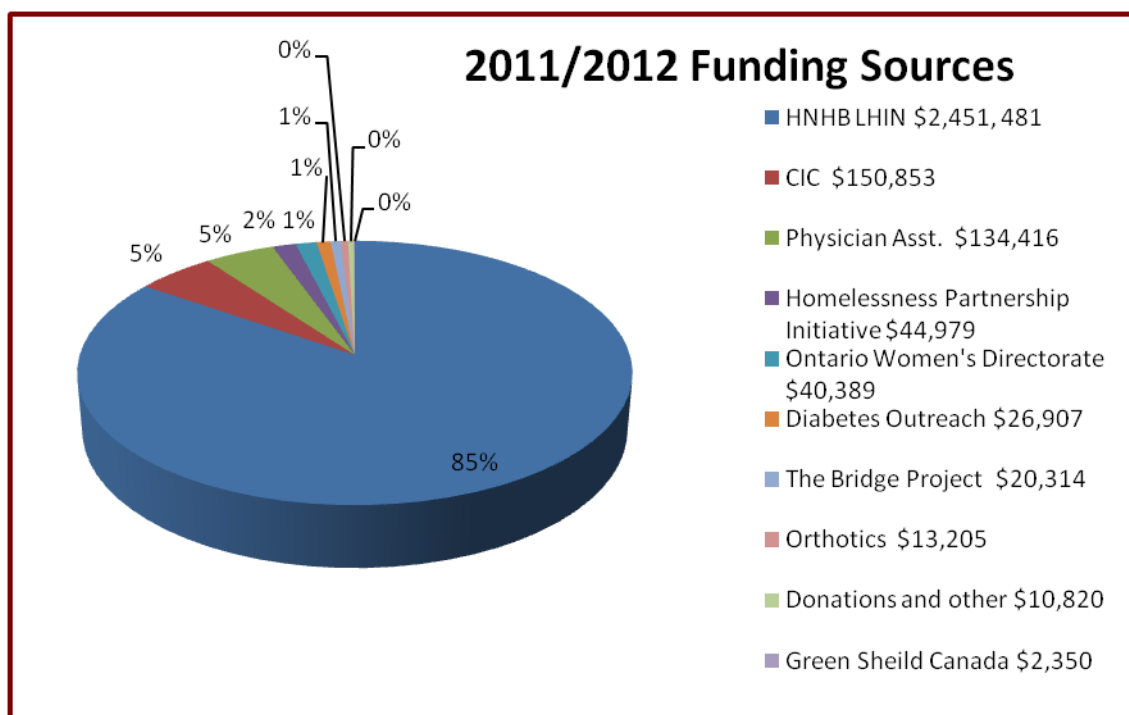


Healing Touch Foot Reflexology

Stress reduction, pain management, relaxation, health promotion



FUNDING



STRATEGIC PRIORITY AREAS	OUTCOMES
Encountering Goal: Accurate, reliable, timely data reflecting the range, scope and depth of services	Data prepared and presented in timely manner 90% of the time
Accountability Goal: Collective and individual responsibility for the quantity and quality of work	Increased involvement with difficult situations
Team Development Goal: High functioning inter-professional teams	Improved communication and engagement
Chronic Disease Prevention & Mgmt Goal: implement Chronic Disease Prevention and Management Approach with a focus on diabetes and mental health	Mental Health Services Plan finalized Inter-professional Diabetes Action Team functioning
Outreach Goal: Strengthen partnerships, foster collaborations and integration opportunities	Outreach Strategy plan developed and implemented 1st stage Community and client engagement integrated with outreach strategy
Health Equity Goal: Enhance inner city health commitment through continued priority on poverty ,focus on access and population health issues	Convened Spring and Fall Policy Summit Active participation in anti-poverty strategies

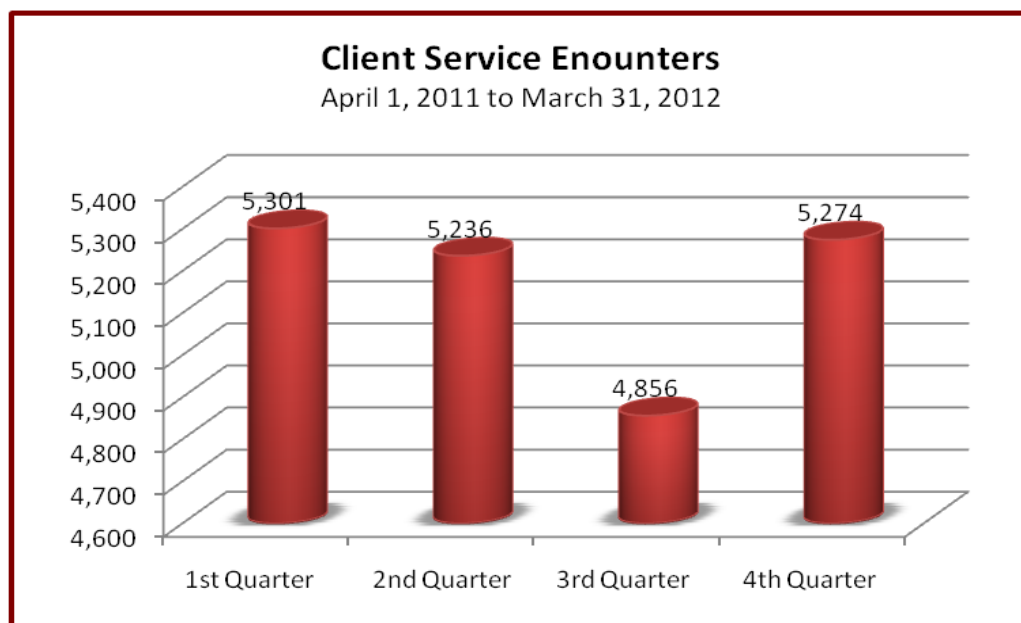
PROGRAMS, SERVICES AND PROJECTS

Anger Management for Men Program
Arts & Crafts at the Core
Cooking at the Core
Dinner with a Movie
Family Day at the Core
Health Card Kiosk
Life Lessons Parenting Skills
Pancake Tuesday
Street Drop In
Men's Circle
Inner City Women's Wellness
Volunteer Program
Sexual Health Outreach Clinic
Integrated Discharge Planning Project
Healing Hands Foot Reflexology
Health Interventions for the Prevention of Homelessness of Older Persons (HIPHOP)

Women's Response to Anger
Chiropody Foot Clinic
Taking Charge Diabetes Education
Early Steps
Friendly Fridays
ID Clinic
Community Oral Health
Primary Health Care
Serenity 'N' Motion
Cultural Interpretation and Translation
Link and Learn
Art from the Heart
Health In Settlement
Neighbours Friends and Families
Healthy Footsteps Foot Clinic

Client Service Encounters

There were 20,667 client service encounters during the period of the April 1st. 2011 to March 31, 2012. Client service encounters indicate the number of times clients visited the Centre for service in the given period.



HIGHLIGHTS OF ACTIVITIES DURING THE YEAR



Canada World Youth Program



Annual Community Barbeque

HIGHLIGHTS OF ACTIVITIES DURING THE YEAR



Annual Health Street Fair



Connecting Leaders Forum

HIGHLIGHTS OF ACTIVITIES DURING THE YEAR



Mind Body Spirit Women's Health and Wellness Conference



Year End Celebration

HIGHLIGHTS OF ACTIVITIES DURING THE YEAR

Inner City Health Strategy Fall Policy Summit Knowledge Building and Education: Health Policy, Access & Community Mobilization

The Inner City Health Strategy is a pioneer initiative of Hamilton Urban Core designed to create strategic alliances, community initiatives, and a supportive body of research with the objective of influencing policy and funding decisions. By these means, the Strategy hopes to make a material difference in the lives and health outcomes of those living in poverty, or with too-low incomes, and to effect positive change in the inner cities. The Inner City Health Strategy Working Group is a collaborative partnership that is based on the premise that through the combined thinking, energy and efforts of a focused group a more ambitious vision of what must be done to address health disparities in the inner city will emerge. The Strategy posits that poverty, racism and the racialization of poverty are key co-determinants of health and their relationship is one of cause and effect. In this regard the Strategy has produced and disseminated two reports: Racism, Poverty & Inner City Health Current Knowledge and Practices and the Inner City Health: Experiences of Racialization and a Fact Sheets.

Recommendations from the Fall Policy Summit

Formal and informal recommendations were made at the Summit. Highlights include:

- ◆ Develop an Inner City Health Strategy webpage
- ◆ Continue to explore strategies for further discussion
- ◆ Create an opportunity to hear from the participants about the work they are engaged in that is related to topic
- ◆ Consider including presentation that focuses on teaching how service providers can write policy briefs and policy proposals
- ◆ Include First Nations perspectives on food, health, nutrition etc. in presentation
- ◆ Working Group should develop clear working definitions of terms (e.g. equity, access) for the purposes of its work and made available to participants

**“Health equity concerns those differences in population health that can be traced to unequal economic and social conditions and are systemic and avoidable
– and thus inherently unjust and unfair.”**

2011 /2012 BOARD OF DIRECTORS

Jane Mulkewich	Chair
Paul Henry	Vice Chair
Samer Salman	Secretary / Treasurer
Rob Brown	Member
Geeta Malhotra	Member
Ashley McLaren	Member
Ali Radhi	Member*
Tony Iavarone	Member

*Resigned during the year

Client Satisfaction

In the 2011 / 2012 client surveys individuals were asked to comment on their comfort and feelings of being welcomed when attending the Centre. This is what we learned ...

- √ 86% of participants attending Friendly Fridays reported that visiting Hamilton Urban Core helps them to learn something new and meet new friends
- √ In the Early Steps program 60% of participants report visiting Urban Core once per week and 80% said that they feel welcomed at Urban Core
- √ For the Needle Exchange program 100% participants said they either always or usually get the information about safe use and disposal of needles
- √ 57% said they are always comfortable with the provider they see
- √ 91% of the participants at the Street Drop In program reported that they like the way the program is organized and that they can get nutritious meal when they need it
- √ 67% reported improved access to the primary health care services that they need

“I am very happy to come here and walk out feeling like a million bucks”
- Healthy Footsteps Client

OUR PARTNERS

25 in 5
Access Midwives
Access Alliance Community Health Centre
Albanian Canadian Community Association
Alcohol Drugs and Gambling
Arab Women's League
Beasley Centre
Black Health Alliance
Brain Injury Services of Hamilton
Brock University
Catholic Children's Aid Society
CCE City Learning Centres
CCL Chinese Journal
Centre de sante communautaire Hamilton / Niagara
Circle of Friends for Newcomers
City of Hamilton, Access and Equity Dept.
COAST
Colour of Poverty
Community Midwives of Hamilton
De dwa da dehs nye>s Aboriginal Health Centre
Diabetes Collaborative
Ethiopian Association of Hamilton
Everest College
Food Security Stakeholders Committee
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
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
Neighbours, Friends and Families
Niagara College
Nigerian Association of Hamilton-Wentworth
North Hamilton Community Health Centre
Ontario Council of Agencies Serving Immigrants
Ontario Disability Support Program
Palestinian Association of Hamilton
Phoenix Place
Ryerson University
Public Health Dept, Needle Exchange
Salvation Army
Sexual Assault Centre
Social Planning and Research Council
Southern Ontario Aboriginal Diabetes Initiative
St. Charles Adult Education Centres
St. Joseph's Healthcare
St. Matthew's House
St. Paul's Presbyterian Church
Sudanese League of Hamilton
TAIBU Community Health Centre
The Bridge from Prison to Community
The Michener Institute
Trios College
United Roma of Hamilton
VON Hamilton
Wesley Urban Ministries
Wellbeings Pain Management
Woman Abuse Working Group
Womankind Addiction Services
YWCA Hamilton
Zonta Club (Hamilton)

"Instead of focusing on their individual agendas, collaborative partnerships establish common goals. In order to address problems that lie beyond any single agency's exclusive purview, but which concern them all, partners agree to pool resources, jointly plan, implement, and evaluate new services and procedures, and delegate individual responsibility for the outcomes of their joint efforts."

Atelia Melaville

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, Brett Basbaum, Robert Body, Marc Bouzera, Shayna Brissett-Foster, 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, Rowan Farran, 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, Helen Daniels, Gail Linger, Myeegun Lock, Robert Lukacs, Ladislav Lukacs, Ladislav Lukacs Jr., Isabella Marchese, Lori Martin, Nadia Majon Marvin, Chantal Matchafu, Kim McDonald, Olga Mejia, Claudia Meza, Yvonne Montague, Zygmunt Oleksak, Deqa Osman, Paul Perry, Claudia Portela, Silvia Reynaga, Sarah Richardson, Alina Rodriguez, Jennifer Rollings, Jessica Romero, Vivian Salih, Pat Savelli, James Seymour, Tom Skorpid, 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, Tami Lynne Anderson, Millicent Lawrence, Joshua Maggen, Rona Harvey, Alavaro Bautista, Vicky Brooks- Johnson

A VOLUNTEER is a person who is a light to others, giving witness in a mixed-up age, doing well and willingly the tasks at hand-namely, being aware of another's needs and doing something about it.

A VOLUNTEER is a person who remembers to do the thing to make other people happy, who takes the loneliness out of the alone by talking to them, who is concerned when others are unconcerned, who has the courage to be a prophet and to say the things that have to be said for the good of all.

A VOLUNTEER is a person whose charity is fidelity, who is faithful in an unfaithful world, grateful in an ungrateful world, giving when all about are grasping, listening when others need to tell about their fears and problems.

The Beacon, South Africa

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, 2012 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, 2012 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	
	2012	2011
Revenue		
Hamilton Niagara Haldimand Local Health Integration Network	\$2,451,481	\$2,310,476
Miscellaneous	444,243	322,650
Amortization of deferred contributions related to furniture, fixtures and equipment	20,476	16,452
Interest Income	772	692
	2,916,972	2,650,270
Less: Contributions received related to furniture, fixtures and equipment	20,285	(20,937)
	2,896,687	2,629,333
Expenses		
Salaries, benefits & relief	2,158,194	1,863,605
General operating	713,948	737,453
Amortization	20,476	16,452
Non-recurring	—	5,648
	2,892,618	2,623,158
Excess of revenue over expenses for the year before undernoted	4,069	6,175
Amount repayable to the Hamilton Niagara Haldimand Brant Local Integration Health Network	27	-----
Excess (deficiency) of revenue over expenses for the year	4,042	6,175
Accumulated net assets at beginning of the year	49,139	42,964
Accumulated net assets at the end of the year	\$53,181	\$49,139

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 (HNHB) 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".

Our Vision 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.

