



# *The Way Forward*

## *diversity, equity, inclusion*



**Hamilton Urban Core  
Community Health Centre  
2013 / 2014  
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.

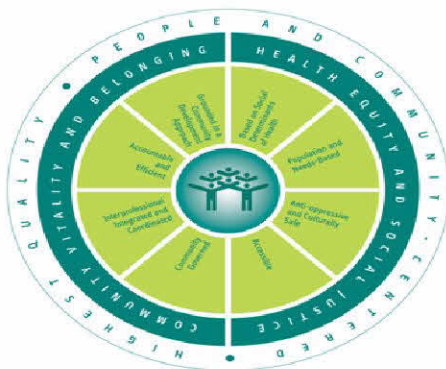
## ENDS STATEMENTS

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 HEALTH AND WELLBEING



The Values and Principles that unite:

- Highest Quality People and Community Centred Health and Wellbeing
- Health Equity and Social Justice
- Community Vitality and Belonging

## A FEW CORE FACTS

---

In the past year.....

- Oral health education presentations made during the year were attended by 935 people. Oral health presentations were made at schools, ESL programs, libraries and various community locations across the city
- 404 men successfully completed the Anger Management for Men Program
- 3,867 benefitted from participating in Street Drop In sessions that included a hot meal, health information and a blood pressure clinic
- 40 children participated in the Kids Cooking Boot Camp learning about nutrition and kitchen safety while having fun
- 437 people attended the Inner City Chiropractic Clinic and received free services
- 116 people were able to obtain a health card with help from the Centre's Health Card kiosk. This program is the result of a partnership with the Ministry of Health and Long-Term Care and is unique in the province
- 193 new immigrants accessed groups provided by the Health in Settlement program
- 461 shower services and 705 laundry services were provided
- The Early Steps program engaged 133 participants in focussed child development activities
- 328 attended Pancake Tuesdays, an outreach initiative at the Centre
- Family Saturdays engaged 488 participants in family fun and healthy family development activities
- The Men's Circle worked with its 295 participants on a variety of topics involving men's health and well being
- 139 seniors and older adults actively participated in health promoting activities and sessions



## REPORT FROM THE CHAIR

---



The theme for our annual general meeting and our work this year has been “the way forward.” The Board of Directors of Hamilton Urban Core have taken a number of steps this year to safeguard the excellent work of this organization and to find the best way to move forward with a vision for the future.

We have selected a new mission statement that speaks more directly to our highest level goals. “Strong Core, Healthier Lives” tells us clearly what we are all working towards. As a Board we want to continue to build on our strengths, to adhere to the highest standards of good governance practice and to ensure we are accountable to the people and communities we serve. We also want to continue to ensure that the people and the communities we serve have improved opportunities to build healthier lives and improve health outcomes. This year we established a new Governance Committee and also asked some key advisors to support us in our governance role with training, strategic thinking and communications. We are confident that the Centre already achieves excellent health outcomes for a population that comprises some of the most complex clients in Ontario, and we are building on clinical efficiency improvements already achieved. We continue to look to strengthen Board to Board relationships with other organizations and with our funders.

Our capital project continues to be our priority as the need for a new building is obvious to everyone who enters our doors.

During the past year we recruited new Board members Mike Hamilton and Brian Lewis. We continue to be energized and comforted by the hard work and commitment of all of our Board members, past and present, as well as by all of the volunteers and staff and everyone involved with the Centre.

Together we will continue to build on all of our positive and excellent work, and to find the best way forward for a Strong Core and Healthier Lives.

Jane Mulkewich  
Chair, Board of Directors

*“Never doubt what a small group of dedicated people can change the world”*

## **HAMILTON URBAN CORE STAFF TEAM**

---

Denise Brooks, Executive Director  
Vikas Sood, Data and Information Systems Analyst  
Maggie Lau, Financial Administration

### **Administration Team**

Carrie Millette, Office Administrator  
Jennifer Black, Receptionist / Secretary  
Luz Hernandez, Receptionist/Secretary  
Madeline George, Medical Secretary

### **Community Health Programs Team**

Ann Andree Wiebe  
Andrene Bartley \*\*  
Edna Apeakorang, Social Worker  
Floydeen Charles-Fridal, Health and Wellness Counselor  
Gavin Badyal, Chiropodist  
Haidar Farran, Community Oral Health Coordinator  
John Infanti, Chiropodist  
Juan Carlos Veliz, Community Health Worker  
Jude Nnamchi, Community Health Worker  
Lucy Titley, Admin Support ID Clinic \*\*  
Mimoza Hizmaj, Health Settlement Counselor  
Myrna Rivera, Health Settlement Counselor  
Sherri Case, Early Child Development Specialist  
Rehuda Jack-Caesar, Administrative and Client Support  
Tibor Lukacs, Counselor, Refugee Services

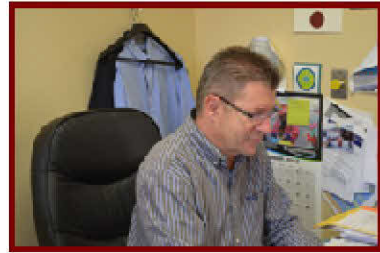
### **Primary Health Care Team**

Angela Carol, Physician  
Avesta Tokhai, Primary Health Care Nurse  
Barbara Bennett, Locum Physician  
Christina Blair, Nurse Practitioner  
Hongtao Wu, Primary Health Care Nurse  
Janet Green, Locum Physician  
Jo Savelli, Nurse Practitioner  
Lauren Evans, Nurse Practitioner  
Liz Kinka, Nurse Practitioner  
Nga Tran, Physician Assistant

\*\*Contract ended/ Resigned during the year

## HAMILTON URBAN CORE STAFF TEAM

---





## Program, Service & Activity Highlights

---

### Community Oral Health Program



The Community Oral Health Program has been offered by Hamilton Urban Core for the last 18 years. The purpose of the program is to enable people in our community to increase control over the factors that affect their oral health. The Program aims to improve the oral health and wellbeing of individuals and groups that lack access to adequate oral health care, services and information. .



---

### Inner City Chiropractic Clinic

The Clinic is the result of a dynamic partnership between local chiropractors, under the leadership of Callum Peevers, and Hamilton Urban Core. Since September 2012 the Clinic has provided free chiropractic services on-site at Hamilton Urban Core. The goal of the Clinic is to improve the quality of life for the most vulnerable and marginalized through providing accessible, quality chiropractic services. Unique to this model is the people-centered approach that engages chiropractors with a client population who may otherwise not have interacted with each other.





## REPORT FROM THE EXECUTIVE DIRECTOR

---



This is the 18<sup>th</sup> year for Hamilton Urban Core and 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 it seemed as if things were shifting in our backyard and all over the world - some things for good, others not so much. Notably, poverty its pernicious nature and its impact seem to be at the heart of more conversations and strategies than before.

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 talented staff team provided thousands of health and health-promotion services and the Centre maintained an active client registration of over 7,000. Sometimes this means providing sound medical advice, sometimes it mean providing a bowl of homemade soup and other times it means helping people at risk 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 Expanding services with Wesley Urban Ministries, maintaining our partnership with the "Bridges"; and energizing our partnership with the Immigrant Women's Centre through the implementation of the Neighbours, Friends and Families Immigrant and Refugee Communities initiative. On the international stage we lifted our engagement as a pilot site with the World Health Organization's health equity project to the next level of participation and look forward to sharing outcomes in the near future. We have been busy cultivating a service partnership with McMaster that will expand access for people seeking services in the Core while providing a valuable opportunity to learners. More information will be shared about this over the course of the year ahead.

And this has also been a milestone year in so many ways. Three of our unique programs celebrated 15 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. It was also the 5<sup>th</sup> year for our innovative NO Community Stands ALONE campaign to end poverty, which came into existence in recognition of the International Day for the Eradication of Poverty.

We are also pleased to note that during this year the Physician Assistant position was added to the Centre's base funding making the position a permanent part of our health human resources.

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 press forward to secure a new building for the people we serve and those yet to be served and continue to address the challenges and barriers experienced by people in the inner city. And, at the end of the day I think we will be proud to say that Hamilton Urban Core has indeed got soul!

*Denise Brooks*  
Executive Director

## Program, Service & Activity Highlights

---

One of the biggest factors that contributed to the program success is the fact the program is located in a Community Health Centre that uses inter-professional approach to health and wellbeing. This approach to working with the clients provides additional supports and ensures that the client receives best possible service. Health in Settlement Program is fully integrated into Hamilton Urban Core Community Health Centre and it continues to grow as a program and a settlement resource for new Canadians. . Newcomers participated in activities that were designed to providing newcomers with information about community during special community events and creating opportunities for increased client participation.

### Health in Settlement



---

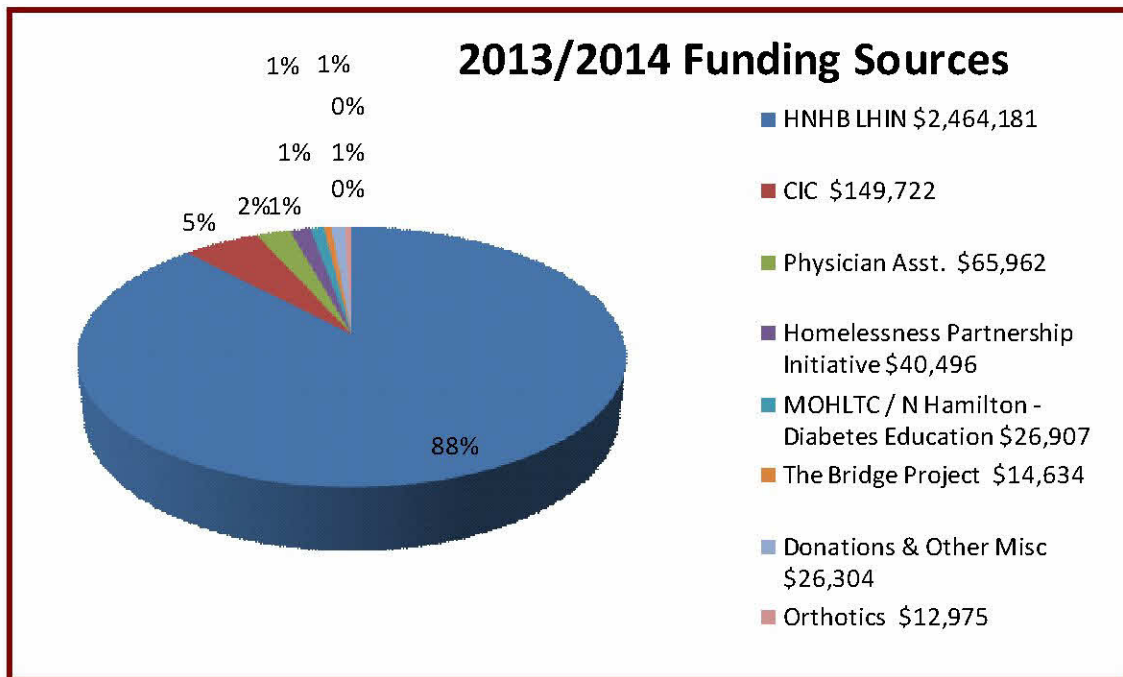
**Harm Reduction** Hamilton Urban Core offers Needle Exchange Services as part of its Harm Reduction Program. These services are offered at Hamilton Urban Core and in partnership with Hamilton Public Health Department. Needles Exchange Service is aimed to reduce rates of infection amongst intravenous substance users. During 2013-2014 fiscal year, over 85,576 clean needles were provided to individuals accessing the service. During the same period of time over 18,381 thousand used needles were returned and safely disposed of by our needle exchange service. Information about community resources, safe practices and supports for individuals contemplating reduction of use is also provided

---

*"Illicit drug use is frequently associated with serious health, social and fiscal consequences. People who use drugs are more likely to become infected with HIV and hepatitis C, and, if infected, suffer disproportionately poor infection-related health outcomes."* (E. Wood, British Columbia Medical Journal)

*"Needle and syringe programs (NSPs) aim to reduce the negative consequences of injection drug use by, among other things, providing sterile injection equipment so that people do not inject with used syringes that may be contaminated."* (Canadian Medical Association Journal)

## FUNDING



### Seven Attributes of Health Equity

- Acknowledging that all people have the right to health
- Providing culturally competent care and services
- Recognizing that exclusion, racialization and all other forms of oppression are fundamental social determinants of health
- The result of effective public policies that improve conditions in which people live, work and play
- Delivering quality care and services to those who need it most
- Eliminating barriers to accessing information, knowledge, services and programs that keep people well
- A commitment to language appropriate service based on the understanding that people have a right to communicate in their chosen language



## PROGRAMS, SERVICES AND PROJECTS

---

Anger Management for Men Program

Arts from the Heart

Cooking at the Core

Dinner with a Movie

Family Day at the Core

ID Clinic

Life Lessons Parenting Skills

Pancake Tuesday

Street Drop In

Men's Circle

Inner City Women's Wellness

Volunteer Program

Sexual Health Outreach Clinic

Refugee Health Services

Health Interventions for the Prevention of Homelessness of Older Persons (HIPHOP)

Women's Approach to Anger

Healthy Foot Prints Foot Clinic

Taking Charge Diabetes Education

Early Steps

Health Card Kiosk

Healing Hands Foot Reflexology

Community Oral Health

Primary Health Care

Serenity 'N' Motion

Cultural Interpretation and Translation

Link and Learn

Art from the Heart

Health In Settlement

Garden Program

---

### Client Service

Hamilton Urban Core's service philosophy notes that "any point of contact is a point of service". Client service encounters indicate the number of times clients visited the Centre for service in the given period.

7,723	Active Clients
15,012	Face-to-Face Client Service Encounters
1,338	Telephone Service Encounters
4,860	Case Consultations / Conferences

*'connecting people to service'*



## Program, Service & Activity Highlights

---

### Kids Cooking Boot Camp



The curriculum focuses on teaching fundamental nutritious cooking skills to children. The children were able to take the skills learned in program and apply them as they prepared and made healthy snacks and meals for themselves and their families.

### Back to School Cool

Through donations of back packs and school supplies received from staff, clients and community members, we were able to distribute close to 100 backpacks to inner city children and youth through The Go Back To School Cool Drive.





## Program, Service & Activity Highlights

---

### International Women's Day

Inspiring change....



and Promoting Health





# Program, Service & Activity Highlights

## Influencing Public Policy



## Seeds of Hope Indoor Community Garden



## HIGHLIGHTS OF ACTIVITIES DURING THE YEAR

---



Community Engagement - sharing talent and tradition

---

### Community and Client Engagement Advisory



**“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.”**

## 2013 /2014 BOARD OF DIRECTORS

---

Jane Mulkewich	Chair
Paul Henry	Vice Chair
Samer Salman	Secretary / Treasurer
Rob Brown	Member
Geeta Malhotra	Member
Rob Braley	Member
Tracee Lee-Holloway	Member
Mike Hamilton	Member
Brian Lewis	Member

---

### Clients Have Their Say Survey Results

*Do you feel that your health has improved since coming to Hamilton Urban Core?*

**73% responded yes they feel their health has improved**

*Do you feel that Hamilton Urban Core has made a difference in your life?*

**80% responded yes they feel that Hamilton Urban Core has made a difference**

*When you see a provider do they explain your health condition in a way that you understand?*

**83% responded with yes always**

*When you schedule an appointment are you able to see the person you want to see?*

**79% indicated yes always**

***“Enjoy the Centre so much, want a bigger building for more services”***

***“Everyone at the Centre does their best. Centre just needs more funding to serve our community. Always amazed at all that the Centre does with what’s given. A very welcoming Centre. Staff works very hard, and its nice to have staff from different cultural background to communicate with clients”***



## PARTNER AGENCIES

---

25 in 5  
 Access Midwives  
 Access Alliance Community Health Centre  
 Albanian Canadian Community Association  
 Alcohol Drugs and Gambling  
 Arab Women's League  
 Beasley Neighbourhood Charter  
 Black Health Alliance  
 Brain Injury Services of Hamilton  
 Bridges Community Health Centre  
 Brock University  
 Campaign for Adequate Welfare & Disability  
 Catholic Children's Aid Society  
 CCE City Learning Centres  
 CCL Chinese Journal  
 Centre de sante communautaire Hamilton / Niagara  
 Chedoke McMaster COPEing /Child Behaviour  
 Chinese Community of Hamilton  
 Circle of Friends for Newcomers  
 City of Hamilton, Access and Equity Dept.  
 COAST  
 Colour of Poverty  
 Community Midwives of Hamilton  
 Connect Hearing  
 De dwa da dehs nye>s Aboriginal Health Centre  
 Early Words  
 Environ Hamilton  
 Ethiopian Association of Hamilton  
 Everest College  
 Filipino Community  
 Food Security Stakeholders Committee  
 Fraternity Hispanic Association  
 Good Shepherd Women's Services  
 Grand River Community Health Centre  
 Hamilton Aids Network  
 Hamilton Assessment Community Treatment-  
 Team  
 Hamilton Church of God  
 Hamilton Diabetes Collaborative  
 Hamilton Immigration Partnership Council  
 Hamilton Midwives  
 Hamilton Regional Indian Centre  
 Hamilton Steering Committee on Addiction, Men-  
 tal Health and Van  
 Hamilton Wentworth Catholic Child Care Centre-  
 Hamilton Wentworth School Board  
 Housing Help Centre

Living Rock Ministries  
 Immigrant's Women's Centre  
 Income Security Working Group  
 Interval House Women's Centre  
 Korean Community  
 Marchese Pharmacy  
 MacHealth  
 McMaster University  
 MOHLTC, Health Card Kiosk  
 Mohawk College of Applied Arts & Technology  
 Mount Sinai Hospital  
 Native Women's Centre  
 Niagara College  
 Niagara Falls Community Health Centre  
 Nigerian Association of Hamilton-Wentworth  
 North Hamilton Community Health Centre  
 Ontario Council of Agencies Serving Immi-  
 grants  
 Ontario Disability Support Program  
 Ontario Ministry of Citizenship and Immigration  
 Pakistani Community of Hamilton  
 Palestinian Association of Hamilton  
 Phoenix Place  
 Population Health Research Institute  
 Quest Community Health Centre  
 Riverdale Neighbourhood Action Team  
 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 Islamic School of Hamilton  
 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

## SPECIAL THANKS TO OUR VOLUNTEERS & DONORS

---

**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.

Robert Brody, Riel Edwards-Carol, Ruad-han Edwards-Carol, James Ernest, Rowan Farran, Rona Harvey, Vicky Brooks-Johnson, Rhona Harvey, Sean Gibson, Ladislav Lukacs, Ladislav Lukacs Jr., Lori Martin, Robert Lukacs, Paul Perry, Pat Savelli, Tom Skorpion, Mark Slater, Jain Wang, Ron Benoit, Maria Garcia, Francia Centeno-Bravo, Zainab Naimpoor, Jihad Farran, Yulan Ali, Xi Jing Fan, Linda Manuela Loaiza, Kae-Leigh Millette, Sharon Coward, Dora Maria Restrepo, Dale MacNevin, Attila Csikos, Sebastian Lukacs, Vaclav Baliar, Janosne Sas, Viktoria Baranyi, Szandra Horvath, Miguel Marquez, Rocio Valadares, Marion Riddell, Robin Elton, Nash Elton, John Evans, Kaitlyn Case, Marcin Kowalski, Michal Kowalski, Taylor Draak, Vic Halinski, Ethan Black, Edith Gaviria, Hason Mohamud, Amy Armagan Mousari, Austin Black, Elle Morgan, Abdulazim Alizerig, Naheed Kausar, Nilamathy Vaithilingam, Lamia Ali, Amal Mohammed, Nidal Al Darei, Fan Al Darei, Freddy Flores, Maria Mercedes Garcia, Troy Barkley, Manoj Jose, Jason Tabia Ebarvia, Ines Salihagic, Monika Dirdova, Jitka Bryndzova, Martin Bryndzova, Elena Jacob, Sylvia Soto, Edith Linares, Karen Campbell, William Molina



**Donations** help to support the needs of clients and the work of Hamilton Urban Core . Thank you to everyone who made a contribution:

Bruce Reed, Canadian Fibers Ltd.	Hertz Equipment Rentals	St. Paul's Presbyterian Church
M & M Meats	El Paisa	Good Shepherd
GLO Personnel	St. Matthew's House	Doreen Spurr
All Souls Church	Denningers	St Joseph's Church
Benita F Livingston	Jackson Square	Kathy Wosley
Hudson Bay Company	Chedoke Presbyterian Church	Ancaster Costco
Henry Schein	Mohawk College	CIBC
East Plains United Church	McMaster Children's Hospital	Paul Maynard, Wipeout Specialty Cleaning Inc.

# 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, 2014 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, 2014 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 31st	
	2014	2013
<b>Revenue</b>		
Hamilton Niagara Haldimand Local Health Integration Network	\$2,464,181	\$2,464,181
Miscellaneous	400,155	404,672
Amortization of deferred contributions related to furniture, fixtures and equipment	6,762	13,985
Interest Income	2,291	406
	<b>2,873,389</b>	<b>2,883,244</b>
<b>Expenses</b>	1,802,090	2,139,785
Salaries, benefits & relief		
General operating	657,547	652,769
Amortization	6,762	13,985
Non-recurring	—	—
	<b>2,466,399</b>	<b>2,806,539</b>
Excess of revenue over expenses for the year before undernoted	406,990	76,705
Amount repayable to the Hamilton Niagara Haldimand Brant Local Integration Health Network	137,728	50,975
Excess (deficiency) of revenue over expenses for the year	16,828	25,730
Accumulated net assets at beginning of the year	78,911	53,181
Accumulated net assets at the end of the year	<b>95,739</b>	<b>\$78,911</b>



## COMMUNITY ACTION - COMMUNITY SUPPORT

---



