



*“Focused on the Inner City:  
People-Centred; Mission Driven”*



**Hamilton Urban Core  
Community Health Centre  
2014/ 2015  
Annual Report**



# MISSION, VALUES AND ENDS

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## MISSION STATEMENT

### Strong Core, Healthier Lives

## 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.

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## THE CHC MODEL OF HEALTH AND WELL BEING



The Values and Principles that unite:

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



Ontario's Community  
Health Centres

Every One Matters

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## A FEW CORE FACTS

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In the past year.....

- **948** men successfully completed the Anger Management for Men Program
- **4,750** benefitted from participating in Street Drop In sessions that included a hot meal, health information and a blood pressure clinic
- **1,307** people received free services at the Inner City Chiropractic Clinic
- **376** new immigrants accessed groups provided by the Health in Settlement program, and **250** refugees attended programs to support their mental well being
- **461** shower services and **705** laundry services were provided
- The Early Steps program engaged **1,050** participants in a range of focussed healthy child development activities for children and their families
- **809** attended Pancake Tuesdays, an outreach and engagement initiative at the Centre
- Family Saturdays engaged **507** participants in family fun and healthy family development activities
- The Men's Circle worked with its **515** participants on a variety of topics involving men's health and well being
- **680** seniors and older adults actively participated in health promoting activities and sessions
- Panel size increased from 49% to **56%**

*"Not everything that counts can be counted,  
and not everything that can be counted, counts."*

## REPORT FROM THE CHAIR

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It seems that non-profit organizations are always searching for new ways to serve more with less, to make a bigger difference with even smaller resources. In this delicate balance of strategy, accountability and client needs the board of directors is responsible for providing the strategic directions and governance oversight to ensure the organization stays on track to achieving its highest level goals and fulfilling its intended purpose.

Over the past year, we have continued to educate ourselves as Board members, with training sessions on health equity and anti-racism, as well as engaging with clients who have lived experience of poverty and who have been able to bring us information about their experiences with the Centre.

We continue to participate in sector activities with other Community Health Centres (CHC's), and are active with the Association of Ontario Health Centres (AOHC). This year we also sent out a brief survey to other organizations in Hamilton, to ask about their awareness of Hamilton Urban Core and of our capital building project.

The capital building project continues to be a priority and a focus for the organization as a whole. We continue to overcome hurdles to move closer to our vision for a new building even as we continue as a Centre to work on eliminating barriers for equitable access to health care.

The volunteers who serve on Hamilton Urban Core's Board of Directors are very special people, with a vision for what the Centre can be, and governance skills, determination and commitment to make it happen. This year we say thank you to two departing Board members: Rob Brown for his outstanding commitment to Hamilton Urban Core through an amazing 9 years of service, and to Mike Hamilton for his year of service. We will be continuing our efforts to recruit new Board members to join us on this leadership challenge.

The work of the Board is rewarding in that we know we are working on meaningful issues that are essential for the health and well-being of the communities we serve. I appreciate the privilege of holding the position of Chair of the Board, and I am interested in connecting with all possible stakeholders about how we can enhance our vision for inner city health care in Hamilton.

*Jane Mulkwich*

Chair, Board of Directors

*"We are going to relentlessly chase perfection, knowing full well we will not catch it, because nothing is perfect. But we are going to relentlessly chase it, because in the process we will catch excellence. "*

## HAMILTON URBAN CORE STAFF TEAM

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

### **Administration Team**

Carrie Millette, Office Administrator \*  
Anthony Passaretti, Office Administrator\*  
Jennifer Black, Receptionist / Secretary  
Tina Provost, Receptionist / Secretary  
Luz Hernandez, Receptionist / Secretary  
Madeline George, Medical Secretary

### **Community Health Programs Team**

Maciej Kowalski, Community Health Programs Manager  
Allison McKenzie, Cultural Facilitator  
Edna Apeakorang, Social Worker  
Floydeen Charles-Fridal \*  
Gavin Badyal, Chiropodist  
Haidar Farran, Community Oral Health Coordinator  
John Infanti, Chiropodist  
Juan Carlos Veliz, Community Health Worker  
Ann Andree Wiebe, Community Health Worker \*  
Jude Nnamchi, Community Health Worker  
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

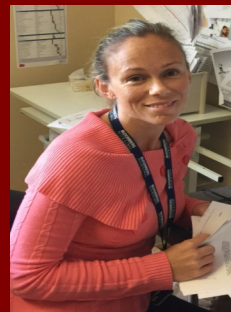
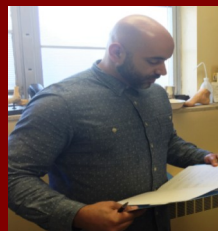
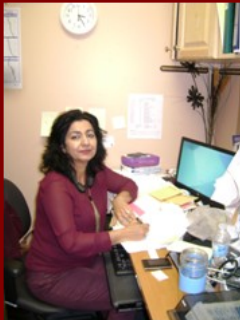
### **Primary Health Care Team**

Nhlaloenhle Ndawana, Primary Health Care Manager  
Amanda Power, Nurse Practitioner  
Angela Carol, Physician  
Ashraf Sefin, Locum Physician  
Avesta Tokhai, Primary Health Care Nurse  
Barbara Bennett, Locum Physician  
Janet Warren, Locum Physician  
Jo Savelli, Nurse Practitioner  
Liz Kinka, Nurse Practitioner  
Nga Tran, Physician Assistant  
Sameh Michaels, Locum Physician

\* Contract ended / Resigned during the year



# HAMILTON URBAN CORE STAFF TEAM



# Program, Service & Activity Highlights

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## COPEing with Child Behaviour



An activity in the Early Steps Program, COPEing with Child Behaviour works with parents and caregivers to better understand and help at risk toddlers and young children.

## Inner City Chiropractic Clinic

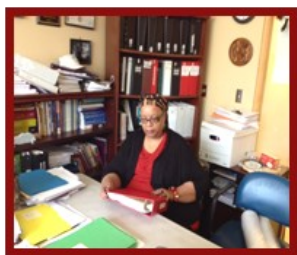
*“Before I came to the chiropractic clinic I could not raise my arms up over my head. I had a lot of pain and I didn’t think I would get any relief. After a couple of visits I can raise my arms. I could never afford this on my own.”*





## REPORT FROM THE EXECUTIVE DIRECTOR

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In our 19th year Hamilton Urban Core has been working with individuals and families in the inner city for nearly two decades. Over the years we have witnessed many changes in the social and political environment; however, so very much has remained the same. Now more than ever there are compelling reasons for substantive change to remedy poverty and ensure equity becomes a reality and not merely additional conversation for the discussion tables.

Our client community is comprised of people who are marginalized and vulnerable; people who are struggling with mental illness, addiction, homelessness, racism, isolation, who are most likely to fall through the cracks and more often than not are left behind. Decisions about programs or services or activities place the people we serve at the heart of our considerations. Throughout the year we continued to act on our highest priority so that those living in poverty would have their health needs met in a welcoming environment. Our work is framed by the social determinants of health, unwavering commitment to quality and equity, and fierce dedication to the inner city.

In March we launched the Community Truth Hearings on Poverty and Equity. A bold step to collectively and collaboratively gather information across communities to influence change and public policy and to contribute to broadening the base of information upon which decisions are made. The Hearings are an independent, community-focused process where people tell their story to those who take responsibility for listening and hearing and motivating change.

We engaged new partners resulting in two exciting new initiatives: a partnership with MacHealth DNA for a student-led initiative focused on integrating health promotion into traditional clinic visits, and a project designed to test if a community-based treatment program for high blood pressure and heart disease can reduce blood pressure and the chance of having a major problem such as a heart attack, heart failure, stroke and so on in partnership with Population Health Research Institute and McMaster University.

Early in the year we spent time reviewing our menu of twenty programs to ensure that they reflected the needs and interests of the people accessing the services as well as those in surrounding communities. Through this exercise we discovered the need for a program to support girls and teens (the Girl's Club), high interest in chiropractic services, strong participation in the Cooking at the Core program, active engagement in the Taking Charge Diabetes Education program and a definite need for broader harm reduction services.

We were also fortunate to receive funding from the Ontario Women's Directorate for our Neighbours, Families and Friends Immigrant and Refugee Communities initiative in which we outreached to community leaders to address the issue of woman abuse using our healthy families approach. We also received funding support under the New Horizons program for our Life After Fifty Five (LAFfers) group.

In keeping with our commitment to quality in service Hamilton Urban Core underwent its fifth accreditation review process during the year and was successfully, fully accredited. And, our quest for approval of a facility designed specifically for the purposes of our inner city community health centre is at the forefront of our planning and visioning.

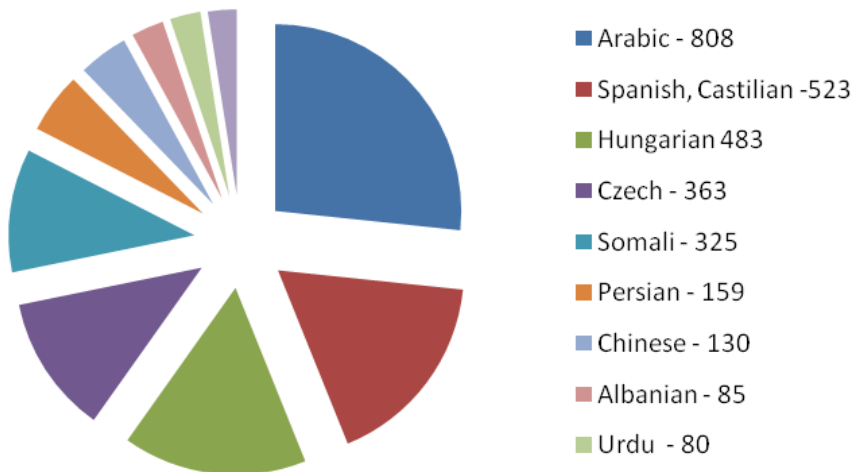
*Denise Brooks*  
Executive Director

*"We would accomplish many more things if we did not think of them as impossible"*

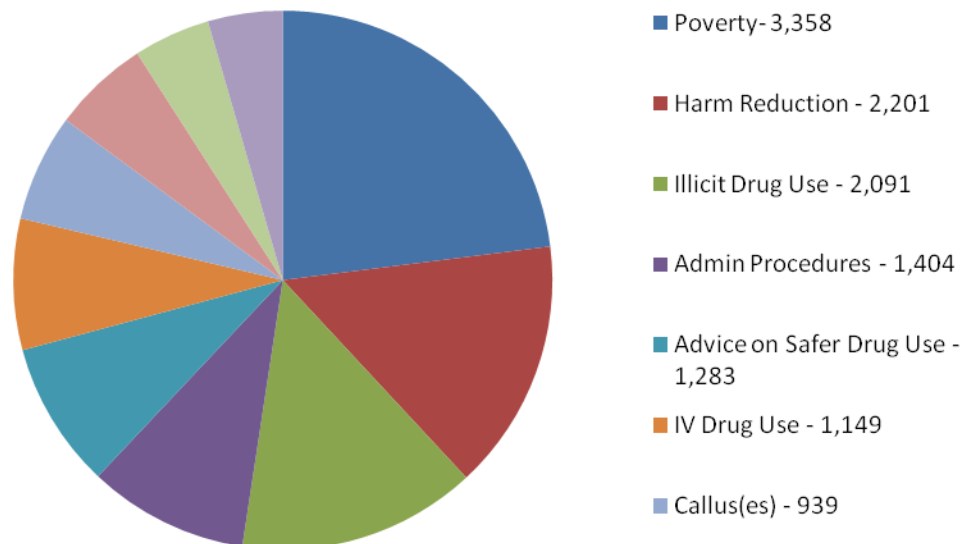
## Program, Service & Activity Highlights

### TOP TEN...

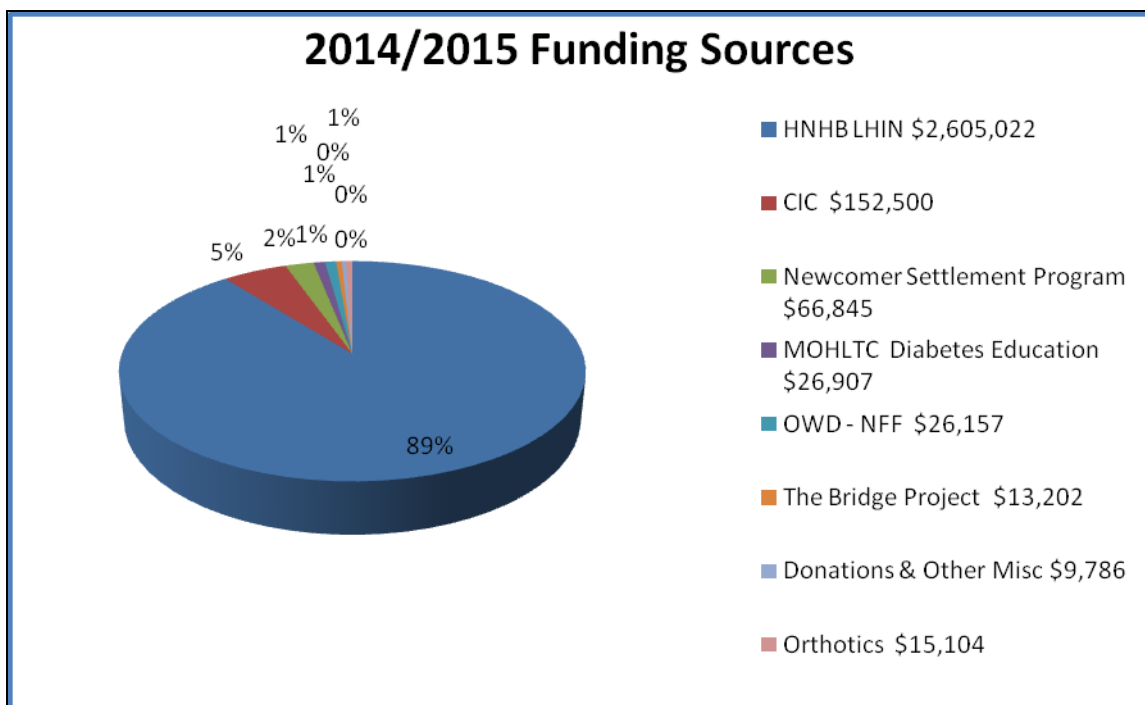
#### Languages



#### Issues Addressed



## FUNDING



## Performance Achievements

Indicator	Target	Standard	Achievement
Cervical Cancer Screening (PAP tests)	66%	53 - 80%	<b>63%</b>
Colorectal Screening Rate	47%	38 - 57%	<b>55%</b>
Inter-professional Diabetes Care Rate	90%	72 - 100%	<b>82%</b>
Influenza Vaccination Rate	10%	8 - 12%	<b>20%</b>
Breast Cancer Screening Rate	46%	37 - 56%	<b>50%</b>
Periodic Health Examination	70%	56 - 84%	<b>65%</b>
% of clients registered with CHC diagnosed with diabetes who have had a foot exam within the last 12 months	65%	52 - 78%	<b>70%</b>

## PROGRAMS & SERVICES

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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 Tuesdays  
Street Drop In  
Men's Circle  
Inner City Women's Wellness  
Volunteer Program  
Refugee Health Services  
Senior's Health and Wellbeing

Women's Approach to Anger  
Healthy Foot Prints Foot Clinic  
Taking Charge Diabetes Education  
Early Steps  
Health Card Kiosk  
Art from the Heart  
Community Oral Health  
Primary Health Care  
Serenity 'N' Motion  
Cultural Interpretation and Translation  
Health In Settlement  
Sexual Health Outreach Clinic  
Garden Days Program  
Inner City Women's Collective Kitchen

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## PROJECTS

- Neighbours, Families and Friends Immigrant and Refugee Communities
- Life After Fifty Five
- HOPE 4
- MacHealth DNA



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## 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.

**7,504** Active Clients

**14,409** Face-to-Face Client Service Encounters

**1,062** Telephone Service Encounters

**4,506** Case Consultations / Conferences

## **Program, Service & Activity Highlights**

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### **EARLY STEPS: KIDS COOKING BOOT CAMP**



Cooking at the Core 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.

### **COOKING AT THE CORE**



Meal planning, budgeting, coupon comparisons, safe food handling, and making nutritious choices - all part of Cooking at the Core.



## Program, Service & Activity Highlights

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### INTERNATIONAL WOMEN'S DAY



*Mind, Body, Spirit. Celebrating women's strength, courage and resilience*

### COMMUNITY ORAL HEALTH PROGRAM

***“We are so happy for this program. We don't have the money to pay for these services and it is important to us that we are able to take care of our teeth.”***



## Program, Service & Activity Highlights

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### Annual Health Street Fair



*Connecting people to information  
and resources and each other*



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### Cultural Interpretation Services



*Ensuring equity and helping to facilitate access  
through cultural interpretation and translation services*

# HIGHLIGHTS OF ACTIVITIES DURING THE YEAR

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## World Humanitarian Day Community Barbeque



## WORLD HUMANITARIAN DAY

World Humanitarian Day is a time to recognize those who face danger and adversity in order to help others. The day was designated by the United Nations General Assembly to coincide with the anniversary of the 2003 bombing of the United Nations headquarters in Baghdad, Iraq. It is also an opportunity to celebrate the spirit that inspires humanitarianism around the globe.

*"In a world that is ever more digitally connected, each of us has the power and responsibility to inspire our fellow human beings to act to help others and create a more humane world."*

*Secretary-General Ban Ki-moon*

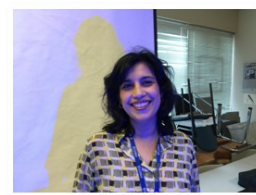
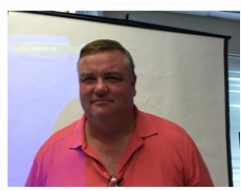
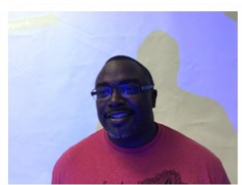
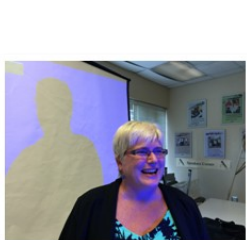


## 2014 /2015 BOARD OF DIRECTORS

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

\*\* Resigned during the year



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## PRIMARY HEALTH CARE SURVEY RESULTS

The majority of clients participating in the survey were women although Hamilton Urban Core's client population reflects men and women in almost even numbers. The largest number of participants identified English as their first language; however, a significant number of people (43%) identified a language other than English as their first language. This is consistent with the Centre's large number of clients who are immigrant and refugee.

*When you schedule an appointment are you able to see the person you want to see?*  
79% responded positively that they were able to see the provider they wanted to

*How often are you involved to the extent you want to be in decisions related to your care?*  
90% indicated always or most of the time they are involved in care decisions

*When you see a provider do they explain your health condition in a way that you understand?*  
83% agreed that their health condition was explained so they could understand

*When you see a provider do you get the services or information you need?*  
77% responded with yes, they always receive the services they want / need

*Do you feel there is someone you can talk to if you are not happy with the service?*  
72% indicated that they felt there was someone they could speak to

## PARTNER AGENCIES

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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 for Internationally Educated Nurses  
 Centre de sante communautaire Hamilton / Niagara  
 Chedoke McMaster COPEing /Child Behaviour  
 Chinese Community of Hamilton  
 CHOICES  
 Circle of Friends for Newcomers  
 City of Hamilton, Access and Equity Dept.  
 COAST  
 Colour of Poverty  
 Community Information Services  
 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 Public Library  
 Hamilton Regional Indian Centre  
 Hamilton Steering Committee on Addiction, Mental Health and Van  
 Hamilton Wentworth Catholic Child Care Centre-  
 Hamilton Wentworth School Board  
 Helping Hands  
 Housing Help Centre  
 Living Rock Ministries

Immigrant's Women's Centre  
 Income Security Working Group  
 Interval House Women's Centre  
 John Howard Society  
 Korean Community  
 Marchese Pharmacy  
 MacHealth  
 McMaster University  
 Mental Health & Street Outreach  
 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 Immigrants  
 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 Navigator Program  
 Social Planning and Research Council  
 Southern Ontario Aboriginal Diabetes Initiative  
 St. Charles Adult Education Centres  
 St. Joseph's Healthcare  
 St. Matthew's House  
 Sudanese League of Hamilton  
 TAIBU Community Health Centre  
 The Bridge from Prison to Community  
 The Islamic School of Hamilton  
 The Michener Institute  
 Transitions to Homes  
 trios College  
 United Roma of Hamilton  
 VON Hamilton  
 Wesley Urban Ministries  
 Wellbeings Pain Management  
 Willow's Place—Mission Services  
 Woman Abuse Working Group  
 Womankind Addiction Services  
 Youth Outreach Worker Program  
 YMCA / YWCA Hamilton



## SPECIAL THANKS TO OUR VOLUNTEERS & DONORS

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**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.

Fan Al Darei, Nidal Al Darei, Yulan Ali, Abdulazim Alizerig, Nura Arabi, Vaclav Baliar, Viktoria Baranyi, Jared Baron, Ron Benoit, Austin Black, Ethan Black, Robert Brody, Vicky Brooks-Johnson, Jitka Bryndzova, Martin Bryndzova, Karen Campbell, George Carcamo, Kaitlyn Case, Katrina Case, Ivonne Castano, Rhonda Castello, Francia Centeno-Bravo, Maria Cortez, Sharon Coward, Attila Csikos, Linda Davey, Mirian De Leon, Monika Dirdova, Taylor Drake, Jason Tabia Ebarvia, Riel Edwards-Carol, Ruadhan Edwards-Carol, Nash Elton, Robin Elton, James Ernest, John Evans, Xi Jing Fan, Jihad Farran, Rowan Farran, Maria Garcia, Edith Gaviria, Victor Halinski, Alma Harris, Rona Harvey, Rhona Harvey, Dustin Hillier, Jacob Hillier, Szandra Horvath, Nian Hua, Elena Jacob, Manoj Jose, Naheed Kausar, Marcin Kowalski, Michal Kowalski, Linda Edith Linares, Manuela Loaiza, Ladislav Lukacs, Ladislav Lukacs Jr., Robert Lukacs, Yvonne Nian Hua Ma, Dale MacNevin, Wassam Manqarous, Miguel Marquez, Tiffany McGowan, Kae-Leigh Millette, Arpa Modi, Amal Mohammed, Hason Mohamud, William Molina, Elle Morgan, Amy Armagan Mousari, Zainab Naimpoor, Dora Maria Restrepo, Marion Riddell, Roselia Russo, Ines Salihagic, Janosne Sas, Tom Skorpil, Sylvia Soto, Nilamathy Vaithilingam, Rocio Valadares, Janice Vander Borden, Jain Wang

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

United Way of Greater Toronto	Hertz Equipment Rentals	United Roma Coalition
Peter's No Frills	Paul Maynard, Wipeout Specialty Cleaning Inc.	Hamilton Church of God
All Souls Church	St. Matthew's House	Smoke Wagon Blues Band
Henry Schein	Denningers	Somali Community of Hamilton
East Plains United Church	Jackson Square	First REAL Properties Limited
St. Paul's Presbyterian Church	Chedoke Presbyterian Church	Carol Roberts
Good Shepherd Centres	Mohawk College	Shirl Duncan
St Joseph's Church	McMaster Children's Hospital	Dr. A Carol
Sharon Ganneau	St Matthew's House	Wendy Wood
Bob Bratina	Bargain's Group	Charity Chicks
Zonta Hamilton II	Nadine Favics	MINACS Business Results by Design
Cadbury Limited	Trios College	Dundas Valley Secondary School
Trebor Allan Inc.		Charitable Foundation for World Changers

# 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, 2015 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, 2015 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	
	2015	2014
<b>Revenue</b>		
Hamilton Niagara Haldimand Local Health Integration Network	\$2,605,022	\$2,464,181
Miscellaneous	310,501	400,155
Amortization of deferred contributions related to furniture, fixtures and equipment	875	6,762
Interest Income	2,709	2,291
	<b>2,919,107</b>	<b>2,873,389</b>
<b>Expenses</b>		
Salaries, benefits & relief	2,014,023	1,802,090
General operating	639,368	657,547
Amortization	875	6,762
Non-recurring	—	—
	<b>2,654,266</b>	<b>2,466,399</b>
Excess of revenue over expenses for the year before under-noted	264,841	406,990
Surplus recovered from the Hamilton Niagara Haldimand Brant Local Health Integration Network during the year	(123,778)	(252,434)
Amount repayable to the Hamilton Niagara Haldimand Brant Local Integration Health Network	<b>(120,709)</b>	<b>(137,728)</b>
Excess (deficiency) of revenue over expenses for the year	20,354	16,828
Accumulated net assets at beginning of the year	95,739	78,911
Accumulated net assets at the end of the year	<b>116,093</b>	<b>95,739</b>

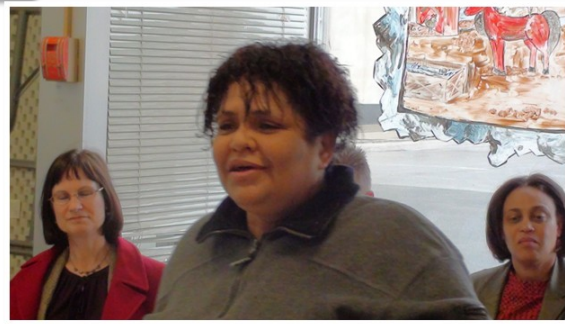
# Community Truth Hearings on Poverty & Equity

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*Launched in March the Community Truth Hearings on Poverty & Equity set out to listen to people's lived experiences*

*Poverty is the greatest health risk we face.  
Inequity is the greatest moral risk we face*



*Poverty is an unacceptable human  
condition that we can do something about*

*Poverty is a political choice;  
eradicating poverty is economic justice*



