

RESILIENCE AT THE CORE

ANNUAL REPORT 2017



CHAIR & EXECUTIVE DIRECTOR'S REPORT



It is with great pleasure we present Hamilton Urban Core's 2016-2017 Annual Report.

In preparing this report we had an opportunity to reflect on events of the past year, take stock, and think about the year ahead. Clearly this past year was one that challenged many of us in ways not anticipated and at the same time calling on us to showcase our better angels through humanitarianism and compassion. Politically the pendulum seemed to shift sharply and dramatically towards the right, resurfacing old messages of intolerance and hate. In some ways the world seemed unprepared for this; in other ways the world is a sadder place because of it.

In the communities we serve we experienced the continuous arrival of refugees seeking peace and safety from conflict and exploitation. People from Sudan, the Congo, Syria, Somalia, South America and other countries were finding their way to Hamilton and a place to call home.

"Overcoming poverty is not a task of charity, it is an act of justice. Like Slavery and Apartheid, poverty is not natural. It is man-made and can be overcome and eradicated by the actions of human beings." - Martin Luther King Jr

We also saw a deepening of the impact of poverty on the health and well being of vulnerable, racialized and marginalized people across the city. Hamilton Urban Core continues to work diligently, strategically,

and tirelessly to meet the pressing health needs of so many who struggle daily to overcome the devastating impact of poverty and social exclusion. Work related to the Community Truth Hearings on Poverty and Equity is ongoing as we continue bringing the voices of everyday people to the places and spaces where decisions are made about them but where they often have no say and all too frequently are not heard.

The Ontario government introduced the Anti-Racism Directorate this year and Hamilton Urban Core enthusiastically endorsed this development. The Directorate has been given a mandate with specific focus on anti-Black racism, anti-Aboriginal racism and xenophobia expressed as anti-Islam/anti-Muslim sentiments. While it is still early days this is an important step in a public validation process that has been a long time coming.

Non-profit organizations rely on the commitment of volunteers to undertake the task of governance on behalf of the voices of the communities served by the organization. As the governing body, the Hamilton Urban Core Board of Directors understands the importance of ensuring the active and ongoing involvement of community boards. Community boards are able to contribute from their unique perspective which makes for a very rich and engaging board experience

that reflects community engagement high on the continuum. This is the case with Hamilton Urban Core. Our very committed Board of Directors aptly fulfills the governance role at the Core. They willingly spend their time and energy on the business of the governance so that the clients and communities in the core will continue to benefit from the services and programs provided.

2016/2017 taught us many things including that as the world changes we must be willing to do so also. That's part of the beauty of the CHC Model of Health and Well Being – being responsive, timely and at the very heart of the community. Certainly no one person, group or organization can do everything but we can all be encouraged to do something. Mother Teresa said "If you can't feed a hundred people, feed just one."

In the spirit of good health and well-being,

A handwritten signature in black ink that reads "Jane Mulkewich".

Jane Mulkewich
Chair, Board of Directors

A handwritten signature in black ink that reads "Denise Brooks".

Denise Brooks
Executive Director

FINANCIAL INFORMATION

7,093

Active Clients

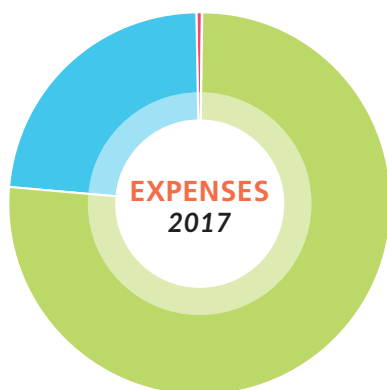
22,455

Individual Service
Encounters

\$717,259 General Operating

\$1,750 Amortization

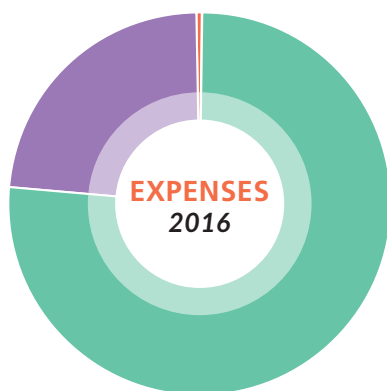
\$2,354,744 Salaries,
Benefits & Relief



\$639,368 General Operating

\$875 Amortization

\$2,014,023 Salaries,
Benefits & Relief



REVENUE 2017

\$2,717,220

Hamilton Niagara Haldimand
Brant Local Health Integration
Network

\$438,141

Miscellaneous

\$1,750

Amortization of deferred
contributions related to furniture,
fixtures and equipment

\$827

Interest income

2016

\$2,659,994

Hamilton Niagara Haldimand
Brant Local Health Integration
Network

\$376,775

Miscellaneous

\$1,750

Amortization of deferred
contributions related to furniture,
fixtures and equipment

\$1,564

Interest income

CLIENT SERVICE STORIES



Meet John, “When I go to Art from the Heart, I feel I have become more confident with myself and feel good about myself. I would like to see more social programs as I have issues with socializing with people.”

“I really like the group programs and I attend Art from the Heart and Life After Fifty Five (LAFfers). I also use the Foot Clinic.”

Meet Ibrahim, I would like to say thank you to the government of Canada and Prime Minister Trudeau’s help. When we were in the refugee camp and heard that Trudeau was going to bring over 25,000 refugees. But at that time we did not believe this and thought that it was just talk. But he did and we are here right now. We would like to thank him and thank all for helping and welcoming us. For everything that people the Canadian people have done, thank you.

From Hamilton Urban Core, we not only got help with health services but personal support and government papers. Urban Core was ready to help us. They stuck with us, they did everything that we could think to ask help for. The Clinic was really good, we came in very large groups and were big families, and we were not expecting that we would get all this help, not only health but the personal support and community health workers supported us. All the treatment we needed we got from the Clinic and the rest of the staff at Hamilton Urban Core.

Finally I want to say thank you again to the government and all the Canadian people who have made us feel at home. Thank you.

Meet Lisa, I would be in a very sad and upset mood, but by the time I go to one of my Serenity or Wellness classes, I am always in an uppitty up mood. It just puts me in a great mood and I learn a lot of spectacular things as to why I am in that specific mood at that specific time. And figure out what I might possibly have as a solution to work on the issue I might have at hand.

The teacher is phenomenal, she knows her stuff and knows how to deal with people.

And you should see the face that you make when you go into these classes, it’s something else. But I am not a very big people person, but when I go to these classes, it’s just like, it’s great to see a lot of friendly faces all the time, it just puts you in a good mood.

Meet Yolanda, I got help with housing, immigration and counseling. I was at school for two years.

Now I am a Registered Practical Nurse, and would not have been able to pull through without the help from Urban Core.

The services at Urban Core were very helpful. Both my counselors were on top of the stuff for me, in every way possible, and helped me. I could always call them at any time. They were always there. With their help I was able to build relationships.

I got everything that they were helping me with. When I needed help with my immigration papers they just helped me, they did just that. I came in 2010. I was advised on what to do and was told about things that I was eligible for. I didn’t know anything about Child Tax Benefit, the Health Settlement Counselor helped me with that as well.



Meet Bertha, “I’ve been coming to the Urban Core for about eight years. I do my laundry here, I’ve been to some of the classes. I have done Art from the Heart. I had my stroke here. Everyone was wonderful to me. They knew what to do right away.

Without this place I don’t know what a lot of people would do.

There isn’t a lot a places to sit and do laundry freely and get comfortable and get something to eat.”

Meet Naomi, “I like coming to Urban Core because the people here are very friendly and when I was on medication and did not have money to pay for it, Urban Core helped me with it. I got three months’ supply.

So I love the people here and I love coming here. So thank you all and God Bless you all.”

Meet Anita, “I’m coming to the Urban Core to get help with getting family members into Canada.

I am very happy that the staff here are very professional, very friendly. They are courteous and they definitely treat me with respect.

I am so glad that I will not waste any more money. Because in the past, I have spent lots of money trying to get family members here. But this time I am glad that it is going to work out and finally I can be reunited with my family. That is making a great impact in my life.”



CLIENT SERVICES



Providing High Quality Client-Centred Service

Individual Services

Primary Care
Oral Health
Housing Assistance
I.D. Clinic
Foot Care and Orthotics
Pharmacy
Dietician
Pediatric
Midwifery
Retina Screening
Social Work



Counseling Services

Psychosocial and Supportive Counseling
Mental Health and Trauma Counsel
Settlement Counseling
Chronic Disease Prevention and Management Counseling
Harm Reduction
Sexual Health



Group Programs

Women's Programs: 1,419

Women's Approach to Anger
Serenity'N Motion
Inner City Women's Wellness
Inner City Women's Collective Kitchen
Immigrant and Refugee Women's Conversation Circle



Men's Programs: 1,371

Anger Management for Men
Men's Circle

Seniors Programs: 717

Health Promotion and Education for Senior's

Children and Youth Programs: 1,227

Early Steps
Girl Talk

Parenting Programs: 400

Life Lessons Parenting Program

Health Promotion Group Programs: 2,002

Taking Charge! Diabetes Education Program
Taking Charge! Diabetes Support Group
Cooking at the Core
Oral Health Education
Happy Hearts
My Health, My Responsibility
Streetwise

Settlement and Integration Services: 684

Orientation on the Canadian Healthcare System
Newcomer Youth
Step by Step
Syrian Women's Kitchen
Life After Fifty Five (L.A.F.F.'ers)

Drop-In Services: 9,537

Street Drop In
Pancake Tuesdays
Blood Pressure Clinic

Sock & Screen - Foot Clinic
Health Card
Harm Reduction
Sexual Health Clinic
Mobile Cancer Screening Bus
Good Food Box Program

Community Engagement: 1,789

Community Health Week
Health Street Fair
Community BBQ
No Community Stands Alone
Year End Celebration
International Women's Day
Annual General Meeting



19,941
Individual Services



3,886
Counseling Services



19,146
Group Programs

COMMUNITY TRUTH HEARINGS ON POVERTY AND EQUITY



We believe that the Community Truth Hearings on Poverty and Equity is a bold new step in collectively and collaboratively gathering information in communities, across the country, and perhaps beyond, to influence change and public policy and to contribute to broadening the base of information upon which decisions are made.

Our approach is supported by the social determinants of health and framed by the notion that Equity, Economic Justice and a Multidimensional Perspective of Poverty are keys in the efforts to make a substantial impact on the decisions and actions that keep people in poverty and on the margins of society.

“I never really thought of myself as poor because I had a job while still struggling to pay bills. Eventually I had to apply for assistance and I felt as though I had failed myself. I stopped socializing, I couldn't afford to have friends over to offer coffee or even toilet paper for the bathroom.”

What Happened So Far?

- Hosted 2 webinars as learning opportunities for Community Health Centres and other Community-Based organizations with similar interests and commitment
- Conducted 5 community truth hearings on poverty and equity in Hamilton and Scarborough
- Provided 2 opportunities/sessions for individual to give their testimonies
- Convened 1 Community Truth Hearing on Poverty and Equity Virtual Roundtable Discussion with representatives from South Africa, Haiti, United States, Europe and Canada
- Documented 1st round report
- Prepared 2 video presentations
- Carried out NO Community Stands ALONE campaign to eradicate poverty including post card and letter writing campaigns, activities to mitigate poverty, and awareness raising events

What We Heard

The Community Truth Hearings on Poverty and Equity provide a valuable pathway for people who have been marginalized, isolated and excluded. Through this process people are able to speak to the wrong that has happened and draw attention to the specific factors that have impacted their life in such a profound and negative way. It was of critical importance that we actively and carefully listened to those sharing their truth and when we did what we heard fell into the following categories:

- Isolation
- Exclusion
- Promises Broken
- Marginalized and Vulnerable
- Impact on Health and Well Being
- Systemic Issues
- Sense of Loss

STAFF TEAM

Leadership Team

Denise Brooks, *Executive Director*
Vikas Sood, *Data and Information Systems Analyst*
Maggie Lau, *Financial Administration*
Daffodil Morrison, *Office Administrator **
Bruna Almeida, *Office Administrator **
Maciej Kowalski, *Community Health Programs Manager*
Nhlaloenhle Ndawana, *Primary Health Care Manager*

Administration Team

Jennifer Black, *Receptionist/Secretary*
Victor Halinski, *Receptionist/Secretary*
Madeline George, *Medical Secretary*

Community Health Programs Team

Edna Apeakorang, *Social Worker*
Lori Risch, *Health and Wellness Counselor*
Gavin Badyal, *Chiroprapist*
Haidar Farran, *Community Oral Health Coordinator*
John Infanti, *Chiroprapist*
Juan Carlos Veliz, *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*
Jennifer Valente, *Mental Health/Trauma Counselor, Women*
Paulicap Okeke, *Mental Health/Trauma Counselor, Youth*

Primary Health Care Team

Angela Carol, *Physician*
Barbara Bennett, *Locum Physician **
Elizabeth Nearby, *Locum Physician **
Janet Warren, *Locum Physician*
Ashraf Sefin, *Locum Physician*
Nga Tran, *Physician Assistant*
Jo Savelli, *Nurse Practitioner*
Liz Kinka, *Nurse Practitioner*
Jessica Potvin, *Nurse Practitioner **
Katie Simonji, *Nurse Practitioner*
Monica Chiwara, *Nurse Practitioner*
Avesta Tokhai, *Primary Health Care Nurse*
Chigoziri Anumba, *Primary Health Care Nurse*

* resigned or left during the period

Special Projects and Initiatives

Deepthi George, *NFF Cultural and Community Facilitator*
Omselama Abdul Sied, *HOPE 4 Community Health Worker*
Elizabeth Santana, *HOPE 4 Community Health Worker*

2016 - 2017 DONORS

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Walmart Canada
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Reliance Home Comfort, Staff Team
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Reliance Home Comfort, Ross Beaman
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Christie Paton
Linda Rice
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The Body Shop (Limeridge Mall)
Metro (University Plaza)
Shopper's Drug Mart (University Plaza)
Federation of Medical Women of Canada
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Good Sheppard Centre
St. Mathew's House
Parkview Church
Wipe Out
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Hamilton Bulldogs
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Kris Krawski
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Grace Simonji
Joe Simonji

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Caitlin Gregory
Wendy Wood
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Shoppers Drug Mart
Denninger's Foods of the World
Hertz Equipment Rental
Food Basics
Giant Tiger
Nabils Restaurant
Jackson Square
Garth Trails Village
Top Hats Marching Orchestra
ED Smith
Smoke Wagon Blues Band

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