

# COMMUNITY ENGAGEMENT AT THE CORE

ANNUAL REPORT 2018





## MESSAGE FROM THE CHAIR

This past year has been another year full of challenges and full of excitement.

A highlight for me as Board Chair was being part of our announcement on May 11<sup>th</sup> that we have finally secured a new location after our years of planning for a new building. As a Board we will be continuing to work on all of the strategic planning efforts that will be required for us to move to our new location, and for us as an organization to be able to continue to meet the needs of the community as we make the transition.

On the other hand, we continue to see impact of poverty becoming deeper and wider in this city and in this province, and the election of the new provincial government in June 2018 indicates a political climate that will continue to put at risk many initiatives to meet the health needs of those living in poverty. We envision some tough times ahead, and when the going gets tough, the tough get going. This is the time for a strong Board of Directors to rise to the challenges being presented to us, and to ensure that our organization and the community we serve has a voice. The Board is tasked with establishing the vision and setting the tone for our future. We are committed to advocating for the community we serve and to remain true to our values of excellence, equity, compassion, integrity and accountability.

**"The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy" – Martin Luther King, Jr.**

We are also continuing to work on selecting the very best people to serve on our Board. It is important for us to ensure the active and ongoing involvement and engagement of a Board that reflects the community we serve, and that can undertake the governance on behalf of the voices of the communities served by the organization. We continue to work on improving our governance practices so that we are the best we can be as a Board. We continue to recruit Board members who 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.

**"Service to others is the rent you pay for your room here on earth." – Muhammad Ali**

Our highest priority is that those living in poverty will have their health needs met in a welcoming environment that is easy to access. We are also working on a renewal of our vision statement, and continue to work on an anti-racism framework that will guide our approach to governance and everything we do as a Board.

We are looking forward to moving forward hand in hand with all of you.

**Jane Mulkewich**  
Chair, Board of Directors



## MESSAGE FROM THE EXECUTIVE DIRECTOR

This is the 22<sup>nd</sup> year for Hamilton Urban Core and it could easily be said that this year was unconventional. Everyone seemed to be moving about with dual visions – one that was inspired with the continued sense of hope and a willingness to do more and be better; the other was clouded by a sense that change was on the horizon, perhaps not all of it good. What we know for sure is that changes in the political mosaic tell us that we must stay vigilant in our efforts to eradicate poverty, challenge indifference and make lasting change.

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 vital health and health-promotion services to marginalized and vulnerable populations and the Centre maintained an active client registration of thousands.

And after eight years, four months and a handful of days we are proud to say that Hamilton Urban Core finally received approval for a capital

project to buy a property and build a new Centre to serve the inner city. There are so many people who played a role in carrying this mission forward and helping to turn an overwhelming need into a reality. We appreciate the efforts of everyone. Every person who signed a post card or a petition, everyone who drove to Toronto to sit in the legislature, everyone who expressed their unfettered support and everyone who continued to hold out hope over the years – we are thrilled to have achieved the goal. We are excited to see what will happen in our new "digs" for people who access the Centre's services now and in the future. We trust that our clients, partners, community members and friends will all be part of this next stage of our journey!

**Denise Brooks**  
Executive Director



# FINANCIAL INFORMATION

## Expenses

	2017	2018
General Operating	\$717,259	\$680,332
Amortization	\$1,750	\$875
Salaries, Benefits, & Relief	\$2,354,744	\$2,283,358

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

## Revenue

	2017	2018
Hamilton Niagara Haldimand Brant Local Health Integration Network	\$2,717,220	\$2,802,253
Miscellaneous	\$438,141	\$329,093
Amortization	\$1,750	\$875
Interest income	\$827	\$1,349



# COMMUNITY ENGAGEMENT IS...

a way of ensuring that community members have access to valued social settings and activities

## HEALTH STREET FAIR

Almost 20 years ago, Hamilton Urban Core introduced the Health Street Fair – a new and unique approach to making sure that community members had access to important health information. A first in the inner city, the Health Street Fair is now a day-long event where Hamilton Urban Core brings individuals and families together with other community, social and health agencies and organizations who are interested in sharing information about health promotion and general wellbeing. The day usually involves a number of interactive displays, promotional items, updates about local resources, health teaching and remarkable demonstrations for the public.



## THE LOVE WE SHARE

In celebration of Black History Month and in recognition of the International Decade of People of African Descent, Hamilton Urban Core hosted a recognition evening for women of African descent. The event captured the hearts and minds of young women and women who are young at heart as they listened to the presentation and became totally enraptured in the storyteller's gift to the group.





## COMMUNITY BBQ

Every year Hamilton Urban Core hosts a Community BBQ for people accessing the Centre's services and people in the inner city communities. This event has become so successful and popular within the community that many families and individuals consider the event an important part of their summer. For 19 years the BBQ has attracted a wide range of people who enjoyed and danced to the incredible music of the Smoke Wagon Blues Band, or watched as children giggled over their painted faces, or indulged in a burger with homemade salads and a few treats.

## HEALTHY SMILES, HEALTHY FAMILIES

Once a year, in October/November, students with the MacHealth DNA initiative work with Hamilton Urban Core staff and volunteers to have a professional portrait session and receive printed and framed portraits, free of charge. This year was no exception. Portraits are meaningful and tangible items to provide for individuals and families, and something often taken for granted by those with the financial means and accessibility to them. Thus, the main focus of this event is to create this experience for individuals who might not otherwise have access. Professional photographers organize and conduct the portrait-taking aspect of the event, and portrait opportunities will be open to families, groups of friends, and individuals on a sign-up basis prior to the event. A certain number of spots will also be reserved for passer-by who come on the day of wanting a portrait. MacHealth DNA students provide additional support such as logistics, advertising, organization as needed.



## INTERNATIONAL WOMEN'S DAY

The Time is Now! Celebrating the Everyday Woman was the theme for the International Women's Day event this year. Women reflecting the inner-city mosaic gathered at the Beasley Community Centre to spend some time together and give each other a small glimpse of the world that has helped to shape them. Guest speakers highlighted the unique strength and resilience of women while the music and food were a celebration of all women.





## 20 YEARS OF COMMUNITY ORAL HEALTH

In keeping with Hamilton Urban Core's service approach, the Community Oral Health Program was developed in response to the needs identified in the community. Hamilton Urban Core knew that to develop an effective plan and respond to the need for better access to oral health care, prevention and maintenance many factors must be considered. A strategy was chosen that would ensure inclusion of the full range of factors that affect or impact on the oral health of the community. It was also important that the program be framed by the pillars of community health, the social determinants of health, equity, quality service and health promotion. With this approach it was felt that the foundation and ultimate implementation of the oral health program would focus on providing optimal oral health care and services knowing that this would contribute positively to improvements in general health and well-being for individuals and within the community.

The goals and objectives of the Program were developed in accordance with the overall mandate of Hamilton Urban Core and in keeping with the principles of Ottawa Charter for Health Promotion as follows:

**"This is a program that enables people in our community to increase control over the factors that affect their oral health. This approach aims to improve the oral health and the overall well-being of individuals and groups who have traditionally lacked access to adequate oral health care. The program includes oral health promotion, education, preventive oral health care, counseling and advocacy."**

Over the Programs 20-year history thousands of individuals received oral health education, information and services.



## OVERDOSE PREVENTION SITE

Intended to prevent opioid overdoses and deaths, temporary overdose prevention sites are part of the Ministry of Health and Long-Term Care's expansion of its response to Ontario's opioid crisis. Hamilton Urban Core Community Health Centre in partnership with the Shelter Health Network operate Hamilton's first Overdose Prevention Site (OPS), located at the Core in the heart of the city.

The Overdose Prevention Site provides potentially life-saving services to people who inject drugs. It is a safe and hygienic environment for people to inject pre-obtained drugs under the supervision of qualified staff, which includes a health care professional (physician or nurse) in addition to a harm reduction worker and a peer worker with lived experience.

In addition to supervised injection, individuals using these health services can also access sterile harm reduction supplies (needles and syringes), naloxone, education on overdose prevention and intervention in the case of an overdose. People also receive counseling and are connected with health, wound care, mental health, addiction and social services as needed.

**In addition to supervised injection, individuals can also access sterile harm reduction supplies.**

Supported by community partners including City of Hamilton Public Health Services, Good Shepherd Centres, Wesley Urban Ministries, The Aids Network, Canadian Mental Health Association, Hamilton Paramedic Services, and Marchese Pharmacy the OPS reported just over 400 visits in its first 2 months of operation.



# ANNUAL REPORT CARD

This report is a summary of the results of the Client Survey conducted at Hamilton Urban Core. The purpose of this survey was to gather information about clients' perspectives of the Centre, as well as their ease of accessibility to it.



## Statistics

Active Clients	7,020
Service Encounters	24,774
Individual Group Program Participants	18,050
Group Program Participants	22,960

- ✓ **65%** identified English as their first language
- ✓ **35%** identified a language other than English as their first language
- ✓ **94%** felt that experience with the reception staff was good
- ✓ **96%** satisfied speaking with the health provider about the reason for their visit
- ✓ **95%** felt their health information was treated with the level of privacy they expect
- ✓ **65%** indicated that providers go to great lengths to ensure that they understand their situation
- ✓ **70%** felt that the providers dedicate enough time to spend with them
- ✓ **86%** rated the overall service as very good or good

## Demographics

Female	47%	Citizens	40%
Male	52%	Permanent Residents	26%
Unidentified	1%	Refugees incl claimants	7%
		Status Unknown	27%

## STAFF TEAM

### Leadership Team

Denise Brooks, *Executive Director*

Vikas Sood, *Data and Information Systems Analyst*

Maggie Lau, *Financial Administration*

Joan Johnson, *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, *Chiropodist*

John Infanti, *Chiropodist*

Haidar Farran, *Community Oral Health Specialist*

Juan Carlos Veliz, *Community Health Worker*

Jude Nnamchi, *Community Health Worker*

Myrna Rivera, *Health Settlement Counselor*

Deepthi George, *Health Settlement Counselor*

Sherri Case, *Early Child Development Specialist*

Rehuda Jack-Caesar, *Administrative and Client Support*

Tibor Lukacs, *Counselor, Refugee Services*

Jad Farran, *Youth Wellness Counselor*

Nokwanda Nkomo, *Wellness Counselor*

Patience Simbanegavi, *Access Facilitator*

### Primary Health Care Team

Angela Carol, *Physician*

Janet Warren, *Locum Physician*

Ashraf Sefin, *Locum Physician*

Yasmin Al Mulla-Hummadi, *Locum Physician*

Nga Tran, *Physician Assistant*

Jo Savelli, *Nurse Practitioner*

Liz Kinka, *Nurse Practitioner*

Katie Simonji, *Nurse Practitioner*

Monica Chiwara, *Nurse Practitioner*

Avesta Tokhai, *Primary Health Care Nurse*

Chigoziri Anumba, *Primary Health Care Nurse*

### Cultural Interpretation Team

Arkan Al-Ani

Noor Mohamed

Mojgen Emadadi

Oscar Benjamin

Maria Badova

Fred Ng

Kathy Kwong

Santoosh Yadav

Amina Ibrahim Abdi

Maritza Veliz

Oscar Benjamin

## BOARD OF DIRECTORS

Jane Mulkewich, *Chair*

Paul Henry, *Vice Chair*

Geeta Malhotra, *Secretary/Treasurer*

Rob Braley, *Member*

Mane-Ines Arratia, *Member*

Suad Badri, *Member*

Angela Hrabowiak, *Member*

## CONTACT INFORMATION

71 Rebecca Street  
Hamilton, ON L8R 1B6

**T** 905 522 3233

**F** 905 522 3433

[www.hucchc.com](http://www.hucchc.com)

[@hucchc](https://twitter.com/hucchc)

[f /HamiltonUrbanCoreCommunityHealthCentre](https://www.facebook.com/HamiltonUrbanCoreCommunityHealthCentre)

A very special note of thanks to those who gave of their time and talent—and to our generous donors for their many, valued contributions.



\*resigned during the period

\*\*resigned Officer position during the period

