



Building Hope at the
Core: A New
Foundation for a
Healthier Community

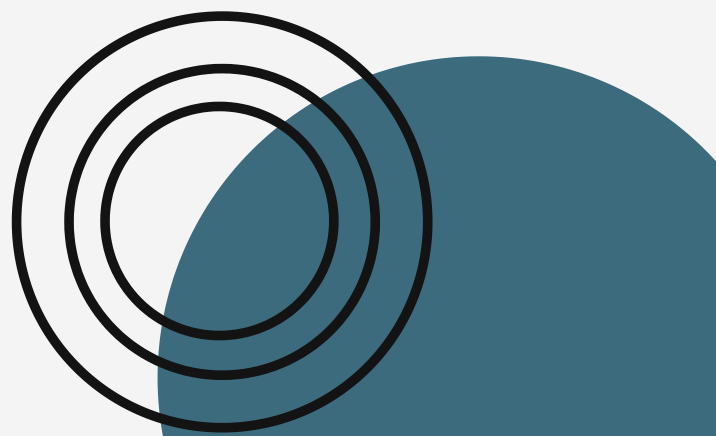
2021-2022 ANNUAL REPORT



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ABOUT US

MISSION

Strong Core, Healthier Lives

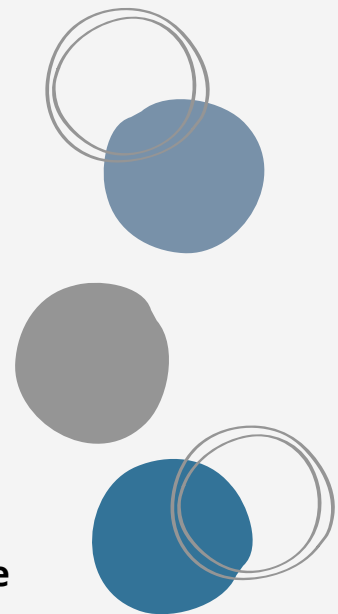
VALUES

A strong, innovative leader where marginalized people are first in the inner city

VALUES & BELIEFS

We believe that:

- All people have a right to be treated with dignity and respect.
- Primary healthcare and services must be accessible, available, and appropriate, and be directed toward 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 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 make an informed choice
- Focusing on the most disadvantaged will benefit everyone in the community and society

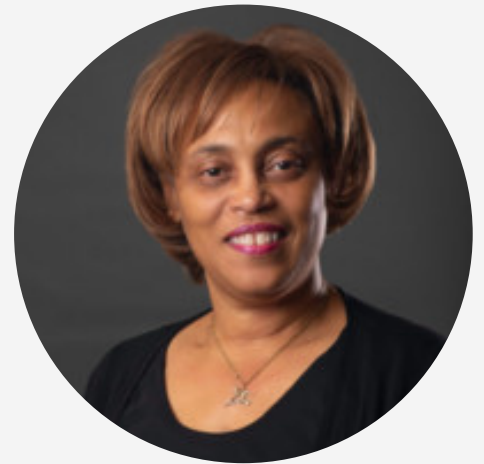


MESSAGE FROM THE BOARD CHAIR

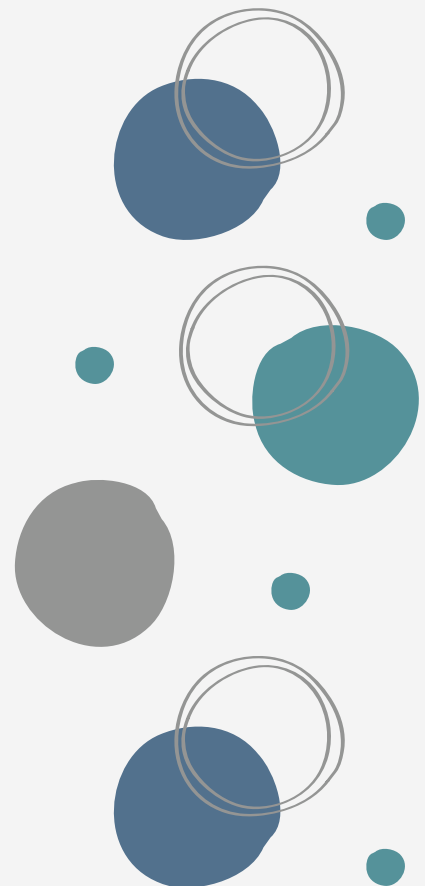
I was privileged to become the chair of the board one year ago, and I took the responsibility very seriously. The vision of Hamilton Urban Core Community Health Centre (HUCCHC) is one that I embrace and believe in with all my heart that “peace, shelter, food, income, a stable eco-system, sustainable resources, justice and equity are fundamental conditions to the health and well-being of individuals and communities” and that “a healthy community can only be achieved through collective action”.

The board had a big task ahead us and I was honoured to be working with such an illustrious group of persons. Seth Waterman, Sherwin Steele, Ike Agbassi, Uchenna Anumba, and Sceon Leslie, I am expressing my sincerest gratitude for all of the amazing work that you did over the past year. Thank you kindly for the support, patience and collaborative spirit that you extended to me.

The Board of Directors’ role is to provide oversight of the organization to ensure that we are achieving our vision and mission. Governing during a pandemic definitely put us to a higher test of leading through the virtual world, which can be difficult. We were in a situation that we have never been in before. We had to adjust and do things differently than we were used to doing in the pre-pandemic world. The board did a great job at fulfilling our mandate and fiduciary responsibilities in a diligent and dignified manner. The board had to focus on making numerous decisions that were critical to the new building, the services and programs of the organization, including a major move to temporary sites while the new facility is being constructed, constant requests for information, decisions and documentation from the funders and the Province and we still made time for board education and development opportunities. The board met many times and for many hours as they reviewed site plans, feasibility reports and copious documentation and presentations with respect to the new building at 430 Cannon Street and other significant organizational business that required our attention. A big thank you must go to Jamie Cook, Senior Project Manager who has been working on the capital project from the beginning and kept the board informed regarding the progress of the initiative



Maxine Carter



MESSAGE FROM THE BOARD CHAIR

The new building will deliver Denise Brooks' vision of a warm and inviting community hub where clients could access various services reflecting and supporting their needs and creating a sense of belonging under one roof. The board wanted to ensure that the integrity of Denise's work and vision was maintained. We know how hard Denise worked by launching many campaigns to raise awareness of the need get a capital project approved to build a building that is welcoming and safe for families and individuals of the community to heal, learn, access exceptional primary health care and relevant programs and services that meets their needs.

In early December 2021, the organization was tasked with a major move to two temporary sites; one for the provision of primary health care, including the programs and services and another for the Consumption and Treatment Services all done while the staff were working to launch new programs such as the Substance Abuse Program for African Canadian and Caribbean Youth (SAPACCY) and the Newcomer Settlement and Language Training (NSLT). Nhlaloenhle 'Nala' Ndawana, our Executive Director and the staff must be given the credit for their ability to be nimble, innovative and ready to respond at a moment notice once the space was approved and ready for moving in. They were remarkable in their focused tenacity to make the move to the new locations with great efficiency while still maintaining the excellent service levels to their clients. A special thank you to Nala and the management team for getting this accomplished in collaboration or sometimes being led by the hard work of their teams.

This will be an exciting year as we have a number of new and ongoing initiatives underway including the ground-breaking event for 430 Cannon Street, the construction of the new Hamilton Urban Core Community Health Centre (HUCCHC) building and the Denise J. Brooks Community Hub and including the launch of our Legacy Committee and capital campaign. Launching a capital campaign during a pandemic takes boldness, hard work and dedication. We are grateful for the generous giving so far and we hope that we can galvanize the community that we serve, live in and work in so that they will continue to be kind and generous to the HUCCHC. Please stay tuned for more information on these events and initiatives. I would be remiss if I did not thank Simone Atungo and Adrianna Tetley for all their support and hard work in supporting and strengthening the organization and the board as we grieved the passing of Denise Brooks. Their work in the transition period was exceptional and was the glue that kept the organization together as we worked through difficult times and had to carry out a search for the new Executive Director. As you know, Nhlaloenhle 'Nala' Ndawana was the successful candidate and Nala stepped into the role as leader of the organization one year ago. Happy Anniversary Nala! Finally, I want to circle back to thank the board of directors once again for all the many meetings you attended over the past year and for your very thoughtful input, feedback, courageous decisions and oversight of our governance responsibilities.

With kindest regards,

Maxine Carter

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE
2021-2022 ANNUAL REPORT



MESSAGE FROM THE EXECUTIVE DIRECTOR

This year our organization moved from 71 Rebecca St to two interim locations at 181 Main St West and 70 James Street South. We are grateful for the role that Sonoma Homes played in providing us with a home for over 25 years at Rebecca Street. This was a true community partnership that allowed us to house the first Consumption and Treatment Service in Hamilton.

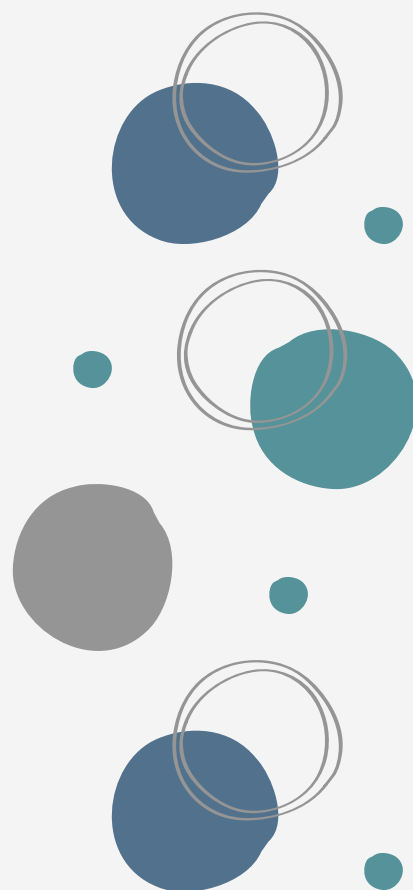
We are also grateful to the Ministry of Health that awarded us with funding to renovate our current two interim locations, while we wait for our final relocation to 430 Cannon Street.

As we settled in our two locations, we have been able to bring back fulltime onsite primary care services and have continued to a reduced hybrid remote and onsite model for our allied services. We have remained steadfast in our commitment to our priority populations that represent the most marginalized within our community. This past year has been a period of working towards reconnecting with our clients and partners as we all respond to new challenges and opportunities that have emerged as a result of the COVID-19 pandemic.

We had 30,696 service encounters with our 7973 active clients, delivered in the form of individual interactions and group programming, both onsite and virtually. Our largest population group being adults aged between 25-65 followed by seniors (65+), youth and children.



Nhlaloenhle Ndawana

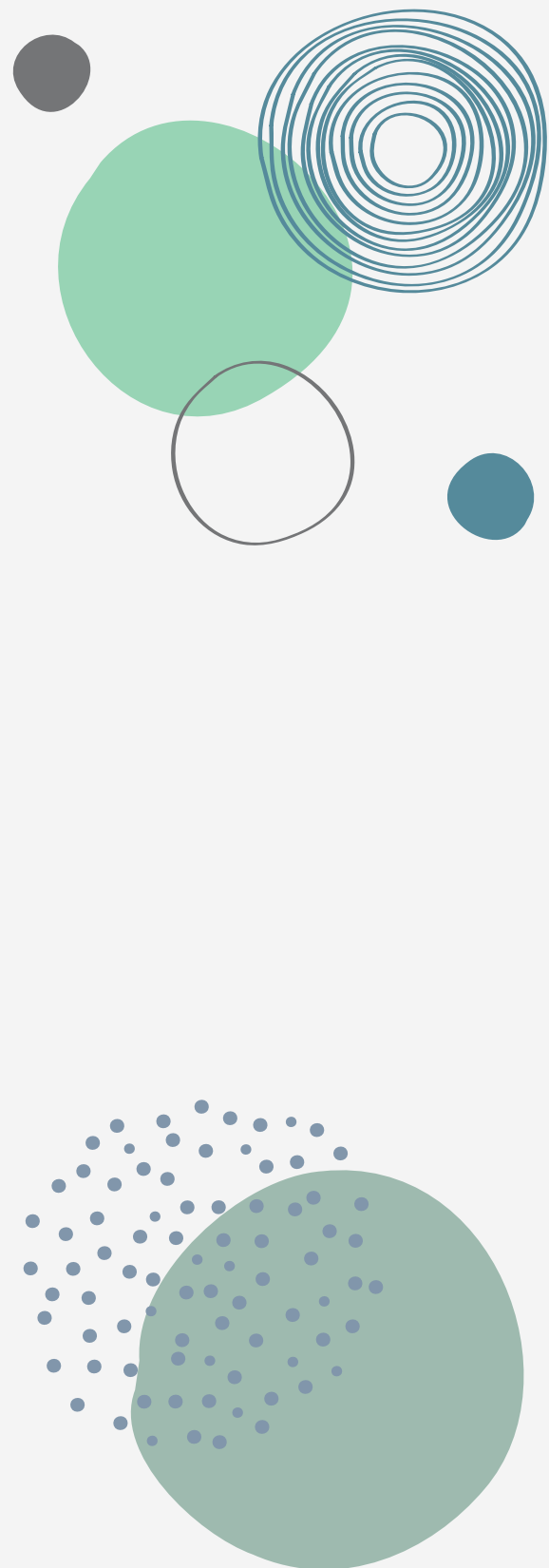


MESSAGE FROM THE EXECUTIVE DIRECTOR

This year we were very excited to welcome the Black Health Team to our interdisciplinary team. Focused on providing mental health services to Black youth aged between 12 – 29 and their families through the Substance Abuse Program for African Canadian and Caribbean Youth. The team hit the ground running focusing on reaching out to Black youth, their families and community partners that work with youth in Hamilton. To date, the Black Health Team has facilitated over 18 community engagements sessions with over 629 participants. We look forward to their continued work in supporting Black youth within Hamilton, and develop as well as implement group programs and deliver individual services.

Our Primary Health Care, Community Health Care and Consumption and Treatment Services Teams have continued in their unwavering commitment in supporting and providing much needed programs and services within our new renovated interim locations. Please see our detailed team reports within this publication.

We remain grateful to all the numerous community partners and clients that have had an input throughout our journey this past year as we look ahead to the completion of the building of our permanent home. Above all, we are thankful to our dedicated past and current Board of Directors that have remained committed to supporting the organisation in another transition year. Thank you all!



FINANCIAL INFORMATION

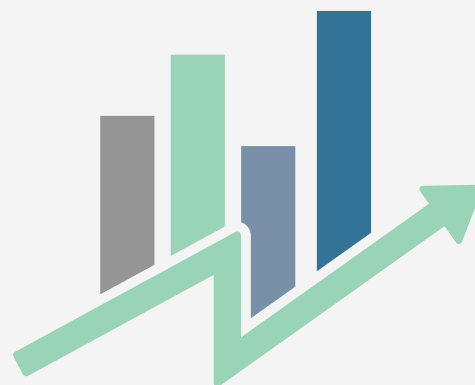
REVENUE	2021	2022
Hamilton Niagara Brant Local Health Integration Network	\$1,181,344	\$3,195,974
Ministry of Health	\$3,362,176	\$1,179,050
Other Funders	\$277,499	\$628,572
EXPENSES	2021	2022
General Operating	\$1,108,101	\$1,337,160
Salaries, Benefits & Relief	\$3,270,154	\$3,584,876
Amoritization of Capital Assets	\$8,807	\$17,613

ANNUAL REPORT CARD

For more than 25 years, Hamilton Urban Core CHC has been addressing health inequities such as poverty, racism, discrimination, unemployment and homeless, faced by community members, neighbours, friends, and families in Hamilton.

SERVICE DELIVERY

- Active Clients **7973**
- Service Encounters **30,696**
- Unique Clients Served **5059**
- Group Program Participants **4241**
- Group Program Session **477**



DEMOGRAPHICS - CLIENT SEX

- Female **44%**
- Male **55%**
- Unidentified **1%**



DEMOGRAPHICS - CLIENT AGE

- Children (0-14yrs) **9%**
- Youth (15-24yrs) **10%**
- Adults (25-64) **69%**
- Seniors (65+) **12%**



PROGRAMS AND SERVICES



PRIMARY HEALTHCARE

We are proud to share that the Primary Healthcare team is back onsite fulltime, and we have resumed some of our outreach services. We have been working in close partnership with the Black Health Team to offer community-based diabetic and hypertension-based health promotion services. We are also hard at work to reengage our clients who system utilization declined as a result of the COVID-19 pandemic.

Hamilton Urban Core has also taken an active role in supporting Ukrainian newcomers coming to Canada through Family Sponsorship and the Canada-Ukraine Authorization for Emergency Travel (CUAET) programs. Working in partnership with Compass Community Health, Hamilton FHT, Hamilton Public Health, McMaster FHT, and REFUGE we co-designed and cooperatively ran a centralized intake center, staffed by 2 Ukrainian speakers.

Clients complete an initial assessment, have access to vaccinations and screened for other issues related to health and wellness. People are seen twice at the clinic, and connected to a family doctor or nurse practitioner that is best aligned with their medical, social, and geographic needs. We have supported 38 clients to-date.

Looking toward next year we are excited to introduce a COVID-19 vaccination clinic and support education on emerging (e.g. monkeypox) and re-emerging (e.g. meningococcal disease) infectious diseases as well as double-down on our cancer screening and wellness programs.



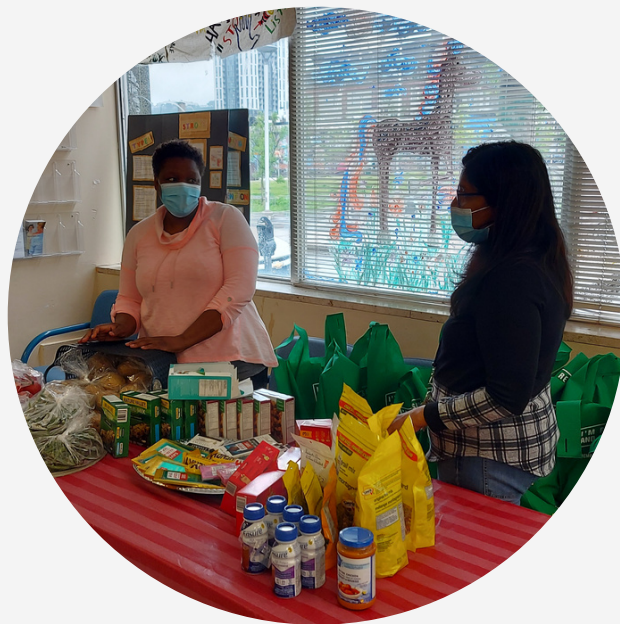
Excellence. Equity. Compassion. Integrity. Accountability.

PROGRAMS AND SERVICES

COMMUNITY HEALTH PROGRAMS



The 2021-2022 year proved to be another year of unprecedented opportunity and challenge for the Community Health Team (CHT). From the continued to work with our Public Health partners to the ongoing COVID-19 pandemic, by working directly with newcomer communities to increase vaccine and booster doses, to continued education on how our immunocompromised and elder clients can keep themselves safe during the relaxation of many public protection measures – we were busier than ever. Members of the CHT assisted clients through what has become an all-time high crisis point for two of pillars of basic human health: Food and Shelter. Our team helped their clients navigate the complex requirements of the limited affordable housing available in Hamilton and surrounding regions. We provided ID Clinics to obtain critical documentation (for housing, employment, taxes and more), navigating increased wait-times across most government services, and our Counsellors saw a deep increase in the mental health supports we were providing to keep up with the stress being felt across the communities Hamilton Urban Core serves – from Anger Management courses to multiple Family Saturday events centred around dealing with mental health and self-care management.



Above, our Community Health Team navigated their first Family Saturday during the pandemic. A virtual information session was provided on heat waves health and safety. After, appointments were scheduled for the clients to pick up the to-go packed brunch and donations such as vegetables, non perishable food items, cloths, sunscreen, and hygiene products.

COMMUNITY HEALTH PROGRAMS



Year End Celebration 2021 took place December 18. We had about 100 clients attend the event. Clients registered for the event and were given a time slot to come to the centre to pick up their meal and gift, and listen to some holiday music. We had amazing support from The Top Hat Band, who for the past 6 years have supported this event with a shoe box drive, presents for clients.



Clients and HUCCHC Staff celebrated Citizenship Week by sharing what it means, or will mean to be Canadian



PROGRAMS AND SERVICES

BLACK HEALTH TEAM



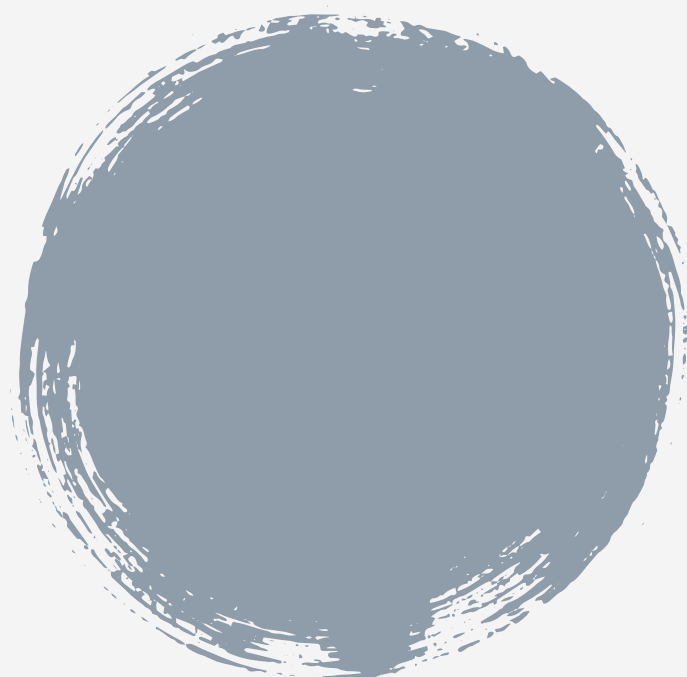
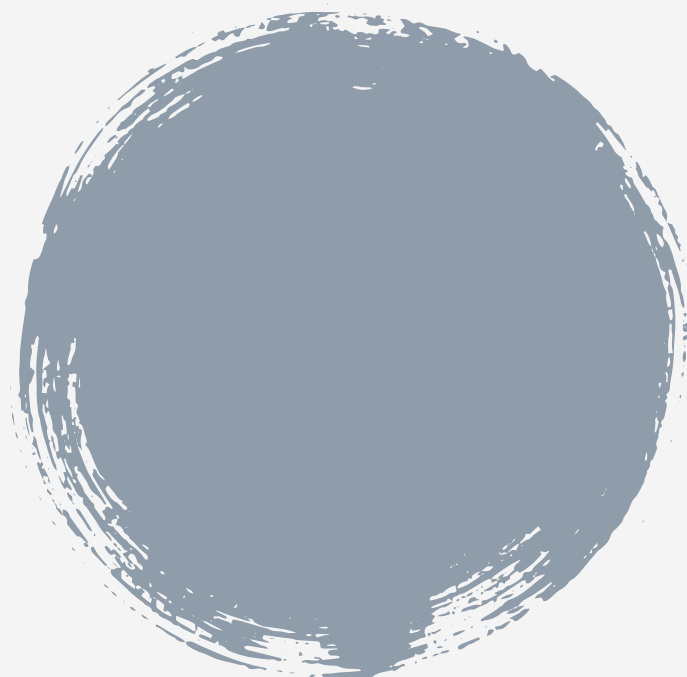
Hamilton Urban Core Community Health Centre (HUCCHC) Black Health related work has been ongoing at the Centre for many years without designated funding. This work highlighted the gaps between services delivery and/or access to health, housing and education to Black communities. In collaboration with other Community Health Centres, HUCCHC advocated for specific funding that would provide culturally appropriate approach to Mental Health services for Black Youth.

Substance Abuse for African Canadian and Caribbean Youth (SAPACCY) was created out of this collaboration among agencies. The goal of SAPACCY is to improve access to mental health services for Black youth, accelerate pathways to care, and to produce models of culturally appropriate secondary and tertiary care. It was also to build the capacity of community services to deliver mental health services and to decrease stigma and increase understanding of what can be done to improve Black mental health. The program is being implemented in partnership with CAMH and seven community agencies across the province and aims to provide services to Black youth that are culturally safe and grounded in an Africentric approach to mental health and wellness.

Anticipated Results:

- increased early intervention and timely access to culturally safe services.
- decreased numbers of persons accessing care through aversive pathways such as police, ambulance, and hospital emergency department.
- decreased incarceration for Black youth.
- improved outcomes related to the proportion of young people accessing services and experiencing elevated psychological distress.
- access to services for clients.

We are looking forward to seeing what they accomplish in the next fiscal year!



PROGRAMS AND SERVICES

CONSUMPTION & TREATMENT SERVICES (CTS)



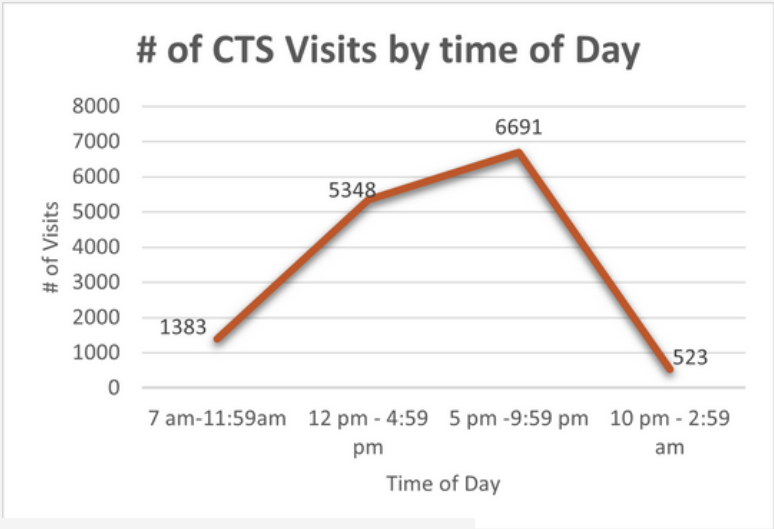
From April 1st, 2021, to March 31st 2022 there were 17,348 client visits to the Consumption and Treatment Services of Hamilton Urban Core Community Health Centre. As COVID-19 continued to have devastating impact across the globe, the public health restriction causing unintended harm due to reduced services and supports available for people who use drugs such as pharmacies, outpatient clinics, access to food and shelter and harm reduction programs that provide care. Although the intention was to reduce the impact of COVID-19, these measures also increased risks of drug-related overdose and death.

In June 2021, the Centre hosted a community engagement event to virtually introduce ourselves to the new neighbourhood at 430 Cannon Street and soon after prepared to move to two interim locations at 181 Main Street West and 70 James Street South at St. Paul's Church, the location of the CTS Program. To say that this was a big undertaking would be a drastic understatement - the moving of a community health centre is in a category of its own. Clients and staff finally had a space that was they deserved and was more conducive to providing high quality community health care. You see what most people do not know is that years of advocacy went into to us finally moving from 71 Rebecca Street. The new interim locations provided a space for high quality health care, health promotion and harm reduction in spaces that our clients deserved. For clients of the CTS this is a space where they have said that they feel safe. Where they can make pieces of art and write poetry. Where they can have a real voice in the services that support them. Where they can socialize and get a nutritious sandwich or snack, check in, be welcomed.



Thank you to the dynamic and skilled CTS team for all their dedication and support of the Consumption and Treatment Service and to the clients of Hamilton Urban Core. And a heartfelt thank-you, especially to the clients of the CTS program who are responsible persons who are trying their best despite the toxic and poisonous supply to use drugs responsibly by understanding and educating themselves on the effects and trying to reduce the risk of overdose and death by using in a supervised space. A heartfelt thank you to St. Paul's Church for sharing their space with us and supporting us in the interim at 70 James Street S.

CONSUMPTION & TREATMENT SERVICES (CTS) April 1, 2021–March 31, 2022

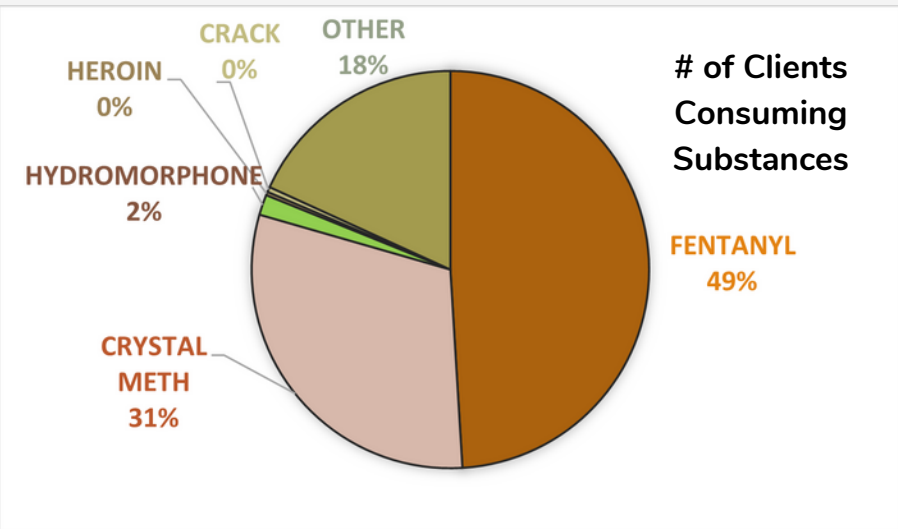
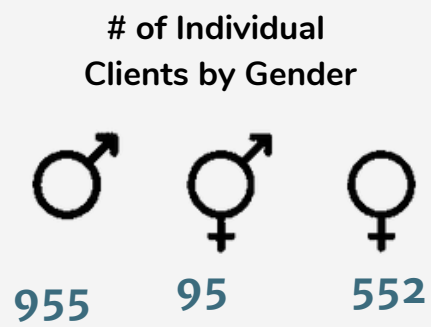


17,348
Total Number of Client Visits

10,698
Total Harm Reduction Service Visits

6,650
Total Consumption Visits

0
Total Deaths Occurring at the CTS



How did we do?

Consumption & Treatment Service (CTS) provides supervised injection services. We offer a safe environment, counselling, referral, connection to services & supports as well as harm reduction and supplies, and immediate support in the event of an overdose.

- Total overdoses: **144**
- Total overdoses requiring solely oxygen/rescue breathing: **47**
- Total overdoses requiring naloxone: **92**
- Total doses of naloxone administered: **128**
- total calls to EMS related to overdose: **61**
- Total transfers to an emergency department related to an overdose: **25**



WHAT ARE CONSUMPTION & TREATMENT SERVICES? (CTS)

They are lifeguard stations for drug use, providing low-barrier, lifesaving services to address the opioid epidemic.

They are safe, hygienic environments for people to consume pre-obtained drugs under the supervision of trained and qualified staff in the event of an overdose.

They provide sterile injection supplies, education, overdose prevention and intervention, nursing staff, and referrals to other services. We connect our clients to social navigators, housing supports, employment supports, medical supports, as well as addictions counselling and mental health counselling.

WHAT ARE THE BENEFITS OF THE CTS?

- Reduces the number of drug overdoses
- Reduces the risk factors leading to infectious diseases such as HIV and hepatitis
- Reduces the strain on Emergency Departments, thus reducing the cost of health care services
- Enables access to and increases the use of detox and drug treatment services
- Connects people with other health and social services
- Provides safe sites to inject
- Provides education about opioid tolerance and risk of overdosing
- Reduces the number of publicly discarded needles
- 266 needles were collected by the staff in the surrounding area of the Centre in October 2021

"Harm reduction is not just a kit or a supply it is understanding that the current opioid epidemic is complex, and the social determinants of health are at the root, poverty, class, racism, social isolation, social exclusion, past trauma, violence, gender-based discrimination etc. affect both people's vulnerability to and capacity for effectively prevent drug-related harm."

OUR TEAM

Leadership Team

Annie Ridos, *Office Administrator*
 Dawit Mulu, *Data Systems and Information Analyst*
 Dick Passmore, *Manager Consumption and Treatment Service**
 Jude Nnamchi, *Primary Health Care Manager**
 Karen Slonim, *Primary Health Care Manager*
 Maciej Kowalski, *Manager Community Health Programs**
 Maggie Lau, *Financial Administrator**
 Monika Abdelmaseh, *Manager Consumption and Treatment Services**
 Nadine Favics, *Manager Consumption and Treatment Services*
 Nhlaloenhle Ndawana, *Executive Director*
 Rozan Robinson, *Executive Assistant*
 Sandra Ezepue, *Manager Community Health Programs**
 Thandiwe Nkomo, *Black Health Manager*

Administration Team

Katelyne Clark, *Receptionist/Secretary*
 Josna Joseph, *Receptionist/Secretary*
 Madeline George, *Medical Secretary*
 Tamara Watters, *Receptionist/Secretary*
 Victor Halinski, *Receptionist/Secretary*

Black Health Team

Patience Simbanegavi, *Black Health Case Manager*
 Providence Ahishakiye, *Black Health Social Worker*
 Valeria Ndunga, *Black Health Social Worker*

Primary Health Care Team

Amandeep Kaur, *Nurse Practitioner**
 Angela Carol, *Physician*
 Ashraf Sefin, *Locum Physician*
 Eunice Kontoh, *Primary Care Nurse*
 Janet Warren, *Locum Physician*
 Jo Savelli, *Nurse Practitioner*
 Karoline Hoy, *Physician*
 Katie Krolouski, *Nurse Practitioner*
 Liz Kinka, *Nurse Practitioner*
 Monica Chiwara, *Nurse Practitioner*
 Nga Tran, *Physician Assistant*
 Olivia Flaherty, *Primary Care Nurse*
 Sifundo Ncube, *Registered Nurse **

Cultural Interpretation Team

Bashriya Mustafa, *Cultural Interpreter Arabic*
 Fred Ng, *Cultural Interpreter Mandarin*
 Jie Zhao, *Cultural Interpreter Mandarin**
 Maritza Veliz, *Cultural Interpreter Spanish*

Board of Directors

Angel Hrabowaik, *Board Member**
 Ike Agbassi, *Board Member*
 Maxine Carter, *Board Chair*
 Paul Henry, *Board Member**
 Uchenna Anumba, *Board Member*
 Sceon Leslie, *Board Member*
 Seth Waterman, *Vice Chair*
 Sherwin Steele, *Secretary/Treasurer*
 Sue Johnson, *Board Member**

**Left during the year*

Community Health Programs Team

Anna Wojtecki, *Access Facilitator **
 Chinonye Azubike, *Access Facilitator*
 Deepthi George, *Health Settlement Counsellor*
 Diane McDonald, *LHIN Coordinator*
 Edna Apeakorang, *Social Worker**
 Gavin Badyal, *Chiropodist*
 Haidar Farran, *Community Oral Health Specialist**
 Ibrahim Alhares, *Cultural Community Ambassador*
 Jad Farran – *Youth Wellness Counselor**
 John Infanti – *Chiropodist **
 Juan Carlos Veliz, *Community Health Worker*
 Katelyn Murphy, *Social Worker**
 Leonie Beckford-Nickie, *Dental Community Health Worker*
 Lyndsey Dunn, *Dental Community Outreach Worker*
 Megan Tedesco, *Youth Wellness Worker*
 Miklos Favics, *Community Health Worker*
 Myrna Rivera, *Health Settlement Counsellor*
 Nagadeepthi Velcheru, *Administrative and Client Support*
 Nokwanda Nkomo, *Health and Wellness Counsellor*
 Rehuda Sagan Jack-Caesar, *Administrative and Client Support**
 Sherri Case, *Early Child Development Specialist*
 Shaila Kumbhare, *Social Worker*
 Tahira Awan, *Community Oral Health Coordinator*
 Tibor Lukacs, *Counselor, Refugee Services*

Consumption & Treatment Services Team

Nadine Favics, *Manager*
 Amanda Nemec-Bakk, *Registered Nurse, Relief Staff*
 Andray Harrison, *Harm Reduction Counselor*
 Brianne James, *Registered Nurse, Relief Staff*
 Catherine Gault, *Registered Nurse, Relief Staff*
 Chandan Preet, *Harm Reduction Counselor Relief**
 Danielle Martino, *Harm Reduction Counselor*
 David Forementini, *Safety Support Worker**
 Destanee Bonneville, *Harm Reduction Counsellor*
 Eunice Kontoh, *CTS Registered Nurse*
 Jessica Allen-Murray, *Harm Reduction Counselor*
 Jessica Drennan, *Safety Support Worker*
 Jennifer Black, *Administrative and Client Support*
 Lacey Sevier, *Peer Support Worker*
 Lori Sweezey, *Harm Reduction Counsellor*
 Michael Paterson, *Peer Support Worker*
 Oman Huhad, *CTS Registered Nurse*
 Oluwaseun Salako, *Harm Reduction Counselor*
 Raymond Bryan, *Harm Reduction Counselor**
 Sadaine Smith, *CTS Registered Nurse*
 Shayne McCarthy, *Peer Support Worker*
 Sukhmani Dhesi, *Harm Reduction Counselor*

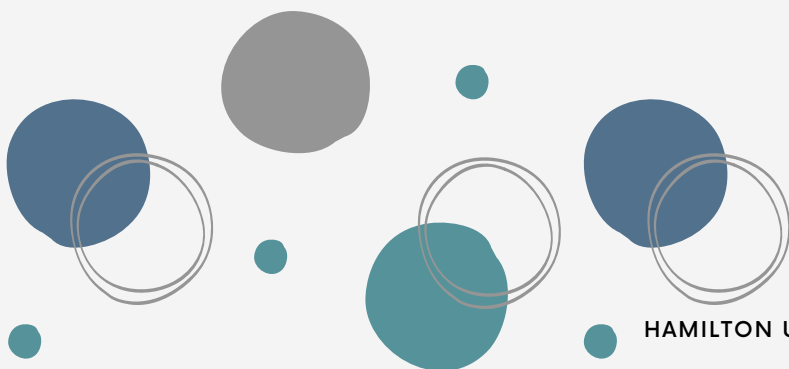
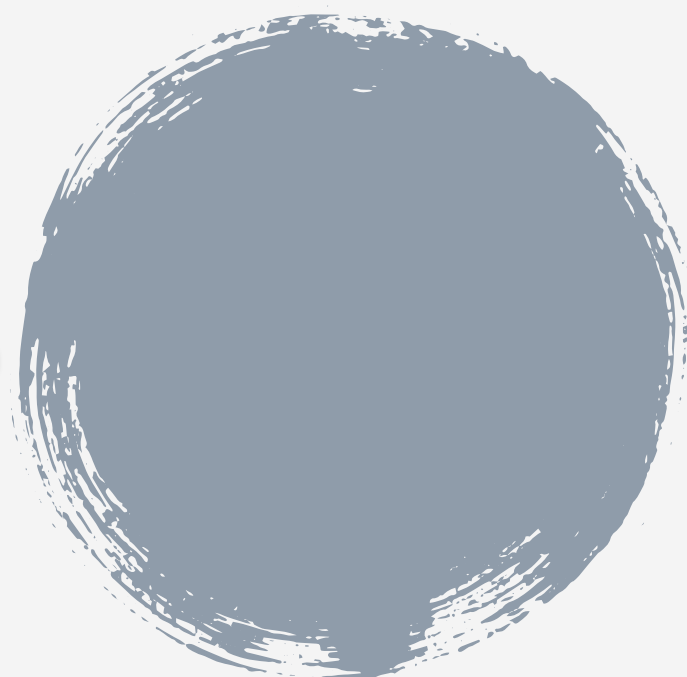
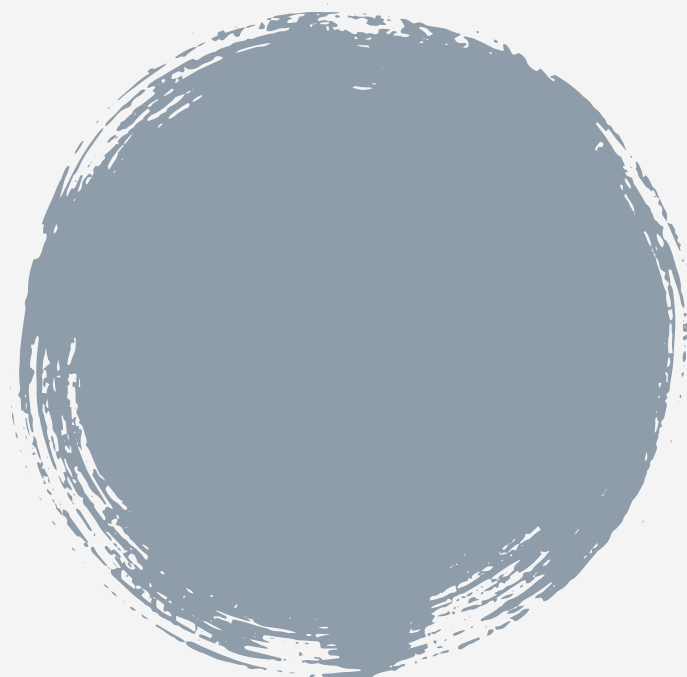
Volunteers

Cameron Harper, *MacHealth DNA*
 Dana O'Brien, *MacHealth DNA*
 Danya Sanderson, *MacHealth DNA*
 Emilyan Staykov, *MacHealth DNA*
 Etri Kocaqi, *MacHealth DNA*
 Gina Jiang, *MacHealth DNA*
 Isabel Thomas, *MacHealth DNA*
 Jacqueline Lai, *MacHealth DNA*
 Jennifer Chen, *MacHealth DNA*
 Margaret MacDonald, *MacHealth DNA*
 Nam Do, *MacHealth DNA*
 Zuhayr Yakub, *MacHealth DNA*

THANK YOU TO OUR GENEROUS DONORS



- **Abbas Al Anssari - A Best Needle**
- **Adrianna Tetley**
- **Allen Stevenson**
- **Andrew Goorbarry**
- **Danielle Martino & Family**
- **Dewitt Car & Truck**
- **Garth Brooks Trails**
- **Good Shepherd**
- **Hope McFall**
- **Julia Bryson**
- **McMaster University Medical Journal**
- **Murphy's Farm**
- **Sandy Jambrosic - Jackson Square**
- **Seth Waterman**
- **Starbuck's, York Boulevard**
- **Strata Residents**
- **St. Patrick's Church**
- **Vineland Research & Innovation Centre**



COMING SOON



OUR NEW HOME AT 430 CANNON STREET