



# NorthHamilton

Community Health Centre

## Annual Report 2011/2012



*25 YEARS OF HEALING, HOPE & WELLNESS  
1987 - 2012*

## MESSAGE FROM THE CHAIR



The Health Centre clients, staff, board, volunteers, and partners have delighted in our new space. We know now what we have always believed—space does inform who you are. This new space has made possible a continual move forward to our vision of “No Obstacles to Health”, through new programs, services and evaluation opportunities. We are thankful to the Ministry of Health and Long-Term Care for the funding of this facility. We also want to acknowledge the support we received from our Hamilton Niagara Haldimand Brant Local Health Integration Network (LHIN), local politicians and the City of Hamilton during this process.

As a Board we have completed a year of reflection, education and strategizing, culminating in our new strategic plan developed for the next three to five years ensuring that we place the client and the community at the centre of our planning. We have committed to:

- *Advocate, Engage and Participate within our Communities*
- *Be a Strategic Leader in an Evolving Health Care System*
- *Ensure Sustainable and Diversified Resources*
- *Be an Employer of Choice*
- *Provide Services that are Enabling*
- *Integrate and Validate Quality at Every Level*
- *Be Accountable Steward of our Resources*
- *Excel in Environmental Practices*

Continually improving our Board effectiveness, we have reorganized our Board Committee structure to ensure the work of the Board aligns with the strategy we have developed. We are steadfast in our focus on strategic issues, while being prudent around our fiduciary responsibilities. We support the direction of policy and decision makers, moving the health care system to a wellness system, and we look forward to our role in being part of the health care reform solution. The competency, client focus and flexibility of staff and volunteers continue to our greatest asset our key success factor in achieving our vision of No Obstacles to Health.

Respectfully Yours,  
**Kathy Watts**  
Chair, Board of Directors

### NHCHC BOARD OF DIRECTORS – 2011/2012

**BARBARA BUSING**  
**DWAYNE CLINE**  
**ARLENE CONNOR**  
**BRYAN EGAN**  
**ROB HOOPER**  
**JANET KNIGHT**  
**WERNER PLESSER**  
**JAY ROBB**  
**KIM RYNN**  
**KATHY WATTS**  
**MURIEL WESTMORLAND**  
**ALAN OLINYK**  
**MARITA ZAFFIRO**



## MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



Our first full year in our new building has been full of opportunity. Bricks and mortar have provided opportunities for new partnerships, integration, pilot projects and most importantly the ability to see more clients and provide more service. As we come to understand our new space and new work flow, we have looked to operational efficiencies, further back office integration, and reallocation of human resources to enable more service delivery and more wellness programs offerings. As one of 72 Community Health Centres across Ontario, we understand the importance the social determinants of health play in the health of individuals and communities. As you read through the annual report you will see our commitment to the social determinants of health in our goal setting pilot, our mental wellness toolkit series, and our feet first steps to health as highlights this year. We understand deeply the importance of individual responsibility in staying well by setting goals, avoiding illness through self management, and managing chronic disease—these are all results of our mission in action: “Enabling Health through Healing, Hope and Wellness”. Our commitment to wellness, rather than the traditional medical model of treating illness will contribute greatly to sustaining health services for our children and grandchildren, but more importantly lead to improved health and wellness for our clients and community.

We say goodbye to Alan Olinyk who has contributed significantly to the execution of our relocation project for which we are so grateful. As well, we say goodbye to Dwayne Cline as part chair. Dwayne has championed the vision and mission for six years and will be greatly missed. I wish to extend a special thank-you to Kathy Watts, Board Chair, who has led us through significant strategic planning, board review and renewal, and has poised us for new challenges and opportunities that can be taken full advantage of, now that our relocation is complete. She has led an extremely skilled, dedicated and compassionate volunteer board.

I want to take this opportunity to thank an exceptional team of staff and volunteers who work tirelessly with our communities to ensure that we are enabling health through healing, hope and wellness. Board, staff and volunteers continue to be inspired by our community – their strength, innovation and resiliency. It is a privilege to be part of your health journey.

Sincerely,

**Elizabeth Beader**  
Chief Executive Director

### Vision: No Obstacles to Health

**Vizioni: Jo Pengesa për  
Shëndetin**

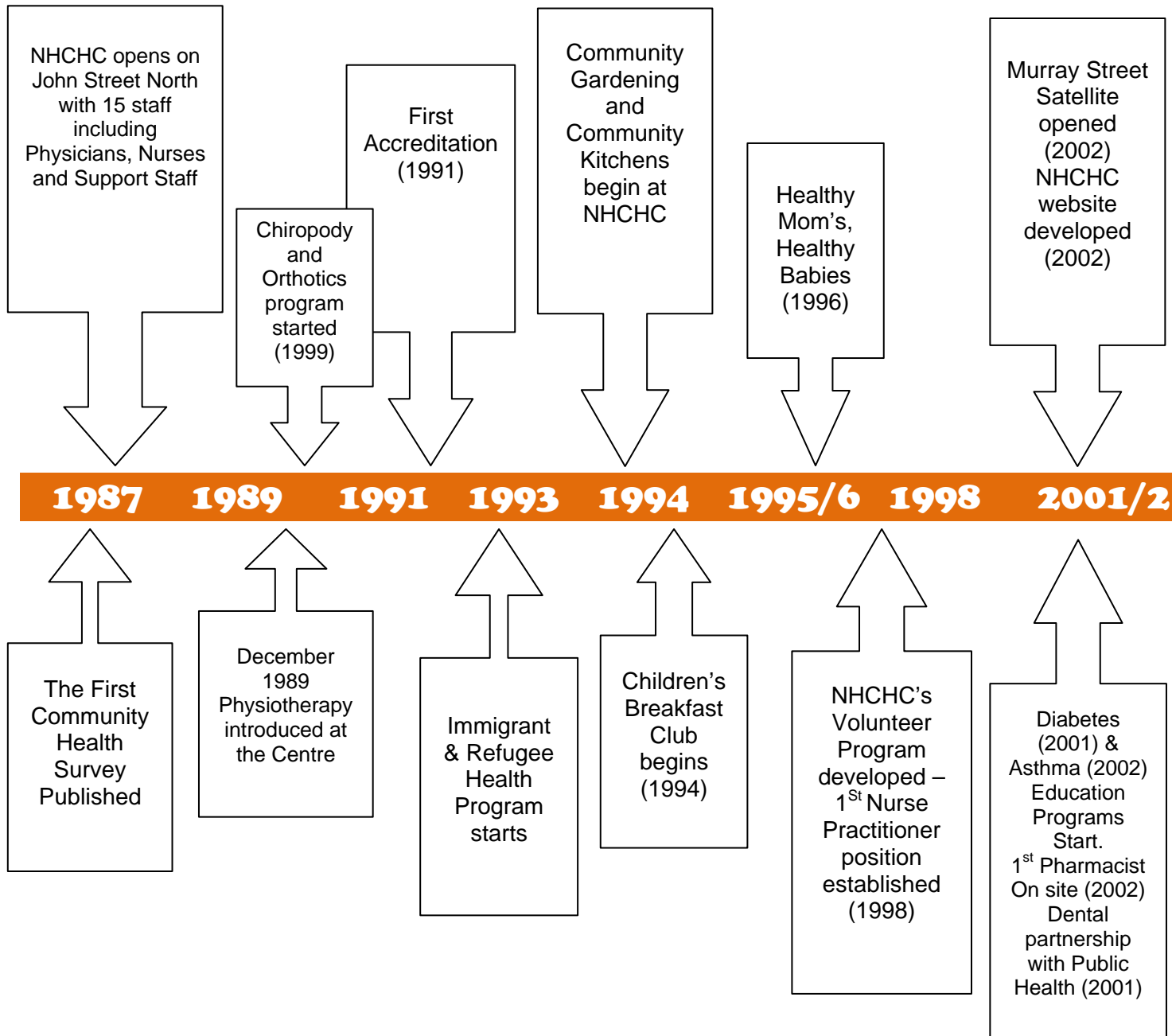


**Nossa Visão: Sem  
obstáculos para a saúde**

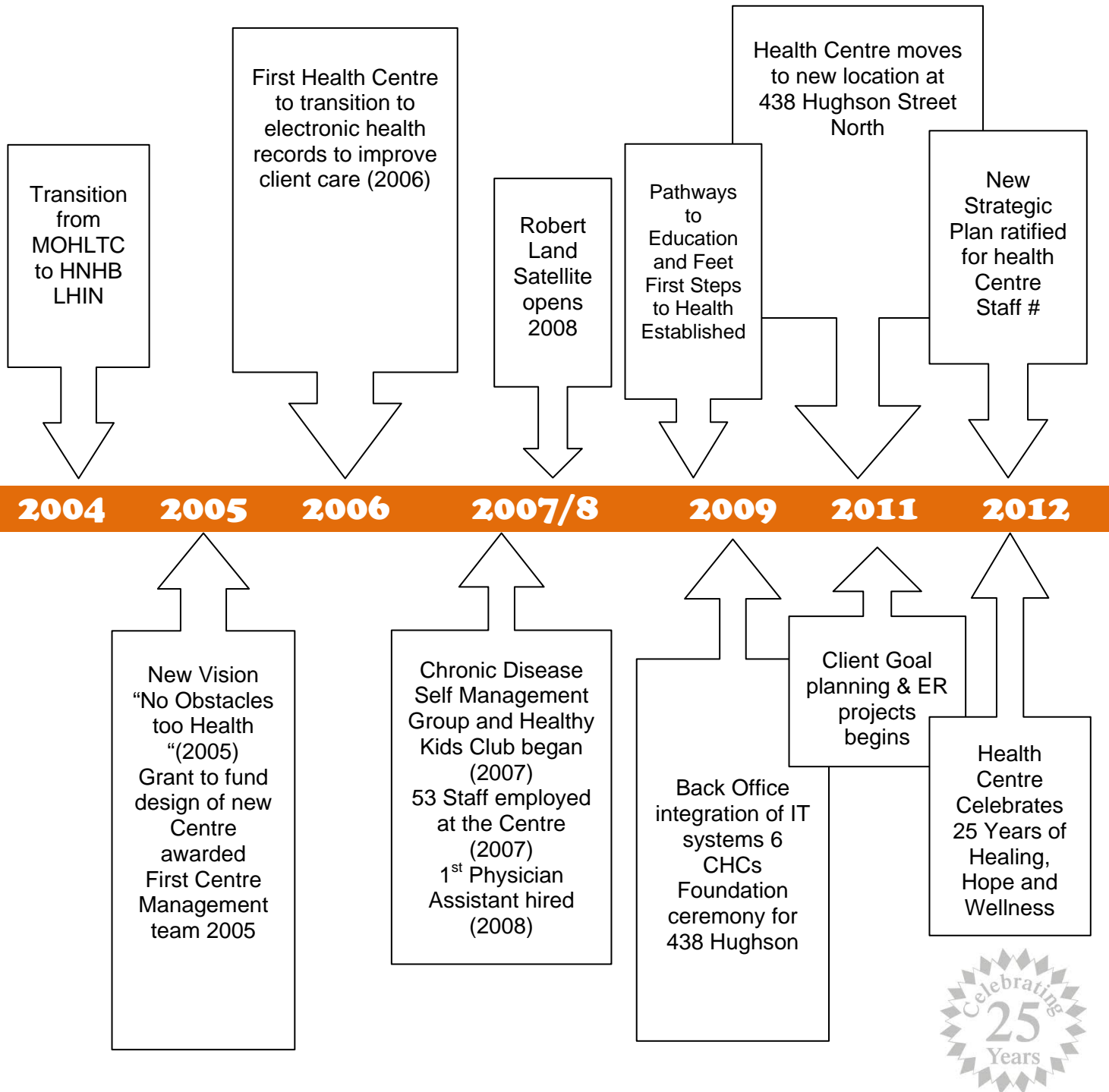
**Nuestra Visión: No hay  
obstáculos para la salud**

ویژن ما : "هیچ مانعی برای سلامتی"

# ***NORTH HAMILTON COMMUNITY***



# HEALTH CENTRE'S TIMELINE



# HEALTH WELLNESS

## NHCHC GOAL – SETTING PROGRAM

The Health Centre strongly believes that every client should be an active partner in managing their health issues. Research evidence suggests that increased self-management of health conditions results in more effective symptom management, increased knowledge, better treatment outcomes, enhanced ability to cope and overall improvement in health status. As part of a larger quality improvement initiative, the Health Centre implemented a self-management program for clients who frequently use our primary-care services at the Centre. Clients have been matched up with a case worker who has been trained to help them understand, define and achieve goals that are important and meaningful to them. Goals were not limited to lifestyle and health matters and included, for example, socializing more, attending school and addressing financial concerns. The case worker encourages clients to anticipate challenges to attaining their goals and to problem-solve around some of these challenges. By supporting clients to achieve goals that they have defined, we expect the client to have more confidence in overcoming other obstacles in their life, including ones related to managing their health. Fifty-nine of the 100 people initially offered the program agreed to participate, 37 of who went on to set active goals. Some of the positive outcomes experienced by clients who set goals, were an improved ability to manage money, improved memory, improved ability to stop smoking, improved educational opportunities and better ability to socialize. Program evaluation is ongoing and it is hoped that the results will inform a more expansive setting strategy for clients at the Centre.



## MENTAL WELLNESS TOOLKIT SERIES – MIND OVER MOOD/VIVA LA VIDA



In March 2011, the Health Centre received funding from the Ministry of Health and Long-Term Care's Healthy Communities Fund to facilitate a self-management toolkit for clients and community members struggling with various mental wellness conditions. The first toolkit focused on depression because it was both a common and important condition experienced by many clients of the Centre. As a result, the twelve week Toolkit Series - "Mind over Mood" was launched. The pilot group, held in April 2011, was led by Co-Facilitators from the Mental Wellness Team at the Health Centre and saw tremendous success. A version of the program called "Viva la Vida" was later developed for Spanish speaking clients, which was also a great success. What makes the toolkit series unique is the emphasis on a holistic, client-centred and culturally sensitive approach to the treatment of depression.

The program includes a healthy breakfast prepared by a volunteer of the program. A weekly physical activity program with Waterfit or Zumba, volunteer opportunities, support around sleeping habits including keeping a weekly sleep diary, art therapy and an opportunity to display art at a Centre sponsored art show. A variety of multi-disciplinary health care providers are available to participants throughout the program to act as the guide on the side for clients.



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## FEET FIRST STEPS TO HEALTH

Since its inception in 2009, the Feet First Steps to Health - Diabetic Foot Care Program has been an unmitigated success. There are now over 3,700 diabetic clients who have registered with the program who have generated nearly 20,000 visits over the past two years. Feet First chiropodists and nurses have dealt with over 138,315 issues such as ingrown toe nails, calluses, corns, diabetic neuropathy, fissured skin and diabetic ulcers over this time. Program evaluation has shown decreases in use of emergency and hospitalizations, high healing rates for level 1 and 2 ulcers, improved ability among clients to self manage their foot health, lower prevalence of falls, and extremely high levels of client satisfaction. The program is supported by strong partnerships with Diabetic Education Programs, Community Health Centres, Hamilton Family Health Team and other FHT's, Hospitals, Nurse Lead Clinics, Nursing Homes and Niagara College and is available out of 8 different clinical locations in Hamilton, Niagara and Burlington. The Hamilton Family Health Team deserves special mention when it comes to partnering with the program. The team received the Commitment to Care and Service Award for Collaborative Team Initiative for their innovative approach to diabetes care in 2010, which recognized in part, their solution oriented approach to meeting the foot care needs of their diabetic patients who were at risk for lower limb complications.



# THE YEAR IN PHOTO'S



Car Seat Safety Check



Bayfront Park Fieldtrip



Feet First Steps to Health



Children's Programs



Tiger Cats ~ Park n' Party



Park n' Party



Children's Garden



Park n' Party



Breakfast Club



Breakfast Club ~  
Volunteers



Senior's Kitchen



Senior's Group



Infant Massage



Diabetes Open House



Viva La Vida



Baby Picasso



Camp Grub Club



Healthy Moms Healthy Babies



Pathways ~ Semester end



Volunteer Appreciation

# INNOVATIONS AT PATHWAYS TO EDUCATION

Now in our third year of operation, North Hamilton's Pathways to Education Program has focused on using innovation to be responsive to student needs in academics, advocacy, social issues, financial issues, and future careers.



Our tutoring program proudly introduced many new initiatives, with Math Café and YOUCAN Peacebuilders Program being two of the most recent innovations. Math Café combines social dining and math fundamentals study for students who identified themselves as having low confidence in their math capabilities and who wanted to strengthen their basic skills. Our YOUCAN workshops focused on cross cultural conflict resolution and negotiation skills. Students are looking forward to engaging in upcoming modules, including: peer helping, mediation, and facilitation skills, and to their university credit upon completion. We have also piloted a goal setting process in tutoring as well as restorative justice circles to further engage all our youth.

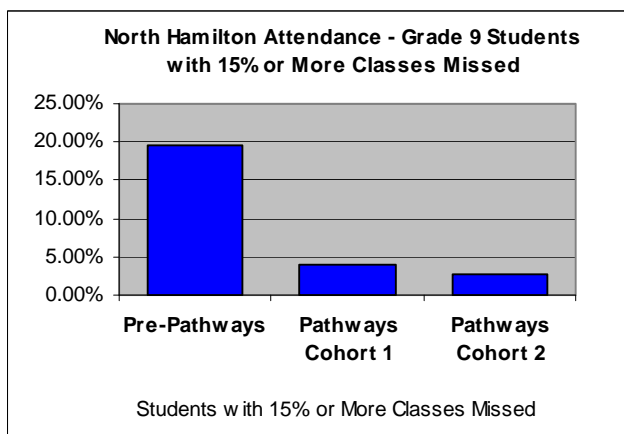
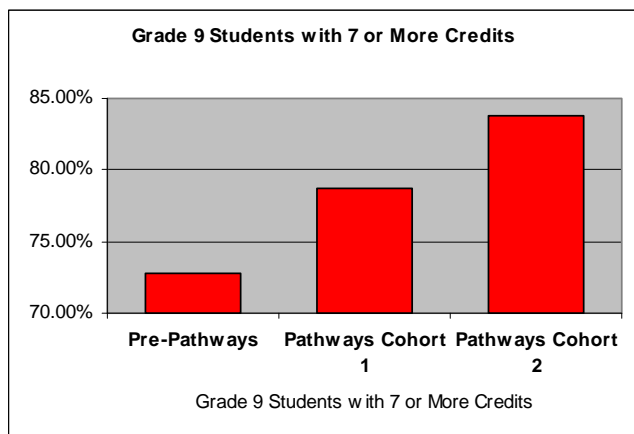
Pathways staff work tirelessly with school staff and on-site school support to advocate for students while developing self-advocacy, resiliency, and perseverance in adolescents. We have been successful

in collaboratively advocating on a range of diverse issues: from new mattresses to Christmas presents to bicycle replacements. Most recently, we have worked with Sky's the Limit to obtain computers for 17 deserving students. A more concentrated emphasis on individualized financial incentives, such as bus passes, YMCA gym passes, and partial funding for school trips demonstrates our commitment to meeting individual student needs. Two new sites have been added to provide excellent program delivery: Picton Street and NHCHC Lower Level sites.

Our mentoring program continues to evolve through new partnerships and program innovation. A recent example is the 72/04 program, where students learned about alternative careers in sports with Tiger Cat staff. Upon completion of a 3-month Fitness Program held in the Health Centre's Physiotherapy department, youth were enrolled in a 90-day membership at the YMCA. An entrepreneur club sold Easter and Mother's Day Greeting Cards with proceeds donated to local charities. A writing group is working hard at producing poetry and short stories. Students were active volunteers in a Hamilton film festival. Hamilton Police Services is exclusively considering our youth for new program initiatives, and The Print Studio is currently designing programming specifically for our youth. We have focused on résumé writing, job skills, and post secondary options with our youth, including several inspiring career talks with professionals and university students.



We continue to be inspired by the amazing dedication and commitment of our students and their families to being the best they can be through exploring the many pathways which their participation in the program offers.



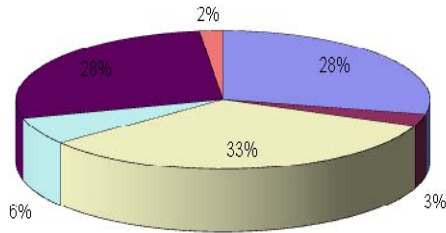
*Academic, social and mentor supports have already shown to have some significant impacts on our students in credit accumulation and school attendance.*



# Statistics

**Number of Clients by Service**

- Primary Care Clients
- Interim Federal Clients (IF)
- Diabetes Mellitus Clients
- Asthma Clients
- Feet First Clients
- Pathways Participants



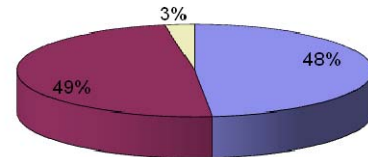
Number of Clients Rostered by Service	
Primary Care Clients	4039
Interim Federal Clients (IF)	393
Diabetes Mellitus Clients	4720
Asthma Clients	913
Feet First Clients	3909
Pathways Participants	258

Number of Rostered Clients	
Primary Care	4581
Health Wellness	4630
Pathways	255

**Total Number of Rostered Clients = 9,466**

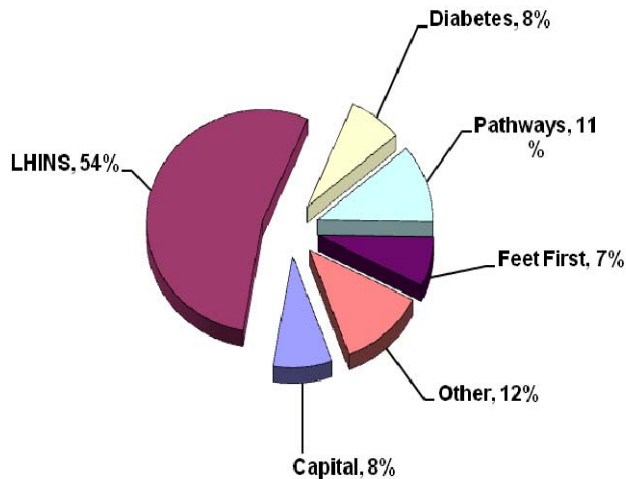
**Number of Rostered Clients**

- Primary Care
- Health Wellness
- Pathways

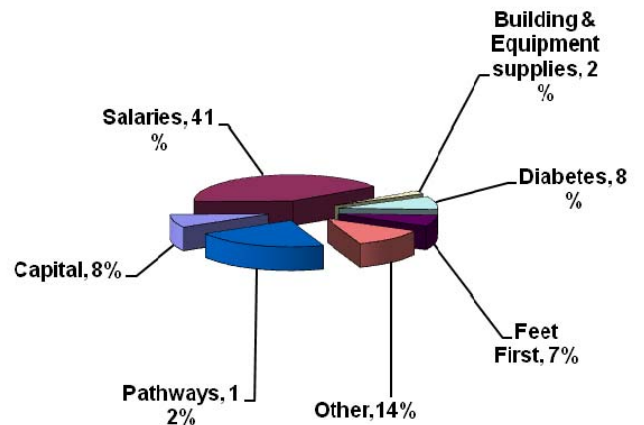


# Financials

**Total Revenues \$8,295,207**



**Total Expenses \$8,125,879**



*The above information is extracted from our audited financial statements. Audited financial statements are available at North Hamilton Community Health Centre.*

# AWARDS

## ***INNOVATION OF THE YEAR AWARDS***

**Staff** – Sib Pryce, Nora Lopez & Jennifer Friesen for Mental Wellness ToolKit. This toolkit developed in house and launched in April 2011 is a ten week Toolkit Series “Mind over Mood” which focuses on a holistic, client-centred, and culturally sensitive approach to the treatment of depression. A variety of multi-disciplinary health care providers are available to participants throughout the program to act as the guide on the side for clients. Inspired by the graduates and members of the Mind over Mood group a 1st Ever Art Show was held at the North Hamilton Community Health Centre on April 25th. Congratulations Sib, Nora and Jennifer!!!!



***Board of Directors*** – Janet Knight for coordinating access to the Hamilton Port Authority meeting spaces.

***Partnership Innovation*** – Brian Pogson for the development of the “Morgan Fund” a youth investment bursary.



***Honourable Mention*** – Faye Lee, Lauren Kerr & Anjou Mehta for recommended the purchase of take home Blood Pressure Monitors for clients requiring 24 hour monitoring. This innovation removes barriers and supports the efficiency and effectiveness of ongoing care; clients now have access to take home monitors at no cost to the client.

## 2011/2012 STAFF

Abdel, Nagy - Family Physician	Liu, Daniel - Registered Chiropracist
Ahlberg, Lisa- Registered Chiropracist	Lopez-Chevez, Osiris - Medical Secretary
Ali, Adib - Family Physician	Lopez, Francisco - Environmental Aide
Allan-Fleet, Kathy - Primary Care Director	Lunmen, Erica - Pathways Program Facilitator Tutoring
Arruda, Elizabete - Pathways Program Site Support	Ma, Cory - Registered Dietitian, Diabetes Program
Baker, Eric - Registered Physiotherapist	Malott, Candace - Pathways Program Site Support
Beader, Elizabeth - Chief Executive Officer	Marcellin Longman, Roxanne - Data Analyst
Berisha, Shpresa - Family Physician	Marriott, Erin - Pathways Coordinator of Tutoring
Bernacki, Jack - Pathways Program Facilitator - Tutoring	McDonald, Jennifer - Nurse Practitioner
Bixhi, Artana - Client Advocate/Counselor	Mehta, Anjou - Lab Technician
Biyawila, Saliya - Health Information Systems Technician	Melara-Lopez, Nora - Client Advocate/Counselor
Bowles-Jordan, Janie - Pharmacist Consultant	Mitchell, Donna - Receptionist
Bullée, Jillian - Occupational Therapist	Munihappan, Sri - Health Information Systems Technician
Burbidge, Katrina - Nurse Practitioner	Oliver, Marie - Registered Practical Nurse Triage
Cardinali, Angela - Receptionist	Paige, Barb - Information Systems Support
Carmichael, Nicole - Pathways Administrative Assistant	Patel, Jagdipa - Registered Practical Nurse Triage
Castellanos, Mauricio - Pathways Site Support Worker	Pereira, Carlos - Pathways Program Site Support
Catterall, Shannon - Student Parent Support Worker	Persad, Nadley - Registered Chiropracist
Chan, Joshua - Registered Physiotherapist	Plows, Beverley - Health Records Assistant
Cipolla, Jason - Registered Chiropracist	Press, Elisa - Evaluation Coordinator
Comtois, Rebecca - Receptionist (Feet First Niagara)	Pryce, Sib - Social Worker
Comtois-Spitman, Connie - Registered Chiropracist	Radoja, Diana - Pathways Program Facilitator Tutoring
Demkowicz, Anna - Environmental Aide	Raja, Naheed - Physician Assistant
DeRuiter, Melissa - Registered Nurse - Health Enabler	Ramakrishnan, Gitanjali - ECE/Program Coordinator
DeSimone, Diana - Community Outreach Worker	Ramlall-Pasco, Angela - Executive Assistant Primary Care Director
Desrosiers, Jennifer - Dietitian	Rushton, Craig - Pathways To Education Manager
Dilworth, Peter - Health Wellness Director	Russell, Gloria - Office Support Worker
Dube, Candace - Pathways Program Facilitator Mentoring	Salib, Shadwa - Family Physician
Esposto, Shelley - RN, Diabetes Nurse Educator	Saeed, Haider - Family Physician
Finch, Janice - Pathways Site Support	Santos, Maria - Client Advocate
Findlay, Lynn - Registered Practical Nurse Triage	Savelli Nathan - Pathways Program Facilitator Mentoring
Floyd, Andrea - Nurse Practitioner	Shankar, Ram - Health Information Systems Director
Friesen, Jennifer - Community Development Worker	Simpson, Gail - Registered Physiotherapist
Gibson, Natalie - Nurse Practitioner	Skavavac, Aleksandra - Kinesiologist
Gough, Angele - Health Information Systems Technician	Smith, Dena - Student Parent Support Worker
Grguric, Marianne - Executive Assistant to CEO	Smith, Steve - Registered Chiropracist
Hamill, Jackie - Health Wellness Administrative Assistant	Snowden, Jasmine - Cultural Interpreter Dispatch/LEAP Support Worker
Hamilton, Brian - Student Parent Support Worker	Spencer, Meghann - Student Parent Support Worker
Hamilton, Lena - RPN, Diabetes Foot Care Nurse	Sworesho, Ater - Pathways Program Facilitator - Tutoring
Haynes, Meridene - Asthma Educator	Tassi, Peter - Pathways Coordinator of Mentoring
Horta, Lacey - Student Parent Support Worker	Terrell, Elyse - Community Development Worker
Iglic, Nicolas - Financial Coordinator	Valderrama, Maria - Peer Support Worker
Irving-Peckham, Anna - Pathways Site Support Worker	VanHarten, Alexis - Community Development Worker
Isherwood, Irene - RPN, Diabetes Foot Care Nurse	VanHarten, Toby - Pathways Program Facilitator Tutoring
Johnson, Adriana - Registered Nurse, Diabetes Program	Vasilevska, Biljana - Evaluation Coordinator
Kerr, Lauren - Health Care Clinic Aide	Walker, Deborah - Registered Nurse
Kim, Sung Hoon - Physician Assistant	Wang, Tom - Network Specialist
Koch, Melissa - Registered Dietitian, Diabetes Program	Williams, John - Student Parent Support Worker
Kosar, Jenny - Administrative Support	Wooldridge, Tracy - Student Parent Support Worker
Ledgerwood, Bryan - Pathways Coordinator of SPSW	Zehr, Lynn - Accounting / Administrative Assistant
Lee, Faye - Nurse Practitioner	

## COMMUNITY PARTNERS

Alternatives for Youth	Hamilton Diabetes Collaborative	Norman Pinky Lewis Recreation Centre
Art Gallery of Hamilton	Hamilton Family Health Team	North End Breezes
Bennetto Parent & Family Literacy Centre	Hamilton Good Food Box Network	Ontario Hospital Association
Bennetto Recreation Centre	Hamilton Health Sciences	Ontario Works
Bennetto School & Bennetto School Council	Hamilton Partners In Nutrition	Plan B Organic Farms
Boys and Girls Club of Hamilton	Hamilton Prenatal Nutrition Program	Portuguese Community Support Services
Canadian Diabetes Association	Hamilton Public Library	Public Health and Community Services
Catholic Children's Aid Society	Hamilton Urban Core Community Health Centre	Queenlake Pharmacy (Stoney Creek)
Catholic Family Services of Hamilton-Wentworth	Hamilton Waterfront Trust	Quest Community Health Centre
Centre de Sante Communautaire Hamilton/Niagara	Hamilton Wentworth Catholic District School Board	Robert Land Community Association
Centre for Addiction & Mental Health	Hamilton Wentworth District School Board	Salvation Army Hospital to Homes
City of Hamilton	Health Initiatives for Youth	San Gabriel Hispanic Community
Claremount House	HealthForce Ontario	Sexual Assault Centre Hamilton Area
Community Care Access Centre Hamilton	Horizon Utilities	Shelter Health Network
Community Midwives of Hamilton	Hughson Street Baptist Church	Shoppers Drug Mart (Cannon)
Contact Hamilton	Immigrant Culture and Art Association	St. Lawrence Elementary School
Dr. Aderibigbe	Industry Education Council of Hamilton	St. Luke's Anglican Church
Dr. Alton	International School for Interdisciplinary Studies Toronto	St. Joseph's Centre for Ambulatory Health Services
Dr. Nellina Saveriano	Interval House of Hamilton	St. Joseph's Healthcare Hamilton
Dr. Walter Owsianik	Jamesville Community Centre	St. Joseph's Immigrant Women Centre
D'Youville College - Physical Therapy Program	Joseph Brant Community Health Centre	Union Gas
Ecumenical Support Committee for Refugee	Juravinski Cancer Centre - Skin & Soft Tissue Infection Clinic	United Way of Burlington & Greater Hamilton
Environment Hamilton	Keith Chronicles	University of Waterloo
Eva Rothwell Resource Centre	Keith Neighbourhood Association	Victorian Order of Nurses
Extend A Family	Marchese Health Care & MediLink	Volunteer Hamilton
Firestone Institute for Respiratory Health	Maternity Centre of Hamilton	Wayside House
First Place Senior's Residence	McMaster University	Welcome Inn Community Centre
Fort Erie Multicultural Centre	McQuesten Community Centre	Wesley Ontario Early Years Centre
Good Shepherd Centre	Micah House Refugee Services Inc.	Wesley Urban Ministries
Grand River Community Health Centre	Mission Services	Woodstock Community Health Centre
Hamilton Centre for Civic Inclusion	Mohawk College	Worker's Arts + Heritage Centre
Hamilton Community Garden Network	Neighbour-to-Neighbour	YMCA
Hamilton Conservatory for the Arts	New Village Retirement Home	YWCA
Hamilton Council on Aging	Niagara Falls Community Health Centre	

## FUNDERS & DONORS

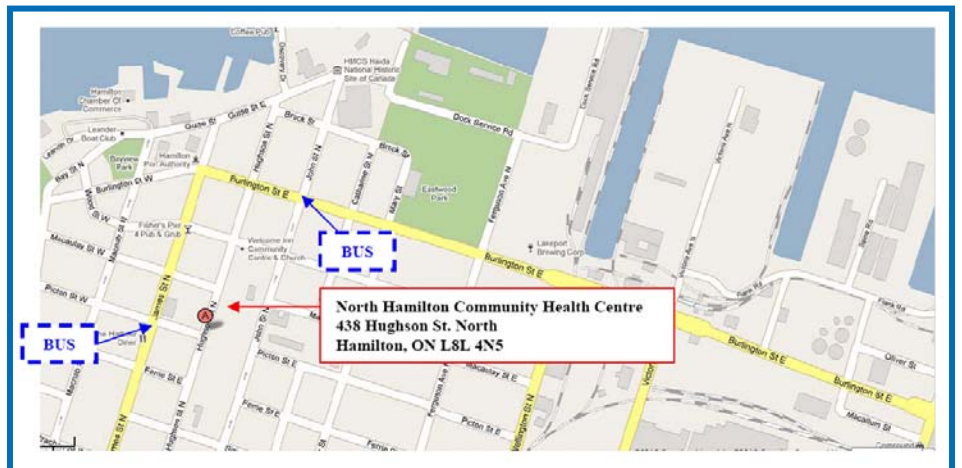
Abbott	Hamilton Partners in Nutrition	Pfab, Nick
Air Liquide	Hamilton Port Authority	Pogson, Brian
ArcelorMittal Dofasco	Hamilton Waterfront Trust	Pathways to Education Canada
Bank of Montreal- Employee Charitable Foundation	Hamilton Wentworth District School Board	Pioneer Petroleum
Bayer	HNHB Local Health Integration Network	Scotia Bank
Bell and MacKenzie	Horizon Utilities	Sanofi Aventis
Bennetto School	Interval House of Hamilton Counseling Collaboration	Service Canada
Breakfast for Learning	Kuipers, Jayne	Social Planning & Research Council of Hamilton
Bristol-Myers	Langs Farm Village Association	Sodexo - Columbia College
Camillo, Joseph	Lilly, Eli	St. John's Evangelical Lutheran Church
Canadian Prenatal Nutrition Project	Loukidelis, John	St. Lawrence Catholic Church
Caughran, Susan	Malloch Foundation	St. Lawrence School
Central Ambulance Communication Centre (Hamilton)	Maple Lodge Farms	St. Luke's Anglican Church
Citizenship & Immigration Canada	Marchese Health Care	Toronto Dominion Bank
City of Hamilton	McCallum Sather Architects	Thompson, Laurel
DD Mechanical	McMaster University	Union Gas
Drew, Brian	McNamara, Shirley	United Way of Burlington & Greater Hamilton
Duboc Family Foundation	Menonite Foundation	Victorian Order of Nurses for Canada
French, Mary	Mezentco	Vos Eggs
Gacesa, Stevan	Ministry of Children & Youth Services	Welcome Inn
George R. Allan School	Ministry of Health & Long Term Care	Westdale Reformed Church
Gleeson, Edward	Mountain Hyundai	Westmount Pharmacy
Government of Canada	Nicolls, Al	Wholesale Medical Network
Hamilton Builder's Supply	North Hamilton CHC Board of Directors	William Dam Seeds
Hamilton Civic Museum	Nova Biomedical	YMCA
Hamilton Community Foundation	Novak, James	YWCA
Hamilton Family Health Team	Ontario Trillium Foundation	Zaffiro, Marita
Hamilton Food Share	Opie, John	Ziokowski, Grazyna



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Fax: 905-523-5173**



Ontario's Community  
Health Centres



Visit our website at [www.nhchc.ca](http://www.nhchc.ca)