

# Housing is Healthcare: The Intersectionality of Poverty, Housing and Health Outcomes

2022-2023

Annual Report



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# MISSION

#### **ABOUT US:**



#### Strong Core, Healthier Lives

## **NOISIN**

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

### VALUES 8 BELIEFS

#### We believe that:

- All people have a right to be treated with dignity & 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 This past year I was honoured to have worked with an amazing group of board members. The Board of Directors, namely Seth Waterman, Ike Agbassi, Sherwin Steele, Uchenna Anumba and Nancy Reyes went above and beyond their mandate, always being available when needed to make important decisions and provide guidance beyond our normal meeting times. The main priorities for the board included the capital development project, preparing for our upcoming accreditation, and providing governance oversight to the organization.

#### The Denise J. Brooks Community Hub Capital Project

The construction of the Denise J. Brooks
Community Hub, which will be located at 430
Cannon Street, is on target to date. The exterior is
now fully constructed while the interior remains
under development. The new facility is expected to
be fully completed by mid-2024. The Denise J.
Brooks Community Hub signage has been installed
and looks amazing. It is a beautiful building that is
located in a neighbourhood that is flourishing. The
Hub will provide much-needed primary health
care, health promotion and wellness services, and
additional programs designed to respond to
community needs.

#### MESSAGE FROM THE BOARD CHAIR



#### Year in Review

It has been a year of much activity and many developments worth mentioning. Here are a few highlights:

- · We broke ground on the construction of The Denise J. Brooks Community Hub
- The Consumption and Treatment Services opened at 70 James Street South;
- The Substance Abuse Program for African Canadian and Caribbean Youth (SAPACCY) was launched. The
  purpose of this program is to improve mental health access for Black youth ages 12-29 that will accelerate
  pathways to care and build the capacity of community services to deliver mental health services and
  decrease stigma

#### **Leadership Transitions**

- We bid farewell to Nhlaloenhle (Nala) Ndawana who moved on to a new opportunity this past year. We thank Nala for her contributions over the years and wish her all the best.
- We welcomed Sandy Ezepue, Dr.Sc(c), MPH into the role of the Interim Executive Director. Since joining, Sandy has made her presence known with her unique approach to community and stakeholder engagement.
- The Board has retained an executive search firm to assist with the process of finding the next Executive Director to lead the organization

On a very sad note, Maggie Lau, the Finance Administrator, passed away unexpectedly in 2022. The Board extended their deepest condolences to Maggie's family, and friends, and to Maggie's work family at the Urban Core.

Lastly, the board is ever thankful to the staff for their excellent work and continued commitment to advancing the mandate of Hamilton Urban Core Community Health Centre. The board has heard feedback from clients, community partners, and stakeholders regarding the high quality of services that meet their needs when they need it, and how they need to have these supports. This speaks to the value that Hamilton Urban Core Community Health Centre has in the community and the work that needs to continue for the community going forward.

We look forward to the coming year with great anticipation and excitement!

MAXINE CARTER
BOARD CHAIR

## MESSAGE FROM THE EXECUTIVE DIRECTOR (INTERIM)



Another successful year was accomplished as we approached the recovery phase of the COVID-19 pandemic. This year we focused on stabilizing in our two temporary sites at 181 Main St West and 70 James St South while we await our final relocation to 430 Cannon Street East.

Our staff and leadership team have shown incredible nimbleness, innovation, and tenacity as we navigate this significant milestone in our organization.

The Hamilton Urban Core Community Health Centre continues to demonstrate our commitment to working with diverse communities in the downtown core to promote health and wellbeing, address health inequities such as poverty, racism, discrimination, unemployment, and homelessness, and collaborate with community partners to address emerging needs in our community. We recognize the intersectionality of poverty, housing, and health outcomes and take a holistic approach to our service delivery to ensure that no one is left behind. Our team was on the frontlines of housing advocacy in the city. We completed numerous housing and ID applications for clients to assist them with securing housing. Hamilton Urban Core Community Health Centre continues to be strong advocates to championing health equity in our community.



Hamilton Urban Core Community Health Centre

This year we broke ground and commenced construction of the Denise J. Brooks Community Hub at 430 Cannon Street East. This building will be a welcoming and safe space for our community members to access a onestop hub for primary health care, health promotion, and harm reduction programs and services.

## MESSAGE FROM THE EXECUTIVE DIRECTOR (INTERIM)



Our Primary Health Care, Community Health, Black Health, and Consumption and Treatment Services Teams have continued to champion health equity and provide much needed client-centered programs and services at our interim locations as well as delivering mobile services at partner locations in our new 430 Cannon Street East Neighbourhood. This year we had 8,155 active clients, 27,661 service encounters, 3,586 group program participants, and 250 group program sessions.

This year we received funding to launch the Hamilton Urban Safer Supply Program, the first safer supply program of its kind in the city with a mandate to reach BIPOC and newcomer communities who are often left behind in harm reduction efforts. We are very excited and looking forward to the launch of this program.

We remain grateful to our funders, donors, volunteers, community partners, and clients who had an input throughout our journey this year. We are thankful to our Board of Directors for their commitment in supporting the organization this year.

A special thank you to all the staff of Hamilton Urban Core for all the accomplishments.

#### SANDY EZEPUE EXECUTIVE DIRECTOR (INTERIM)



#### FINANCIAL INFORMATION

REVENUE	2022	2023
Ontario Health - West (formerly known as Hamilton Niagara Brant	\$3,195,974	\$3,528,994
Local Health Integration Network)		
Ministry of Health	\$1,179,050	\$1,233,100
Willistry of Health	\$1,179,030	\$1,233,100
Other Funders	\$628,572	\$1,085,989
EXPENSES	2022	2023
		- اول حيا
Amortization of	\$17,613	\$ 24,354
Capital Assets	\$17,015	# # 1
Salaries, Benefits	A STATE OF THE PARTY OF THE PAR	
& Relief	\$3,584,876	\$4,078,170
		The state of the s
General Expenses	\$1,337,160	\$2,457,522
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## ANNUAL REPORT CARD



Hamilton Urban Core has been addressing health inequities such as poverty, racism, discrimination, unemployment & homelessness, faced by community members, neighbours, friends and families in Hamilton's city core. Hamilton Urban Core provides primary healthcare, health promotion & harm reduction services as well as mental health & addictions counselling, wrap-around supports, and more.

#### SERVICE DELIVERY

<ul> <li>Active Clients</li> </ul>	8155
• Service Encounters	27661
<ul> <li>Unique Client Served</li> </ul>	4075
• Group Program Participants	3586
<ul> <li>Group Program Sessions</li> </ul>	250



DEMOGRAPHICS CL	IEN.	T SEX
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<ul> <li>Female</li> </ul>	43%

Male 55%

Unidentified 2%



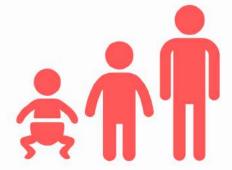
#### Demographics Clients Age

• Ch	nildren	(0-14)	10%
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• Youth (15 -24) 10%

• Adults (25 - 64) 67%

Seniors (65 - Over)
 13%





#### **PROGRAM AND SERVICES**

#### **Primary Health Care Team**

Hamilton Urban Core Community Health Centre's Primary Health Care Team is committed to fulfilling the Centre's mission: strong core and healthier lives through the provision of primary health care services and health promotion programs for individuals and families in our communities. Our Centre participated in several events to discuss how to strengthen primary health care, to address the key issues affecting healthcare access in our communities with a focus on marginalized populations. This is an important area of focus to ensure that improvement initiatives remove barriers to healthcare access and positively impacts health outcomes.

Hamilton Urban Core Community Health Centre's leadership and innovation in culturally appropriate primary health care services have advanced the Centre's ability to respond to emerging issues in health care for marginalized populations. The primary health care advance health equity through the delivery of comprehensive primary health care.



### Primary Health Care in Numbers





Health Promotion
Sessions
~ 200







Partnerships Built ~ 3







Angela worked diligently to ensure that every one of her clients was seen and supported. She is also a wonderful mentor to many of the other staff members at Hamilton Urban Core Community Health Center, and is always willing to offer her knowledge and wisdom in order to help those around her.

\*Due to COVID awards were not able to be given out



#### PROGRAM AND SERVICES

#### **Community Health Programs**

#### **Homework Club Program**

Our virtual homework club program provides learners to be paired up with an individual tutor who supports each of the learners with completing their school assignments and homework. This program runs from September to June on Tuesday and Thursday evenings.



#### **Food Drop in Program**

2022-2023 has been one of the toughest years for those facing food insecurity as it continues to be on the rise. We continue to see an increased need for our food programs. We have partnered with Zehrs in Caledonia as part of the Second Harvest Program Weekly food donation pick up consists of fresh produce, bread, eggs, dairy and meats. Our team organizes and distributes food to our clients during this weekly program.





### Housing For All! Rally at City Hall

The Community Health Team spoke some truth to power at Hamilton City Hall with our "Housing for All!" Rally. The stories that were shared were powerful and the news crew from CHCH TV was on hand to record those who spoke. As healthcare workers it is critical that we can connect with the community on advocacy events like this.









#### Harvesting Down on the Farm

We have fostered an ongoing relationship with the owners at Murphy's Country Produce in Binbrook. Team members had the experience to spend some time working hard on harvesting fresh vegetables from the farm. These vegetables were distributed to clients during our September Community Saturday themed "Harvest Season at the Core!"

#### **Year End Celebration**



#### Winter Wonderland





The Year End Winter Wonderland Celebration took place December 17, 2022. Our beautifully decorated venue (St. Andrew's Hall at St. Paul's Presbyterian Church) provided space for over 100 clients to enjoy a sitdown meal, live entertainment by the Hamilton-Halton Chinese Choir, Shalom Christian Fellowship and The Top Hat Marching Orchestra. Clients had their picture taken with Santa and received gifts.

#### **Chinese Lunar Event**

Clients and staff enjoyed this spectacular cultural celebration that showcased the history of the Chinese Lunar year with at variety of delicious food and traditions that symbolize prosperity, abundance, and togetherness.





#### PROGRAM AND SERVICES

#### **Black Health Program**

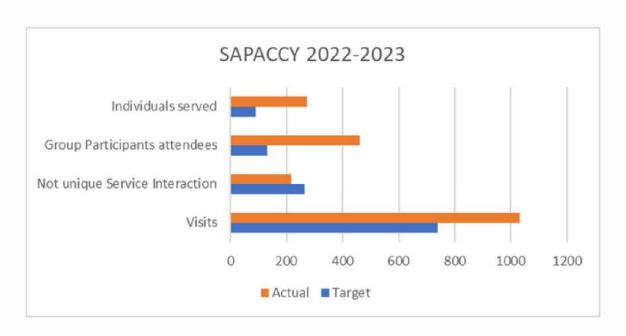
The Black Health Program at the Hamilton Urban Core Community Health Centre (HUCCHC) has made significant progress in its efforts to provide health services and support to the Black community in Hamilton. The program has established a strong partnership with the Hamilton Black Health Community Leaders Forum (HBHCLF) and has been actively involved in outreach and engagement activities.

One of the notable achievements of the Black Health Program is the successful collaboration with Black African and Caribbean associations in Hamilton. The program participated in events such as Africa Week in May 2022, through conducting a week-long health promotion and awareness campaign. The campaign concluded with the Africa Day celebration and health fair, which also marked the official launching of the HBHCLF. Other partner agencies and the Greater Hamilton Health Network provided services onsite during the event.





#### Black Health SAPACCY Milestone Achievements for 2022-2023



Black Health surpassed targeted outcomes as shown in the above

SAPACCY - The program provides Africentric therapeutic services for black youth aged 12 to 29 and has also achieved significant milestones. Since April 2022, the team has engaged with various agencies and organizations, including the Hamilton Wentworth Catholic District School Board (HWCDSB) and YouThrive. They are also in discussions with Parole and Probation officers to explore partnerships in working with incarcerated Black youth. A three-year partnership with the HWCDSB has been signed, and positive therapeutic relationships have been established with youths at Cathedral High School.



In February 2023, Black History Month, the Black Health Program organized successful programs for Black youth and their families, focusing on wellness, self-confidence, mental wellness, and community building. The programs included, "When the brothers speak" focusing on Black men's well-being and entrepreneurship, the Black Youth talent show, Black Youth Game Night, Sista to Sista event that encouraged those who self-identify as women to do self-care. The program also collaborated with the Black Alliance to provide youth wellness events provided in both French and English.

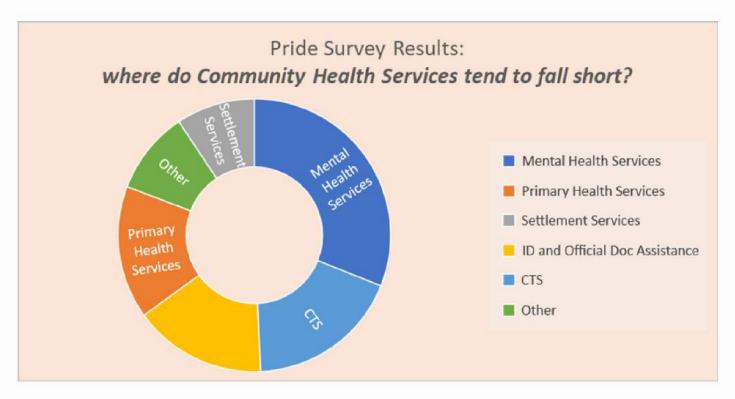


In addition to the Black Health Programs, the Pride Month Events Committee at HUCCHC organized events to raise awareness about Pride Month and provide education on serving the 2SLGBTQIA+ community. Guest speakers from organizations such as the Sexual Assault Centre - Hamilton and Area (SACHA) and the Hamilton Police engaged HUCCHC staff on the importance of sensitized communication and care for the queer community.









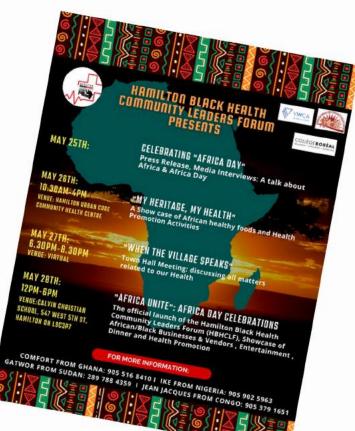
Data collected from questionnaires

Data collected from 76 questionnaires during Pride Month highlighted the need for mental health resources and services targeted towards the queer community. Respondents also emphasized the importance of queer-friendly and safe Consumption and Treatment services.











### CORE (OHMON)

#### **PROGRAM AND SERVICES**

#### **Consumption and Treatment Services (CTS)**

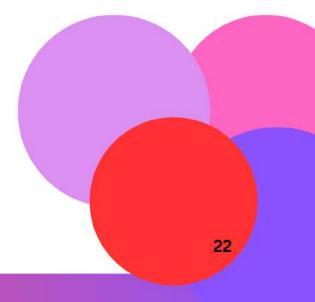
There were **8103** clients who visited the CTS Program. This year, our clients were still feeling the impact of the COVID-19 pandemic which led to clients experiencing increased barriers and challenges. Particularly, the growing housing crisis and drastic cost of living which meant for many of our clients there were simply no places to go.

The team did their best to respond to the constant demand for food, shelter and access to basic needs such as washrooms and hygiene supplies. But the resource never matched the need. All the while a new risk was identified a drug called xylazine resurfaced in the supply. This was and still is a great concern because overdose from xylazine cannot be reversed by naloxone.

Our Peer Support Workers and Harm Reduction Counselors were also part of an experiential learning organized by the Dr. Peters Aid's Foundation. This included a tour of Consumption and Treatment Services in Toronto. Giving them the opportunity to see how CTS spaces were run in different communities and organizations. They brought back great ideas and suggestions that have been incorporated within the CTS. Staff also participated in Train the Trainer Harm Reduction 101 in effort to be able to share this information with clients and community members there by expanding the understanding of what Harm Reduction is.







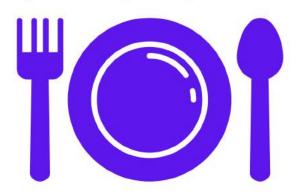


Last year the team gathered feedback from clients about how to make the CTS space more inclusive and safer for people who may be hesitant to connect. The clients shared that they wanted:

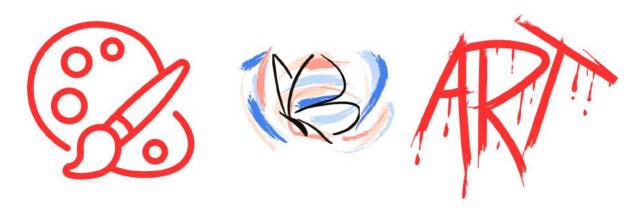
#### A place they can socialize



A place they can get a meal



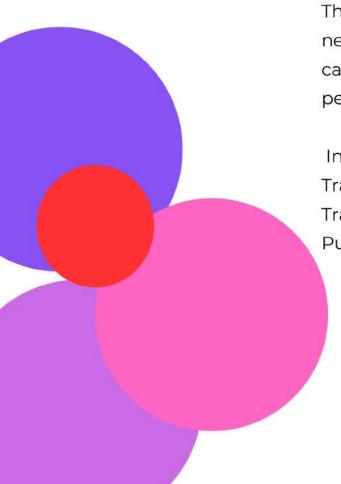
#### A place they can create art





### " POSITIVE SPACE "

As a result, the CTS team developed a program called "Positive Space" that will be launched in the new year. Where 2SLGBTQ+, non-binary, gender diverse and people who identify as women will have a safe space to connect and create together.



The CTS RN's have also been busy responding to the need for wound care and as such created "wound care" kits with health promotion information for people to take with them.

In response to the growing request for Naloxone Training the team also participated in Naloxone Train the Trainer thanks to The City of Hamilton Public Health.





Our team experienced a growing demand for hygiene kits, clothing and food which often outpaces the resources available.

The team is very grateful for the support from Helping Hands, City of Hamilton Public Health and The Hub who have always been available to help the team when they needed to find clothing, food and or protection from the heat.

The team also wanted to highlight the great outcome of the International Overdose Awareness Day events that occurred across the City of Hamilton on August 31, 2022. Hamilton Urban Core's event took place at the CTS location 70 James Street, St. Paul's Presbyterian Church. We are very grateful for the clients who participated in the Truth Hearing. Also, to Chris Cull who came all the way to Hamilton to share his truths and experience on his pathway using substances and in recovery. The leadership of the Greater Hamilton Health Network; Black Youth Leader; St. Paul's Presbyterian Church; Aids Network also attended and listened to as clients of the Centre shared their personal experiences. Curbside Eatery, the City of Hamilton Public Health, and TELUS Health graciously sponsored the event and provided delicious food for the event.

The Centre worked with partners across the City to raise awareness and make #everydoor the right door.







The monthly Open Houses provided an opportunity to connect with students from Mohawk and Trios Colleges; community members; and other services providers who joined the team for a tour of the CTS space, ask questions and learn about Hamilton Urban Core.

The team also hosted the Winnipeg Free Press who did an article about Hamilton's response to the drug poisoning crisis including the Consumption and Treatment Services in effort to open their community discussion and develop action steps towards opening a consumption and treatment service in their community.

#### OUR TEAM



#### **Leadership Team**

Annie Ridos, Office Administrator\*

Dawit Mulu, Data Systems and Information Analyst

Karen Slonim, Primary Health Care Manager\*

Maggie Lau, Financial Administrator\*

Nhlaloenhle Ndawana, Executive Director

Nadine Favics, Consumption and Treatment Services Manager

Rozan Robinson, Executive Assistant

Thandiwe Nkomo, Black Health Manager

Sandy Ezepue, Executive Director (Interim)

Olatunji Folaranmi, Primary Health Care Manager

Collins Kyere, Finance Manager

Tommy Taylor, Community Health Programs Manager\*

#### **Administration Team**

Katelyne Clark, Receptionist/Secretary

Josna Joseph, Receptionist/Secretary / Information Technology and Data Specialist

Madeline George, Medical 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

#### **Consumption & Treatment Services Team**

Amanda Nemec-Bakk, Registered Nurse, Relief Staff\*

Andray Harrison, Harm Reduction Counselor\*

Brianne James, Registered Nurse, Relief Staff\*

Catherine Gault, Registered Nurse, Relief Staff\*

Danielle Martino, Harm Reduction Counselor\*

Destanee Bonneville, Harm Reduction Counselor\*

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 Counselor\*

Michael Paterson, Peer Support Worker\*

Oman Huhad, CTS Registered Nurse

Oluwaseun Salako, Harm Reduction Counselor

Sadaine Smith, CTS Registered Nurse\*

Shayne McCarthy, Peer Support Worker\*

Lucy Mugo, CTS Registered Nurse

Sukhmani Dhesi, Harm Reduction Counselor\*

Alina Millar, Peer Support Worker

Tianna Cunningham, Registered Nurse, Relief Staff

Jeanette Ebv. Registered Nurse, Relief Staff

Dustin Jankauskas, Harm Reduction Counselor Priyanka Jani, Registered Nurse, Relief Staff\*

Soniya John, Harm Reduction Counselor\*

#### Cultural Interpreters

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

Left during the year\* On Leave\*\*

#### Community Health Programs Team

Deepthi George, Health Settlement Counsellor

Teegan Jowett, Social Worker

Gavin Badval, Chiropodist

Haidar Farran, Community Oral Health Specialist\*

Ibrahim Al Hares, Cultural Community Ambassador

Megan Tedesco, Youth Wellness Counselor

Juan Carlos Veliz, Community Health Worker

Leonie Beckford-Nickie. Dental Community Health Worker

Lyndsey Dunn, Dental Community Outreach Worker

Kirsten Weller Ainsworth, Chiropodist

Miklos Favics, Community Health Worker

Myrna Rivera, Health Settlement Counselor

Nagadeepthi Velcheru, Administrative and Client Support/Office Administrator

Nokwanda Nkomo, Health and Wellness Counselor

Chinonye Azubike. Access Facilitator

Suliman Sulimankhil, Newcomer Settlement & Orientation Coordinator

Sherri Case, Early Child Development Specialist

Shaila Kumbhare, Social Worker

Tahira Awan, Community Oral Health Coordinator\*

Tibor Lukacs, Counselor, Refugee Services\*\*

Mutaz Khider, Counselor Refugee Services\*

Sara Bannister-Stachiw, Community Oral Health Coordinator\*\*

Mohammad Omer Sulimankhil, Administrative & Client Support

Diane McDonald, LHIN Coordinator

#### **Primary Health Care Team**

Angela Carol, Physician

Ashraf Sefin, Locum Physician

Eunice Kontoh, Primary Health Care Nurse\*

Janet Warren, Locum Physician

Jo Savelli, Nurse Practitioner

Karoline Hoy, Physician

Katie Krolouski, Nurse Practitioner\*\*

Liz Kinka, Nurse Practitione

Monica Chiwara, Nurse Practitioner Nga Tran, Physician Assistant\*\*

Olivia Flaherty, Primary Health Care Nurse\*

Lisa Nightingale, Nurse Practitioner

Tiffany Toplin, Primary Health Care Nurse Ghanima Haji, Primary Health Care Nurse

#### **Board of Directors**

Maxine Carter, Board Chair

Ike Agbassi, Board Member

Seth Waterman, Vice Chair

Sherwin Steele, Secretary/Treasurer

Uchenna Anumba, Board Member Nancy Reyes, Board Member

#### Volunteers

Jacqueline Lai, MacHealth DNA Margaret MacDonald, MacHealth DNA Nam Do. MacHealth DNA Zuhayr Yakub, MacHealth DNA

#### THANK YOU TO OUR **GENEROUS DONORS**



Pizza Hut, King St. W Zehrs, Argyle St S Starbucks, York Blvd

Good Shepherd Venture Centre, Cannon Street East

Freshouse Food Ltd., Todd Rd

Longo's, Wilson St W #1

The Main Hess Senior's Activity Club

Zehrs, Caledonia Just Socks Foundation

Saint Patrick's Roman Catholic Church

Murphy's Country Produce

Food Basic/Metro

St Paul's Presbyterian Church

Fortino's, Mall Rd Fortino's, Main St. W The Villages of Glancaster Kathy V

McMaster University - Department of Family Medicine, Dodsworth & Brown Funeral Home

Strata Residents

Katie Krolouski & Family

Citizen Kids

Dewitt Car & Truck Service Ltd. Shalom Christian Fellowship

Seth Waterman Lisette Amalfi Sharon Bray

Martha Christianson

Craig Foye Tania Kerr Shelley Porteous Patti Beckett Monika Wood Mel Athulathmudali Fay Hassaan

Mona Zamisa Andrew Goorbarry Julia Bryson Sun Jae Kim Doug Wilson Ross McLeod Jessica Greenwood

Ted Dwyer Todd Bender Jumoke Alafe William Johnston

Nicholas Van Wyngarden

Nadia Timperio Nancy Griffin Medela Canada Inc. Vineland Research and Innovation Centre

Garth Brooks Trails Hope MC Falls A Best Needle

100 Men Who Care:

John Abrams Bryan Adamcyzk Ejaz Asgarali George Baker Aaron Bennett Paul Brindle Matthew Brownlow Kenneth Caldwell Tom Carolan

Wes Connor Renaud Courchesne

Brian Delottinville

Dr. Joseph Fortino Professional Corp

Richard Dubecki John Dunton John Fitzgerald Gary Flood David Good John Haefele

Robert Hommersen Hugh Hoogendoorn **Gregory Hooks** Michael Hrycenko Mike Jackman William Johnston Brian Kennelly Larry Kurtz Patrick Lennon Michael Mans Martin Maretzki

Cameron McKenzie Liam Midzain-Gobin

Eric Matto

Lee Moccia Bruce Mochrie Cal Murgu Jeff Noble Tom O'Brien Richard Paolimi Nathan Pike Jeremiah Pike Bruce Quinn Grant Ranalli

Kenneth Reid Angelo Restivo Douglas Sider Lloyd Smith William Smith Wayne Stickley John Takach Trevor Thomson Nadia Timperio Nicholas Van Wyngaarden

Lee Vardy John Wood Ted Dwyer

#### Groundbreaking Ceremony

















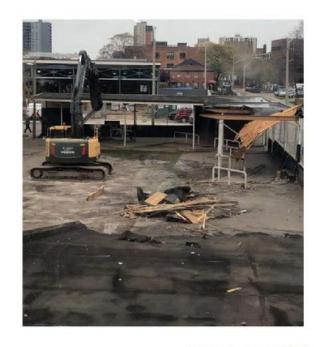




























## Hamilton Urban Core Community Health Centre

## We're Moving to Our New Home at 430 Cannon St. E





Hamilton Urban Core Community Health Centre

#### CONTACT

HAMILTON URBAN CORE
COMMUNITY HEALTH CENTRE

administration@hucchc.com www.hucchc.com 905-522-3233