









Mission

We provide inclusive and equitable health and social services to those who experience barriers to care, and we foster the active participation of individuals and the communities we serve. The Health Centre is committed to creating an inclusive and safe space for all sexual orientations, gender identities and gender expressions.

Vision

Building opportunities for healthy and inclusive communities



Values

Social Justice, Equity, Caring, Inclusion and Respect











Welcome

There are more than 70 community health centres in Ontario. Community Health Centres work with the community, for the community. Your opinions and satisfaction matter to us. We offer many different professionals to support you in your well-being. You offer us knowledge and experience. We work together to help you achieve your health goals.

At the Health Centre, most of our programs fall into these categories:

- On-site Medical Care
- Outreach Where you live, work and play
- Programs in your Community
- Opportunities How do I get involved?
- Education Workshops and training

Our focus is on health promotion — keeping people healthy — and on making sure that you are involved in important decisions about your health care. We hope that you feel welcome and respected.



Becoming a Registered Client

The Health Centre's Primary Care Services (sometimes called medical services) are open to all residents of the City of London as long as they meet our criteria. If you need a family doctor, you meet a systems navigator first. The systems navigator will ask questions about health, income, housing, language, home country, and the support that you get from friends and family. We cannot accept clients who already have a family doctor, or people who have had a doctor in the past year — unless that doctor is no longer available.

After this meeting, you will be referred to appropriate Health Centre services, connected with other community agencies, and if qualified, registered as a client with a doctor and a nurse practitioner.

You will have a main provider and a secondary provider who is part of our primary care team. This ensures you receive timely care for your health needs, if your main provider is unavailable.

For an appointment with a systems navigator call 519-660-0874.

Client Rights and Responsibilities

We will:

- Treat you with respect and courtesy
- · Keep your personal health records confidential
- Give you time to talk
- · Listen to your concerns
- Support you as you make important decisions about your well-being
- Talk to you about getting a second opinion, if required
- Explain what will happen if you consent to treatment or refuse treatment

You also have some responsibilities.

You are to:

- Be on time for appointments
- Treat our staff and others at the Health Centre with respect and courtesy
- · Tell us about your health and well-being
- · Ask us questions
- Visit or phone us if you have been to the Emergency Room within 24 hours

Please note: All of our clients who are prescribed a controlled substance (narcotics, benzodiazepines, and stimulants) will be asked to sign a "therapeutic agreement." This is a contract between the client and the Health Centre to ensure that medications are taken as agreed upon.



Arriving for Your Appointment

- Be on time.
- · If you are going to be late, call and let us know.
- If you need to cancel your appointment, let us know.
- If you book an appointment in person, you will be given an appointment card. Please keep this someplace safe. We will try to make a reminder call the day before your appointment.
- When you arrive at the Health Centre, please turn off your cell phone, or put it on vibrate.
- If you are taking medications (prescription or non prescription), please bring them with you to each appointment with the doctor or nurse practitioner.
- We cannot allow pets in the Health Centre. Service animals are welcome.
- The Dundas Street location does not have free parking. If you arrive by car, please bring change for the parking meters located on Dundas St, or behind the building on Marshall St.

Personal Health Information & Privacy

Personal information is anything that identifies you like your name, phone number, or birthday. Personal health information is information about your health or health care history — like a test result with your name on it.

Privacy is your right to decide "who knows what" about you, and what a person does with this information. At the London InterCommunity Health Centre, we respect your privacy and work hard to meet our obligations related to your privacy rights.

Collecting Personal Health Information

We collect personal health information so that we can care for you appropriately. If you cannot provide us with the information we need, we may collect the information from other health care providers who have cared for you. We will also collect information about you from other people if you say that we can, or if the law says that it is okay for us to do so.

We promise to follow the regulations and laws about privacy and personal health information.

Using & Sharing Personal Health Information

Your personal health information will be shared with all the health care providers involved in your care. It will also be shared with other people or organizations if the law says that we must, or if your records are subpoenaed by a court order. We will also share your information if we must process an insurance claim.

Keeping Your Information Safe and Correct

We keep a record of your personal health information on our computer system. We work hard to keep your record correct and up-to-date. The information is kept safe using up-to-date technology.

Every staff person or volunteer who uses your personal health information is required to follow our privacy policies.

Consent

If you do not wish your personal health information to be used or shared, you have the right to refuse. We will let you know if your refusal to share part or all of your information impacts our ability to provide health care services to you.

Requesting Your Health Record

You have the right to a copy of your own health record. You can ask for a copy by writing to our Privacy Officer. If your request requires a lot of time, we may ask for an extension of another 30 days.

You may also ask for changes to the personal health information in your file by providing us with more information and explaining why these changes should be made.

The Health Centre respects the privacy of your personal health information. If you have questions about the information we collect and how we use it, please contact our privacy officer at privacy@lihc.on.ca.

Systems Navigators — Helping You Find Your Way Around

Our systems navigators listen to you and learn about your needs. Even if you are not a medical client, they can still help you to find out what services best meet your needs. We can help you work with other community organizations such as hospitals, schools, interpretation services and immigration. Finally, we also help registered clients do paper work — like government forms, housing applications, medication coverage (Trillium), etc.

For an appointment with a systems navigator call 519-660-0874.



On-Site Medical Care

The Health Centre has two locations: 659
Dundas Street and Unit 7-1355 Huron Street.

Primary Health Care Clinic

Primary care services are provided by a team that includes registered nurses, nurse practitioners, physicians, a registered practical nurse, a dietitian, a physiotherapy assistant and a physiotherapist. Each client has a nurse practitioner and a physician and we try to ensure that you see your main health care provider each time you visit.

Our goal is to keep you well. We provide treatment and support for minor illnesses as well as chronic health problems. We have experience working with people who are homeless, have complex health care needs,



are new to Canada or speak languages other than English. We offer a warm, safe and welcoming experience for all of our clients.

Our clinic is not a drop-in. You need to be a registered client and you need an appointment to see a doctor or a nurse practitioner. We do our best to offer same-day appointments for urgent concerns.

Mental Health Care

The Mental Health Team works with clients of the Health Centre.

We offer:

- Individual, couple, family and group therapy
- · Psychology and psychiatry services
- · Chronic illness management
- STOP (nicotine replacement therapy and smoking cessation counseling)
- · Support with addictions
- Anger management counseling

Newcomers Clinic

In partnership with Cross-Cultural Learners Centre, we provide primary screening, assessment, treatments and immunizations to refugees until they are connected to a family doctor.

Care for People Experiencing Homelessness

The Health Centre offers health and social services to people experiencing or at risk of homelessness. Nursing, social work and the services of our outreach workers are available to both registered and non-registered clients. Primary health services provided by our nurse practitioner and our physician are available to registered medical clients only.

We offer:

- · Nursing care
- · Addiction assessments and referrals to treatment
- Harm reduction education and support
- Housing loss prevention services
- ID replacement clinic
- Laundry/Showers
- · Social assistance applications and advocacy
- Past taxes/GST/Trillium credits
- Daily programs and activities

New! Non-pharmaceutical Pain Management

Many people experience pain on a daily basis — as well as the side effects of pain medications. We work to find the right balance of pain reduction tools using as little medication as possible. With a combination of services including physiotherapy, acupuncture, mental health counseling and chronic pain self-management techniques, you can live more comfortably.



Outreach — Where you live, work and play

The Health Centre also has many locations all over the City where you can receive care and support.

Chronic Disease Care

Hepatitis C Care Team

The Regional HIV/AIDS Connection and the Health Centre are partners in the Hepatitis C Care Team. Clients are those at high risk for hepatitis C infection due to IV drug use, and those who are hepatitis C positive and have addiction and social issues (poverty, homelessness, mental health issues, etc.). Our team consists of an outreach worker, peer support worker, social worker and two registered nurses.

We offer: screening, intensive case management, hepatitis C care and treatment. We have a close partnership with the Infectious Diseases Program at St. Joesph's Health Care.

Our outreach/peer support workers connect with you in the community and build trusting relationships. They provide support, advocacy and education about hepatitis C, connect you with helpful services, and help you book and get to appointments.

You do not need to be a client of the Health Centre to qualify. You can self-refer or be referred by your doctor or worker from another agency.

Diabetes Care

Everyone with diabetes can learn to live well with diabetes — to manage medications, diet and activity in a way that feels right. Our diabetes care team — which includes a foot care provider, social worker, registered nurses and registered dietitians — is here to help people with diabetes or pre-diabetes take good care of themselves. We offer many monthly groups at local faith based communities, community centres and libraries that give participants reliable, up-to-date information about learning to care for themselves. We also offer interpretation services for people who don't speak English.

The Diabetes Team also partners with doctors and pharmacies in the community. Our certified diabetes educators visit local physicians and pharmacists to provide outreach support to patients who then benefit from the

individual attention of a registered dietitian.

Options Clinic – Anonymous HIV Testing

Making the decision to test for HIV is an important, yet often difficult, one. Our counselors will provide you with information about how the virus is transmitted, and talk to you about your risk factors and any questions or concerns you might have.

Many people getting tested will receive a rapid test that provides 99.97% accurate results in 30 minutes. Others receive a traditional blood-draw test and get their results within a week. Those who qualify for a rapid test include: men who have sex with men, people who inject drugs, high risk women, Black, African, Caribbean and Aboriginal community members.

Getting tested is respectable and responsible. It is also completely anonymous. Less than 1% of tests are positive. If a test is positive, however, we provide you with the resources you need, ensuring you have control of your health care moving forward.

Call 519-673-4427 for your appointment.



Youth Services

Youth Outreach Workers

In various community settings across East and North East London staff build trust with youth, families and the community, and support them to find appropriate programs and services related to:

- Addictions
- Basic Needs
- Education
- Employment
- Housing
- Income Support
- Legal Services
- · Mental Health
- Parenting
- Primary Health Care
- Recreational Activities
- Sexual Health
- · Skills Development
- Volunteering

The youth outreach workers work closely with a social worker who is available to provide counselling to youth and their families. Connect with the Youth Outreach Workers at yow@lihc.on.ca.

Nursing Care

Residential Nursing Care

If you live at 349 Wharncliffe Road in London Housing, you can benefit from hepatitis C screening, HIV testing, wound care, health information and community resources.

Skin Infection and Abscess Clinic

Drop-in to see a nurse practitioner at Regional HIV/AIDS Connection for assessments, diagnoses and treatment of skin wounds, abscesses or other infections.

YOU Primary Health Care Clinic

Through Youth Opportunities Unlimited, we offer youth focused services by a nurse practitioner and youth consultant for all your health and social needs. This clinic is called the Cornerstone Clinic.





Programs in Your Community

Prevention and health promotion are key to maintaining a healthy community. We work with individuals, families, neighbourhoods and communities to identify health goals and move toward those goals together.

Children/Youth

Youth Programs

Seasonal programs are run to provide educational and fun opportunities for youth. Programs include cooking classes, tutoring, yoga and exercise, winter skiing and skating, etc.

Snacks, Homework, Activities and Craft — An After School Program

SHAC is a free after school program at the Boyle Community Centre (530 Charlotte Street). SHAC welcomes all students from Grades 2 - 8 and is designed to keep children healthy and happy. Each week features physical activity, nutrition education, wellness and personal health information, homework help, crafts, and social skills development.

Adults

New! Gender Journeys

We are dedicated to creating and maintaining an environment that is accessible and safe for members of the transgender community. Our Health Worker — Transgender Communities — offers outreach service and supportive programs. **Gender Journeys** is an eight week group providing participants with the opportunity to explore the social, emotional and physical aspects of gender change, while covering a broad range of topics.

Gentle Exercise for Women

All women living in the community are welcome to attend the "Mindful Movement" program. Discover the health and relaxation benefits of gentle physical activities such as yoga, tai-chi, or other relaxation techniques.

Grit Uplifted

This writing program, hosted at the London Public Library, is for people who have experienced or are currently experiencing homelessness. It creates opportunities for individuals to meet new people and learn about self-expression and creative writing.

Arts, Healing, Workshops and Activities at Dundas

We offer daily scheduled activities and programs designed to promote wellness, growth of emotional intelligence, community inclusion and fun. Please ask at reception for a copy of the monthly activity calendar.

Community Food Programs

Community kitchens teach new cooking skills, healthy food recipes and planning meals on a fixed income. Some program examples are Tolpuddle Food Friends, Marconi Food Friends, Community Gardening, North East Canning Program and NELCE Community Kitchen.

Women of the World Support Groups

These support groups, which meet twice each month, were started by our trained volunteer peer facilitators from the Women of the World Program. They bring together immigrant women who may be feeling lonely in their new communities in a fun, safe and welcoming environment.

Seniors

Seniors' Drop-in

Our health status changes over time. As we age, it's important to learn new ideas about how to stay healthy. Programs are run in local residential buildings and at the Health Centre. All seniors are welcome to join us for the following activities:

- Health Presentations
- Friendship
- Nutritious Meals
- Light Exercise (Ageless Grace)

Seniors' Tai Chi

The Tai Chi Program for seniors starts with coffee and social time, followed by an introduction to Tai Chi taught by a certified volunteer instructor from the Taoist Tai Chi Society of Canada. You will learn the first few moves of the Tai Chi set, an exercise of gentle turning and stretching that can help with flexibility, strength, and balance.

Seniors' Home Visiting

This program is for immigrant seniors who find it difficult to leave the house, and who may feel alone. Seniors are partnered with a community volunteer with similar interests.

Our volunteers speak a variety of languages and come from many different cultural backgrounds. The volunteer will visit you every week. Together, you and the volunteer may talk, go for walks, drink tea, or do activities like knitting, crafts, painting or watching movies.

Seniors' WrapAround

Seniors' WrapAround is for vulnerable Canadians, immigrant and francophone seniors over age 55 who feel alone in the community and who may have some problems with their health. The WrapAround Team understands that being a senior in a new community can be difficult, especially if adjusting to a new culture and language.

You may feel as though your life depends on others and you can't make your own decisions or do simple things for yourself. Activities such as visiting friends or family, shopping, or attending religious services may seem difficult or stressful. You may have worries about your health, your home, your neighbourhood, or about how to sign up for services. The WrapAround program will help bring together a supportive team of family members, community members and professionals to help keep you healthy and living in your own home.

Ageless Grace Exercise

Volunteers are trained through the City of London to lead Ageless Grace, which is designed to exercise both the mind and body. You will learn 21 skills for a long life of optimal functioning. This volunteer led seated, gentle exercise program is run in various locations all over the city.

Francophone Seniors Programs

Cherryhill Mall and Beacock Library are both locations for francophone seniors to meet friends, join in fun activities and learn about health issues specific to seniors. Practice your French and make new friends!



Education, Training and Workshops

We encourage your participation in a variety of educational opportunities.

Women of the World - Peer Leader Training

WOW's goal is to ensure that immigrant women feel connected to, and included within, your Canadian community. Through its activities and mutual support, WOW supports you to promote your health and that of your family. WOW also empowers you to become a contributing member of your new community.

Participants are trained to work as Peer Facilitators and provide group and one-on-one support to women in their community. This model allows you to develop leadership ability, expand your social connections and develop a sense of community belonging.

Women and Men's Health Workshops

Through education and health promotion strategies, individuals learn about common health issues within their communities, with a focus on prevention and self management techniques.

Chronic Illness and Chronic Pain Self Management Workshop

A six week workshop (2 hours a week) to help you manage your symptoms and live a healthier life with a chronic condition. Topics include: getting a good night's sleep, dealing with difficult emotions, problem solving, exercise and nutrition, better breathing techniques, working with your health care professional, medication usage and more!

New! Naloxone Training

Naloxone is a life saving medication that can prevent opioid drug overdoses. Anyone with a history of non-medical use of opioids can ask if they qualify for the program. Participants with risk factors for opioid overdose will receive on-the-spot training in basic lifesaving and the use of Naloxone. The training takes approximately 45 minutes. After a successful training session, you are given a life-saving kit which includes Naloxone prescribed by one of our physicians and the equipment to administer it. The Naloxone Program is a partnership with Regional HIV/AIDS Connection, Middlesex-London Health Unit and the London Area Network of Substance Users.



Opportunities

An important part of our mission is to foster and support leadership. Get involved in your community!

At the Health Centre

Board of Directors

An elected board member's responsibility is to review activities and outcomes of the agency on a regular basis to ensure consistency with the Strategic Direction, ensure compliance with the Multi-Sectoral Accountability Agreement with the South West Local Health Integration Network, assume leadership in advocating for the Health Centre in the community, and annually evaluate board and personnel contribution to the Health Centre.

Community Advisory Council

The Community Advisory Council is a "sounding board to the Board of Directors and executive director" and is comprised of non-board members who have the skills and expertise to give the board and executive director comments and feedback as needed. Council members identify community issues of concern and bring them forward to the attention of the Health Centre.

Donate

For more information about how you can give or get involved in our fundraising activities, please contact our Director of Development, Diane Wiles, CFRE, at 519-660-0874 x 277.

Health Outreach Activity Council

Volunteers plan and support peer-driven and peer-focused social activities within the Health Outreach program. Council members are dedicated to creating ways for people experiencing homelessness to make connections within their own communities in deep meaningful ways. The Activity Council meets to develop, plan and organize engagement strategies, including special events, activities, and health education. They provide one-on-one support and community referrals. By providing leadership and mentorship, they play an important role in shaping their own community for a healthier future.



Student Placements

The Health Centre provides students with meaningful placements and practical hands-on experiences to enrich their classroom teachings and create opportunities to shape their career. Students may connect with our Team Leads with their placement details and requirements to see if a match can be made.

Volunteering

Volunteers are vital to the success of the Health Centre! We can't provide the services and programs that we do without the help of our dedicated volunteers. Today we have more than 150 active volunteers. Some volunteers support programs, facilitate groups, help with special events, provide peer support and participate in community engagement. www.lihc.on.ca/volunteer

In our neighbourhoods

Argyle Community Association

The Argyle Community Association represents the common interests of the residents of the Argyle area. They promote the well-being and improvement of the quality of life in the community. They encourage citizens and members of the Association to be informed and participate in the community. www.discoverargyle.ca

Boyle Activity Council

The Boyle Activity Council is a volunteer committee dedicated to providing the Old East Village neighbourhood with recreation opportunities. BAC, along with key community partners, offers programs for residents of all ages. They provide affordable, accessible and quality recreational and leisure activities in a safe and positive environment for the members of the local community. www.boylecouncil.ca

Contacting Us & Giving Feedback

North East London Community Engagement (NELCE)

NELCE is a resident-based, action-oriented community group focused on strengthening and improving the community of North East London. www.nelce.ca

Through their work, they:

- Seek to promote and develop a strong sense of community pride and participation
- Articulate concerns and issues raised by the community to the right people
- · Provide opportunities for community leadership
- · Raise awareness of what North East London offers
- Work with the Health Centre to involve others and make change real

Old East Village Community Association

The Old East Village Community Association aids and empowers residents of Old East London through advocacy, education and community involvement in order to establish a positive and healthy relationship with each other and with our city. www.oevca.ca

Here are some ways you can learn more about what we do:

- 1. Visit our website at www.lihc.on.ca.
- 2. Stop by the Health Centre to pick up information.
- 3. Follow us on Twitter (@HealthCentre).
- 4. Like us on Facebook (London InterCommunity Health Centre).
- 5. Speak with our systems navigator or any member of the Health Centre staff we're here to help!

We want to hear from you! In our waiting areas you can find comment cards and secure boxes to put your comments in. You can also make a suggestion through our website. Finally, throughout the year we hand out client satisfaction surveys. This is your chance to tell us what you think about the Health Centre and the services you receive. Ask a member of the Health Centre staff when the next client satisfaction survey will be.



659 Dundas Street London, Ontario N5W 2Z1 Tel: 519-660-0874 Fax: 519-642-1532

Hours: Mon 9-5, Tues 9-9 Wed 9-9, Thurs 10:30-5, Fri 9-5 UNIT 7 – 1355 Huron Street London, Ontario N5V 1R9 Tel: 519-659-6399 Fax: 519-659-9930

Hours: Mon 9-9, Tues 9-5 Wed 9-5, Thurs 10:30-5, Fri 9-5 For more information about participating in our programs, please call 519-660-0874 and ask to speak with one of the following:

Team Lead, Child, Youth and Family Programs x225

Team Lead, Immigrant and Ethno-cultural Programs x226

Team Lead, Poverty, Homelessness and Options Clinic x235

Team Lead, Primary Care and Diabetes Care x320

Team Lead, Mental Health and Hepatitis C Care x264

* On the fourth Thursday of each month the Health Centre is closed until noon at all locations.

