



London  
InterCommunity  
Health Centre

Every  
One  
Matters.

2007-08

London  
InterCommunity  
Health Centre

HOURS

Monday 9:00am  
9:00am  
9:00am  
Noon  
9:00am



# We are the community we work with.

## **Vision**

Building opportunities for healthy and inclusive communities.

## **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 that we serve.

## **Core Values**

At the London InterCommunity Health Centre we commit to: Inclusivity, Innovation, Professionalism, Accountability, Excellence and Advocacy.

## **Our Neighbourhood**

The Health Centre provides care for people who live east of Colborne Street, west of Clark Road, north of the Thames River, and south of Kipps Lane and who do not have a family doctor. Other criteria for service apply as well. People interested in Health Centre services participate in an intake process with a member of the Health Centre team.





# We are the community we live in.

## Board of Directors

Ian Peer

*President*

Warren Brooke

*Past President*

Christine Griffith

Susan Groves

Randy Hull

Nasrin Husein

Shelina Kassam

Anne Kay

Vannesa Ma

John McMahon

Jill Mustin-Powell

Dr. Ross Normal

Alison Swindles-Webster

Janet Tufts

Nellie Van Leeuwen

Dr. William R. Avison

Bonnie Wooten

## Community Council

Carmen Callon-Niblock

Brenda Fuhrman

Susan Ralyea

Linda Le

Fei Luo

Sarah Merritt

M. Saeed Mokhtarzada

Cindy Prom

Annecke Somann

Cathy Stecko

Karima Zarify

# 2008 Numbers

## Programs & Services

- Children's Nutrition and Learning Project
- Community Kitchen
- Diabetes Self-Management Program
- Health Outreach for People who are Homeless
- Men's Group
- Options Clinic: Anonymous HIV Testing
- Primary Health Care Services
- Senior's Drop in Program
- Tai Chi
- Women of the World
- Youth Outreach Workers

## Our Growing Team

Clients	3341
New Clients	552
Client Encounters	26,700+
Volunteers	200+
Staff	65
Budget	\$6.3M

## Top Ten Services

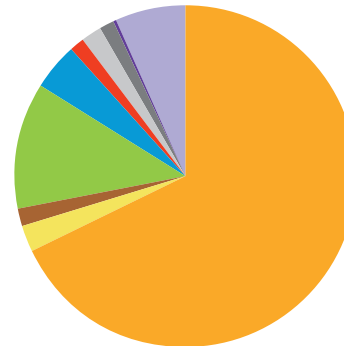
1. Mental Health
2. Health Maintenance
3. Housing/Neighbourhood
4. Poverty/Finances
5. Social/Cultural Problems
6. Back pain
7. Diabetes
8. Hypertension
9. Drug Abuse
10. Health Care System Problem

# 'Health Centre staff provide care that is warm, welcoming, knowledgeable, conscientious, compassionate, and trusted.

2008 CLIENT SATISFACTION SURVEY

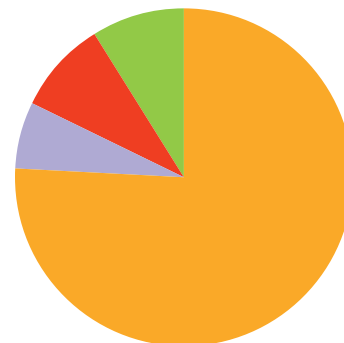
## Revenue Source

	PER CENT OF BUDGET
MOHLTC – Community Health Branch	71.4
MOHLTC – Diabetes Strategy	12.5
Other Income	6.8
Ministry of Children & Youth Services	4.6
MOHOTC – AIDS Bureau	1.6
United Way	1.3
Ministry of Community & Social Services	0.7
City of London	0.6
Donations/Fundraising	0.4
Department of Justice	0.1



## Expense

	PER CENT OF BUDGET
Wages Per Cent Benefits	76.1
Program Costs	6.3
Shared Administrative Costs	8.9
Occupancy Costs	8.7









# We create the community we thrive in.

## **A Sampling of 2007-08 Programs & Services**

- Children's Nutrition and Learning Project
- Community Kitchen
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- Women of the World
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# Message to the Community.

We are pleased to present you with the London InterCommunity Health Centre's 2007/08 Report to the Community. It was a year marked by many successes at the client, community and systems levels and we take this opportunity to thank our community, clients, volunteers, staff and funders for helping us to realize these achievements.

Last year, our interdisciplinary care team conducted nearly 27,000 client encounters. These encounters covered a wide range of concerns brought forward by more than 3300 clients (see side bar for top 10 client concerns). Some of these clients have been coming to the Health Centre for many years; 550 were newly enrolled

following the September 2007 opening of our Huron Street Site and the hiring of a new physician and an additional nurse practitioner. Each client encounter was a small step toward our vision of achieving a healthy and inclusive community – and each reflected our organizational values of inclusivity, innovation, professionalism, accountability, excellence and advocacy.

Our new Health Centre presence in the north east of our catchment area was bolstered by leading community development work within that neighbourhood. Diverse initiatives such as neighbourhood safety to community kitchens to a North East Youth Council were

launched – each in response to a need identified by the community. We look forward to the Fall 2008 launch of an innovative youth education project (Weed, Alcohol and Cigarettes) supported by this new Youth Council.

Further south and west, staff have been involved in re-vitalizing programs at the Boyle Community Centre in partnership with the City of London. We had the pleasure of sponsoring a neighbourhood soccer team again last year as well as promoting other youth fitness pursuits. Our advocacy at the social policy level is ensuring that programs and services that support the broader determinants of health within the



**Ian Peer**  
BOARD CHAIR



**Michelle Hurtubise**  
EXECUTIVE DIRECTOR

community remain at the forefront for decision makers. We've joined the efforts to keep both Carson Library and Lorne Avenue Public School open. Lorne Ave., the site of our Children's Nutrition and Learning Project, provides so much more than education. It has been described as the heart of Old East – a hub of community resources and supports necessary for a vital community.

And while client care and community activity were humming along, advocacy continued at the systems level. Health Centre staff continued to enhance relationships with the South West Local Health Integration Network and other funders – securing new dollars for

a Youth Outreach Worker Team, an expanded Women of the World program, and an Immigrant and Francophone Seniors WrapAround initiative. We recognize that strong relationships are vital to the ability of the Health Center to conduct its mission and realize its vision.

One of the most important indicators of our success is the satisfaction of our clients. In 2008 the Board's Client Services Committee oversaw a Client Satisfaction Survey. For the third survey in a row, our client satisfaction scores illustrated a high level of satisfaction from our clients. More than 90% of our clients report being satisfied or highly satisfied with the help that they

receive from our staff. We continue to show significant improvement in the area of clients being satisfied with the opportunity to be involved with the planning of the care and services they receive. This really is the essence of community health – and a Community Health Centre where everyone truly matters.





London  
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