



20 YEARS OF  
COMMUNITY  
AND CARING

2009-10

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.

# Reimagining Our Health Centre

As mentioned in our Message to the Community, the re-imagining process resulted in the expansion of our boundaries for accepting new clinical clients. We also re-organized our staff into seven teams: Primary Care, Mental Health, Diabetes and Chronic Diseases, Immigrant and Ethnocultural Programs, Children Youth and Family Programs, Poverty and Homelessness, and the Options Clinic. We added a new "Systems Navigator" position – a role that will help new clients find appropriate programs and services and also support existing clients as they navigate the external challenges related to basic income supports, housing, and other community resources.

We imagined a Health Centre that offers fast, easy access to programs and services – and we've taken the steps to make that happen. While none of these changes affect the core work that we do, we believe our re-imagined Health Centre will increase access to services and improve the quality of care that we offer.

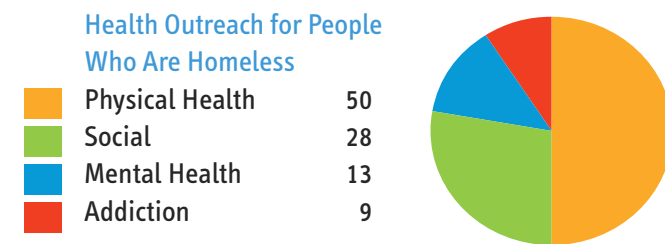
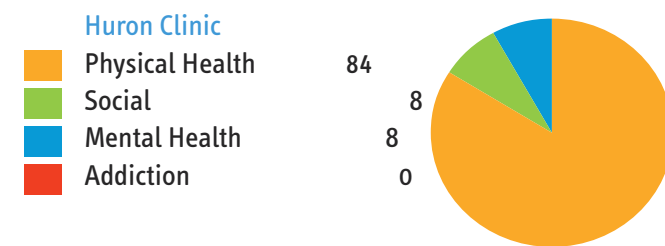
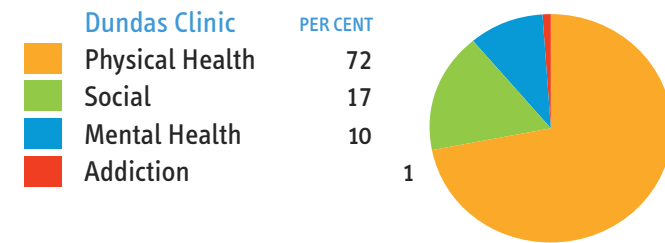
## A Selection of Programs and Services

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



## Clinical Services Profile

### Issues Addressed



## Lawrence Hill

On Tuesday March 2, the Health Centre partnered with the London Public Library to present best-selling Canadian author Lawrence Hill at the Wolf Performance Hall. Mr. Hill read from his most recent novel, *The Book of Negroes*, as well as *Any Known Blood*.

As a community health centre we are committed to engaging in dialogue about issues that impact our community. The novels, which speak to systemic racism, social inclusion and exclusion, and the resiliency and perseverance of individuals, resonated loudly with us. The event was a sold-out success and introduced us to many people who were not familiar with the Health Centre previously.



“It has helped me combat my reclusive nature and to make friends. I have loved it and will continue to come for as long as there is a group.”

PARTICIPANT, WOMEN CREATING COMMUNITY

“I wouldn't survive without this place.”

CLIENT, HEALTH OUTREACH FOR PEOPLE WHO ARE HOMELESS

## Financials

### Revenue Source

Revenue Source	PER CENT OF BUDGET
SW LHIN – Community Health Centre	72.6
MOHLTC – Diabetes Strategy	8.9
Ministry of Children & Youth Services	4.4
SW LHIN – Aging at Home	4.1
MOHLTC – AIDS Bureau	1.9
MOHLTC – Decision Support	1.2
United Way	1.3
Interest Income	0.5
SW LHIN – Caregiver Support Program	0.9
City of London	0.8
Other Income	3.0
Donations/Fundraising	0.4

### Expense

Expense	PER CENT OF BUDGET
Wages & Benefits	74.5
Program Costs	11.7
Occupancy Costs	8.3
Shared Administrative Costs	5.2
Amortization of Capital Assets	0.3

SW LHIN = South West Local Health Integration Network  
MOHLTC = Ministry of Health and Long-Term Care

### October 1989

- Official funding announcement
- First client at 659 Dundas Street, the former Brass Rail, welcomed by 14 staff members on the 28th

### 1990

- Official opening on January 9, attended by then Minister of Health, Elinor Caplan and then Board Chair, Dr. Douglas Bocking
- Juggling Cultures, the first of many educational resources, is launched

### 1991

- Client roster hits 2000, staff team grows to 25
- Health Centre receives funding to open Options, an anonymous HIV testing clinic

### 1992

- Health Centre continues to lead the sector in cultural competency training with, Culture, Health and You, a video project aimed at health and social service students

### 1993

- Volunteer contingent grows to 100 to support seniors and women's groups, child care, art therapy, the second hand clothing room and the senior men's cooking group
- MPP Marion Boyd attends the grand opening of the lower level

### 1994

- The launch of, Picturing a Healthy Community, a community art project with a focus on the many positive and beautiful things in our historic neighbourhood

### 1995

- Cooking for Kids, the first of many projects with Lorne Avenue Public School launches. Volunteer parents meet weekly to serve healthy snacks to senior kindergarten and grades 1, 2 and 3

### 1996

- Received the Monsignor Cooke Award from Family Service London which recognized Health Centre creativity, innovation and community collaboration
- Launched our first website



see**me.**

As the Health Centre developed ideas to celebrate our 20 year history of offering services to London, we looked for ideas that would raise awareness not only of us as an organization, but of the challenges faced by the clients we serve. Our clients have incredible strength and resiliency. "SeeMe" was intended to share their challenges and their strengths with the broader London community.

"SeeMe" features six images of Health Centre clients and volunteers who agreed to share some of themselves through photography. In each picture our "model" is holding a sign. On the signs are statements that reflect either something about our services, or something that they would like you to know about them. The images were shot by local photographer Rachel Lincoln. Graphic design services by Seed. We are truly grateful for the participation of our models Eva, Maria, Mario, Jose, Oscar, John, Joe and Asunta. We couldn't have done this without you.



EVA

"All my thanks to those who work at the Health Centre. You are so very kind and respectful."



CLIENT, DUNDAS STREET CLINIC



Thank you to our caring volunteers!

Aaron Rothstein  
Adrian Nunie  
Ajit Sing  
Akshay Shetty  
Aleece Johnson  
Alex Lumley  
Alex Schneiderman  
Alfonso Campos Reales  
Alicia Fawcett  
Amanda Fraser  
Angel Botelho  
Angie McCulloch  
Anne Kay  
Annecke Somann  
Annie Catunto  
Anrthur Druzcz  
Antonia Escobar  
Arden McClean  
Ashley Geerlinks  
Asunta Yanga  
Audrey Furmston  
Austin Trotman  
Bernadine Crasto  
Bethany Gingrich  
Bev Norris  
Bill Ashby  
Blaire Langlais  
Blanca Cruz  
Bob Sexsmith  
Brandon Bates  
Brenda Phlong  
Bryanda Evans  
Carlota Gonzalez  
Carmen Fotia  
Carol Coulter  
Carol Hickson  
Catherine Thomas  
Cathy Cubberly  
Cathy Sommers  
Charlie Zhao  
Charlotte Christie  
Chris Dawson  
Christine Griffith  
Christine Holmes

Claudia Calvo  
Claudia Sossa  
Cyndi Prange  
Damon Guidolin  
Danielle Ziliotto  
Dave Aitken  
Dave Firth  
David Lyons  
Dawn MacIntosh  
Deanna Schoen  
Delaney Nash  
Diana Sheeler  
Don Bere  
Doreen Hodgkinson  
Doug Taylor  
Elizabeth McIntosh  
Elmore Hill  
Emily Bonner  
Emily Yu  
Emma Worrall  
Epame Clubine  
Erin Moody  
Fatima Mailloux  
Frank Meadows  
Frank Myslik  
Gail Boch  
Genny Mortera  
Geoff Belch  
Geoffrey Clubine  
George McNichol  
Georgia Kiwanuka  
Gord Johnston  
Grace Song  
Grant Thorpe  
Halima Rogers  
Hanh Ngo  
Hassan Mir  
Heather Coulter  
Heather McLaughlin  
Ian Peer  
Isabel Smillie  
Jack Moran  
Jacqueline Fraser  
Jacqueline Sevier

Jason Ahrens  
Javier Palacios  
Jeff Keutsch  
Jennifer Barlow  
Jennifer Bondy  
Jennifer Costin  
Jennifer Gaudet  
Jennifer Howard  
Jennifer Kelly  
Jennine Thorpe  
Jenny Diplock  
Jill Greenspoon  
Jill Mustin Powell  
Jim Blair  
Jim Madden  
Joanne Reed  
Joe Bindy  
John Arnedt  
John Campbell  
Jon Bonilla  
Jordan Wall  
Joseph Weis  
Josh Hooper  
Julia Wallace  
Karen Hoffman  
Karima Zarify  
Katherine Smyth  
Katlin Ahrens  
Katrina Younes  
Kelly McDonald  
Kelsey Cassidy  
Ken Fraser  
Kerry Figliomeni  
Kim Walker  
Kirsten Jewell  
Krystal Mersch  
Kyle Willenbacher  
Kylie Hall  
Laura Emmett  
Laura Weaver  
Leah Jesney  
Leanne Tiessen  
Leanne Zawadzki  
Len Hughes

Leslie Gloor Duncan  
Liane Heale  
Lilian Wong  
Liliana Palacios  
Linda Bussiere  
Linda Le  
LiPing Jin  
Lorie Shook  
Lydia Knudson  
Maddie Quirk  
Mandy Grenier  
Marc Ysselstein  
Maria Amelia Calle  
Maria Cecilia Lopez  
Maria Elana Mabus  
Maria Forte  
Maria Prada  
Mariona Lazaro  
Marilyn Conklin  
Marion Malone  
Mark Denomy  
Marlene Graham  
Martin Badowski  
Mary Capton  
Matt Dale  
Matthew Villeneuve  
Meghan Boyd  
Melanie Levitin  
Melissa Henry  
Melissa McConnery  
Melissa Weese  
Merry Maclellan  
Michael Jarvis  
Monica Paola Rivas  
Monica Rendon  
Mudrika Hamou  
Muna Al-Katib  
Munira Ahmed  
Nasrin Husein  
Natalie Eldridge  
Nellie Van Leeuwen  
Nicole Flemister  
Norene Martin  
Olga Montoya

Pat Telmer  
Paul Freund  
Pearlette Cassells  
Peter Downs  
Phil Heisz  
Priya Morin  
Rachel Marry  
Randy Hull  
Rani Govender  
Raquel Lenati  
Rayna Elabed  
Rheem Al-rabya  
Rhonda Travis  
Richard Cook  
Richard MacDonagh  
Robert Van Praet  
Rose Wolczyk  
Rosemary Purdy  
Roy Graham  
Ryan Smith  
Saeed Mokhtarzada  
Sahadete Bela  
Saira Cekic  
Sakim Ouch  
Sakim Ouk  
Salina Juma  
Sami Alsukhon  
Sandy Dinh  
Sarah Bakker  
Sarah Crosbie  
Sarah Merritt  
Sarah Saunders  
Sardar Ahmed  
Scott Grant  
Selena Leduc-Keatings  
Shannon Conty  
Sharon Lessard  
Shauna Abramovitch  
Sheila Hughes

Shelina Kassam  
Shirley Andersen  
Siana Crasto  
Simon Geary  
Sister Esther Lucier  
Sonduz Shubbar  
Stahs Pripotnev  
Stan Hill  
Stan Lynch  
Stanislav Rajic  
Stephanie Conroy  
Sue Mennill  
Susan Beecroft  
Susan Pedersen  
Susan Ralyea  
Susie Eberhard  
Suzanne O'Neil  
Sylvia Warchulski  
Tammy Brown  
Taylor Johnson  
Teresa Johnston  
Tiffany Ferguson  
Tony Nguyen  
Tracey Allen  
Trevor Kyte  
Trish McQueen  
Tryla Thorpe  
Valgerdur Gylfadottir  
Vanessa Chamorro  
Vanna Ouch  
Victoria Abiy Bour  
Victoria Purdy  
Victoria Regier  
Yan Yeung  
Yang Cao  
Yoan Kagoma  
Zahra Jabbari



1998

- MOHLTC funds Health Outreach for People who are Homeless, 1 of 5 pilot Ontario sites
- Latin American Diabetes Program opens with funding from the Lawson Foundation
- Health Centre becomes a United Way participating agency

1999

- Old East Village celebrates 125th Anniversary
- We celebrate our 10th anniversary with 39 staff and 125 volunteers supporting more than 3,000 clients

2000

- The renovation and subsequent occupation of the building next door to 659 Dundas doubles the Health Centre's square footage

2001

- First BHO (Building Healthier Organizations) accreditation standards met; accreditation officially achieved the following year

2002

- Shanti Radcliffe, Executive Director and local community health visionary, retires. Michelle Hurtubise joins the organization as its second Executive Director

2003

- Annualized funding for the Latin American Diabetes Program received from the Ministry of Health and Long Term Care; that same year, the program wins the Peter F. Drucker award for non profit innovation

2007

- Second location at Huron and Highbury opens in October
- Launch of a fully electronic patient record
- Health Centre receives funding for a Youth Outreach Worker Program to support at risk youth in London's North East
- Options becomes the second provincial site for point of care testing

2009

- The first Multi Sectoral Accountability Agreement with the South West Local Health Integration Network signed
- WrapAround for Immigrant and Francophone Seniors launches
- Health Centre reaches 250+ volunteers, 3800 registered clients and 70 staff

## Message to the Community



Shelina Kassam  
PRESIDENT



Michelle Hurtubise  
EXECUTIVE DIRECTOR

### BOARD OF DIRECTORS

Shelina Kassam  
*President*

Ian Peer  
*Past President*

Christine Griffith  
*Vice President*

Susan Ralyea  
*Secretary*

Randy Hull  
*Treasurer*

Martin Badowski  
Mark Denomy  
Valgerdur Gylfadottir  
Nasrin Husein  
Anne Kay  
Elizabeth MacIntosh  
Jim Madden  
Jill Mustin Powell  
Nellie VanLeeuwen  
Robert Van Praet

### COMMUNITY COUNCIL

Sardar Ahmad  
Susan Beecroft  
Richard Cook  
Maria Forte  
Nasrin Husein  
Sarah Merritt  
Saeed Mokhtarzada  
Sakim Ouk  
Isabel Smillie  
Annecke Somann  
Karima Zarify

Funding for this annual report has been provided by the South West Local Health Integration Network (SW LHIN). The views and opinions expressed herein do not necessarily represent the official policies of the SW LHIN.

The Health Centre gratefully acknowledges funding support from the City of London, the United Way of London and Middlesex and the Ontario Ministry of Children and Youth Services.

This past year, the Health Centre celebrated 20 years of offering caring and compassionate services to London. What a significant milestone! Our twentieth anniversary was a year of celebrating where we have come from and where we are going.

To celebrate the first client served in October 1989, we held a fall festival themed party at McMahon Park and served chili, buns, and beautiful cupcakes baked by members of our Community Kitchen, and decorated like pumpkins. A truly family based event, we enjoyed community performers of a variety of ages and backgrounds, as well as crafts and games for the kids. The Honourable Deb Matthews made her first official remarks as Health Minister at our celebration! Read more about our 20th Anniversary celebrations including best selling author Lawrence Hill's visit and the SeeMe project, throughout this report.

Amidst all the celebrations, our programs and services continued to grow! We received enhanced funding from the South West LHIN for our WrapAround Program for Immigrant and Francophone Seniors. We also received funding for an ethno cultural youth initiative that will start in 2010. We also took the opportunity to review our organizational structure and then subsequently make some changes as part of this "re-imagining" process. Our clinical boundaries were expanded to serve the entire City of London, rather than just our historical neighbourhoods in East and North East London. This aligns our geographic boundaries with those of our community based programs, such as diabetes self management, Women of the World, WrapAround, and our chronic disease support groups all of which are open to people from across the city. For more on the restructuring process, please see "Reimagining Our Health Centre," inside.

Thank you to our community of clients, volunteers, staff members, funders and health and social service partners for supporting us these first twenty years. We can't wait to see what the next two decades will bring!

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