

2011-12



London  
InterCommunity  
Health Centre



*"They encompass all areas of my life - fitness - relationship - health."*

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from us so we are happy that the program arrange  
like the fact reception staff takes time to understo  
keep me safe... Respecting the privacy of clients'  
mative... Very helpful... I really appreciate rece  
staff... I am impressed by staff dedication... Out  
Was tremendously well implemented by the health ser  
(named) provided me with the family doctor info  
ferred me the service and I got it... Now days,  
fied with the services provided to me by the Centr  
and health... I like the approach... I am  
my language... Three years living in London with  
Health Centre made it possible... If I seek help ag  
because we have built a relationship that goes far  
Creative writing workshops are informative... I wo  
centre to others because the price is fast, effecti  
what you ask they will help you fully to their abi  
tremely helpful... They make me feel like a perso  
ways with a smile... We can get help when we nee  
as possible... I like the way the staff treat me. Th  
you and your family too... The drop in program  
tive place to hang out and get them off the street..  
tered by supports from school and other program s  
problems, it is a great strength in knowing that y  
comer in Canada... Freedom, individuality as su  
joy spending time with the women from same cult



## Changes on the Horizon

As we write our reflections on the year that was for our Health Centre, dramatic changes are scheduled to take place at the federal government level that will negatively impact the health status of refugees in Canada. Effective June 30 2012, the federal government will overhaul its Interim Federal Health (IFH) Plan which covers the health care costs for refugees not covered by provincial plans. This will eliminate funding for all vision care, dental care and prescription medication, as well as limiting other health care assistance to only “urgent and essential” care, or for conditions that pose a risk to the public such as tuberculosis or HIV.

Why are we mentioning this now, in an Annual Report intended to reflect on the accomplishments of the past year?

*As a community health centre we provide care for populations facing barriers to health care access.*

We work with many refugees, and those who have recently attained Canadian citizenship. Many of these clients have been turned away by other primary care models because they are “too complex.” Changes to the Interim Federal Health Plan will impact the provincial health budget and our own resources because refugees will not get preventative care and pregnant women will show up at emergency departments without having received prenatal care. The implications across the board are staggering.

This year our organization stepped very purposefully into an advocacy role around shaping the public policy that impacts the health of our communities. We are speaking out against the changes to Interim Federal Health in the same way that we took a stand to ensure the City of London rezoning for methadone clinics upholds the principles of equitable access. We worked hard with local community members in the Lorne Ave Public School neighbourhood to speak up about the negative impact of closing the school.

*We will be challenged to serve as even greater advocates for our clients at both individual and system levels in the years to come.*

There are significant health care changes happening both provincially and federally. Beyond the changes to IFH, the Federal Health Accord is also being “negotiated.” The federal government suggests that they will no longer operate under the long-standing principals of the Canada Health Act and are fundamentally changing the funding agreement. This will have a significant impact on provincial budgets as well.

We continue our advocacy work even as we challenge ourselves to improve the quality and efficiency of our own services. Although the Excellent Care for All Act does not require us to develop quality improvement plans and policies in the same way that hospitals must, we used that framework to structure our own activities. Most importantly, we looked at quality beyond the clinical services provided and ensured that we had indicators that challenged us to improve the quality of community services as well.

As a community health centre, we are committed to working with our partners to ensure that people in our community will still have access to a broad range of high quality health services that support their whole health. We embrace this because it truly means something to us when we say “Every One Matters.”



Michelle Hurtubise,  
EXECUTIVE DIRECTOR



Christine Griffith,  
PRESIDENT

## Some of our active programs and services:

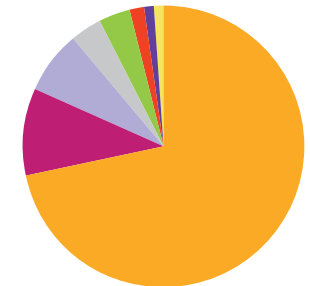
Beacock Library Seniors Groups  
 Beats Youth Drop in  
 Building Bridges Mutual Support Group  
 Cards, Games & Crafts  
 Chronic Disease Self Management  
 Community Kitchen  
 Conversations Across Cultures  
 Cooking for Kids  
 Cooking with Kids  
 Creative Expressions  
 Diabetes Screening Outreach  
 Diabetes/Pre-diabetes self management groups  
 Ethno-racial Youth Mentoring  
 Float and Glide  
 Going Bananas  
 Grit Uplifted  
 Health Outreach for People who are Homeless  
 Hepatitis C Care Team  
 ID Clinics  
 Immigrant Seniors Drop in  
 Immigrant Seniors Home Visiting  
 Individual Diabetes Education  
 Men's Discussion Group  
 Mindful Movement  
 Options Outreach  
 Orion Basketball Camp  
 Primary Care  
 Seniors' WrapAround  
 Smoking Cessation  
 Snacks, Homework, Activities & Crafts  
 STEP Ski Program  
 Stride and Glide  
 Summer Jobs for Youth  
 Tai Chi

## Financials

### Funding Resources

PER CENT  
OF BUDGET

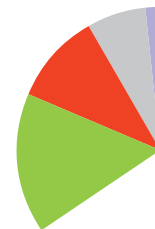
SW LHIN – Community Health Centre	71.7
SW LHIN – Aging at Home Program	10
MOHLTC – Diabetes Strategy	7.4
MCYS – Youth Outreach Program	3.6
MOHLTC – Hep C Program	3.5
MOHLTC – HIV/AIDS Program	1.6
United Way – Women of the World	1.1
Other Income	1.1



### Expenses

PER CENT  
OF BUDGET

Wages & Benefits	65.7
Administrative Costs	15.8
Program Costs	10.3
Occupancy Costs	6.6
Amortization of Capital	1.6



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

“The best part is the attention one is provided with the services and connections.”

## Complexity of Care

When asked to describe their clients, or the participants in their various programs, the Health Centre staff will invariably describe them as “complex.” That word is frequently used to describe both health status and social needs. Indeed, community health centres adopted an interdisciplinary model of care because no one single profession or discipline could meet the needs of complex clients on their own.

But what exactly does “complex” mean and how does it impact our provision of services and our use of health system resources?

In early 2012, the Institute for Clinical Evaluative Sciences (ICES) released a report entitled, “Comparison of Primary Care Models in Ontario” which provides a comprehensive overview of the case mix and socio-demographic profile of CHC clients compared with other CHCs and other models of care in Ontario.

*For our organization this study gives us good information on what we can do to improve our own services.*

78.1% of our clients live in poverty which compares to the Ontario population average of 40%. We also know that 58.1% of our clients receive Ontario Drug Benefits assistance. Additionally, 24% of our clients are newcomers (we believe this to be an underestimation of our client base because it does not include individuals who are refugees and receiving Interim Federal Health coverage, or who might not have any health insurance at all). The study also looked at a measure for overall morbidity and expected resource utilization called the Standardized ACG Morbidity Index (SAMI) and our client population averaged 2.09 which indicates a very complex group of clients requiring approximately twice the expected resources as the general population with a SAMI score of 1.

We also know that in our Centre, we are – contrary to the overall provincial perspective – seeing some of our clients use the emergency department *more* than would be expected given our client profile. However, as we have talked with CHCs across the province, we have learned that other centres who serve a large number of clients who are homeless have similar ED utilization.

What contributes to this high emergency utilization? What leads these clients to seek help there? Some are heavy users, some are not. We are exploring our data to see how we might provide services to those heavy users of the emergency department before they need them. We are having those important and sometimes difficult conversations with our providers and with our clients themselves.

On March 7, the Health Centre, in partnership with Sexual Assault Centre London and the London Public Library, hosted 160 guests for a screening of the documentary *Miss Representation*. *Miss Representation* is a powerful film that exposes how mainstream media contribute to the under-representation of women in positions of power and influence in America.



## Listening to the Client Voice

The Health Centre is guided by a community-based approach that is founded on the social determinants of health and a commitment to health equity. We strive to be accessible to the individuals and communities we serve. Clients and volunteers are actively involved in shaping our programs and services. Annually, we assess whether the programs and services offered achieve positive outcomes for the clients and the communities for which they are designed, and whether our volunteers are supported with their work and learning. We believe that this is one of our strengths.

*We are grateful to the 424 clients who took the time to tell us how we are doing.*

97% of those surveyed told us of their confidence in the services we offer, their ongoing learning, their empowerment to participate in their own care and how their health and well-being are improved through the Health Centre. We are also grateful to our clients for telling us how we can improve our services, shorten the waiting time, make our services available to a broader community and what, from their perspective, the most important health issues in our community are.

*Client feedback is incorporated in our future service development and in the promotion of those services.*

The voice of our volunteers is equally powerful. Over 90% told us that the Health Centre is a positive place to volunteer and that they are well supported in their work and in their learning. Our volunteers shared many meaningful experiences with us, which included gaining a deeper appreciation of the strengths and needs of the individuals and communities served. One of the most significant statements made by all the volunteers is that they felt stronger and better because they were given the opportunity to help others and that has given them a sense of accomplishment.

We thank everyone who is engaged in the work we do. It takes a strong commitment by all to serve the community in the best possible way.

## Here's what YOU had to say...

**424** clients and program participants completed the survey

**35%**  
male

**62%**  
female

**3%**  
trans-  
gender

MOST PREFERRED  
APPOINTMENT  
**AFTER-  
NOONS**

## You told us the health issues in your community:



When we asked you what the health issues were in your community, you told us: lack of knowledge and awareness about health promotion and preventative care, chronic diseases, addictions, games and exercise and poverty, unemployment and homelessness.

## Social Media Summary

- 630 Twitter followers
- 1300 Tweets
- 257 Facebook Likes
- 1600 avg. monthly website visitors
- 6 pages viewed per visit
- 2.42 avg. time spent on site
- Most popular page? [Contact Us](#)





## Working with Vulnerable Women

When Anne Bodkin, a physician with 30 years of experience, retired from full-time family practice, she did not retire her desire to improve the health of some of her community's most vulnerable members. Fuelled by an interest in social justice and some knowledge of Sergeant Lorna Bruce's work, Dr. Bodkin approached the police officer and then the Health Centre to see how a new partnership might mean improved access to services for high risk women.

Sgt. Bruce of London Police Services, started her work with "Person's at Risk" around the time the world became aware that dozens of sex workers, mostly aboriginal women, were missing from Vancouver's streets. She wanted to make sure that wouldn't happen in London – that someone would know these women, their haunts, their patterns of behaviours, and their companions. For years she has built relationships, connected women with community services, arranged for rehab, and assessed their safety needs.

*This may be the only collaboration between primary care and policing in Canada.*

Many of the women had very serious health problems that never got addressed. They were reluctant to access primary care and not well served by the hospital system. Virtually all had traumatic childhood and adolescent years. Many have serious mental health issues. All have addictions. The use of intravenous drugs led to infectious diseases such as Hepatitis B and C, HIV/AIDS, and bacterial infections that led to problems with the heart valves, brain and spine.

A new working relationship got underway in July 2011 with Dr. Bodkin participating in weekly "ride alongs." On the streets, at the jail, in coffee shops and motel rooms, Sgt. Bruce and Dr. Bodkin reach out to "the working girls" and offer a safe place to seek treatment, have discussions about safety planning and harm reduction, connect with rehab and counselling services, and receive routine medical care.

The early successes of the program are due to the trusting and respectful relationships that Sgt. Bruce developed over a period of years. Dr. Bodkin hopes that by building on these relationships, she can offer London's vulnerable women timely, appropriate health care and access to supports that could ultimately improve their safety and quality of life.

### Top Issues Addressed During First Outreach Encounters with Vulnerable Women

- Introduction/Greetings
- Addiction/Rehab
- Unsafe Lifestyle (homelessness, prostitution, sexual assault)
- Physical Health Issues
- HIV
- Desire for Health Centre Intake
- Mental Health Issues
- Lack of Medication

*"HIV testing is a wonderful service for everyone, we should all be grateful that this service exists in our community; this service is very much appreciated."*

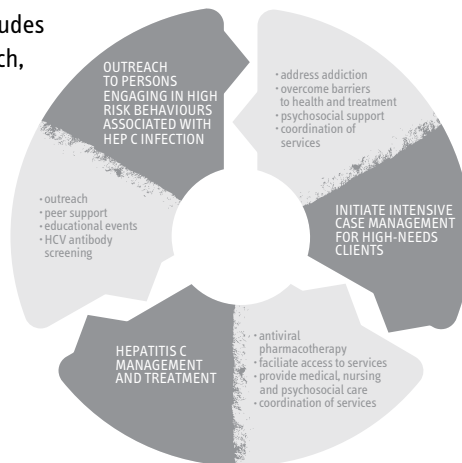
## A New Approach to Hepatitis C Care

Infectious diseases such as HIV and Hepatitis C have long plagued intravenous substances users. Add poverty, homelessness, mental illness, misinformation and a historical lack of harm reduction materials and information, and within five years of first injection drug use 50 – 80% of IV drug users are infected with Hepatitis C.

*A new partnership between Regional HIV/AIDS Connection and London InterCommunity Health Centre intends to reduce the rate of transmission, help those living with hepatitis C to live well, and offer treatment to those who are stable and ready for the anti-viral medications.*

This partnership is a three year initiative funded by the Hepatitis C Secretariat of the Ministry of Health and Long-Term Care. Their clients are all individuals who are at high risk of contracting hepatitis C due to their injection drug use, or who have already contracted the virus.

The Hepatitis C Care Team model is based on a circle of care approach that includes four components: Screening, Outreach, Intensive Case Management, and Hepatitis C Treatment. The care providers refer clients to the program services that best match the client's needs. Our funding supports four full time positions: Outreach Worker, Peer Support Worker, Social Worker and Nurse Practitioner.



HEPATITIS C CARE TEAM



(l to r) Jesse Huntus, Outreach Worker; Sue Tobin, Nurse Practitioner; Andrea Allen, Social Worker and Keri Wheatley, Peer Support Worker.

*"I appreciate the help I get, a team member called out for me today and it all was fixed. Thank you!"*



## Staff List 2011-2012

Abby Miller-Nogueiras  
Adriana Castellanos  
Agnes Akullo  
Ahmed Alhout  
Aja Romilowych  
Alex Pollard  
Andrea Allen  
Angela Boyd  
Anne Bodkin  
Anne Finigan  
Anthoula Doumkou  
Aparna Kajenthira  
Ayesha Sarathy  
Beatrice Kowalska  
Ben Maessen  
Blair Pierce  
Brenda Craig  
Brent Greenway  
Brianna Colenutt  
Brooke Nofle  
Bogumila Pluchowski  
Carolyn Beukeboom  
Cassie Demers  
Clara Parra  
Clark Baldwin  
Colleen Smily  
Danielle Carr  
Dayna Cresswell  
Dharshi Lacey  
Diane Kooistra  
Diane Morris  
Elizabeth Johnson-Howard  
Elizabeth Sexton  
Erin Williams  
Evelyn Agyem  
Eva Piatek  
Gisele Hauser  
Greg Nash  
Heather Blonde  
Henry Eastabrook  
Homa Salem  
Huma Alam  
Isabelle Nyiranmengimara  
Jamie Harris  
Jason Pinylo  
Jennifer Rayner

Jesse Huntus  
Joanne Veldhorst  
Julia Stewart  
Kelly Bradley  
Kelly McDonald  
Keri Wheatley  
Leanna Zeyl  
Lorraine Desjardins  
Lina Valencia  
Lindsay Wilmot  
Liz Vander Horst  
Lydia Hanna  
Lyn Pierre-Pitman  
Mandy Knill  
Maxine Munro  
Megan Cornwell  
Mersija Nuric  
Michelle Hurtubise  
Mike Moretti  
Muriel Walsh  
Nadjla Agahbanaei  
Nancy Bradley  
Nastara Toofani  
Nicole Harper

Pam Murray  
Patricia Dupon-Martinez  
Sakim Ouk  
Sarah Patterson  
Shand Licorish  
Shannon Calvert  
Sharon Keith  
Shelly Happy  
Sherri-Jo King  
Sherrill Jackson  
Stephanie McCulligh  
Sue Lutes  
Sue Tobin  
Sylvia Cloud  
Tasha Hamilton  
Tanya Roldao  
Ted Town  
Tina O'Connor  
Tim Firth  
Tony Scott  
Valorie Burawski  
Veronica Raposo  
Vindu Balani  
Wendy Esson



## Volunteer List 2011-2012

Aaron Stone  
Abby Lodge  
Adrianna Ballesteros  
Adrienne Elbert  
Alba Yamile Becerra  
Alex Kost  
Alexa Marr  
Alice Lee  
Alyssa Cameron  
Amanda Fraser  
Antoine Habumukiza  
Antonia Escobar  
Arman Danesh  
Asunta Yanga  
Audrey Furmston  
Austin Cameron  
Barb Thamer  
Barbara Jones  
Benjamin Cunningham  
Bernardine Crasto  
Bill Ashby  
Brandon Belbeck  
Brenden Bechamp  
Brian Shulman  
Brianna McGill  
Bridgette Gerson  
Caitlin Chang  
Camilo Londono  
Cara Bulmer  
Carley Avery  
Carmen Fotia  
Carol Leslie  
Carol Hickson  
Carol Burns  
Carol Moss  
Carol Coulter  
Charlotte Christie  
Chelsea DeGuzman  
Chris Dawson  
Christianna Flemister  
Christine Holmes  
Christine MacCauley  
Cindy Lui  
Cindy Liang  
Claire Kost  
Claudia Guzman Martinez

Claudia Devia  
Claudia Calvo  
Claudia Guzman  
Claudia Lucia Devia  
Claudia R. Suarez  
Crystal Hudson  
Dagmar Stegelmann  
Dana Gazda  
Daniel Li  
Danielle Chappell  
Dave Firth  
Dave Aitken  
David Thamer  
David Lyons  
David McColl  
Daylin George  
Deborah Assimwe  
Deborah Andrews  
Debra Mitchell  
Devin Arsenault  
Devinder Kaur  
Diane Ganshorn  
Dominic Cuadra-Coulter  
Dominic Shepherd Mohammed  
Don Bere  
Don Speir  
Donna Darnbrough  
Donnafaye Milton  
Doreen Hodgkinson  
Doug Taylor  
Ella Tiessen  
Elmore Hill  
Emily Chao  
Emily Hu  
Emma Beauchamp  
Eric Durrant  
Eric Earl  
Erica Lee  
Farishta Zarify  
Fatima Mailloux  
Fay Johnson  
Fei Yan Guo  
Finola D'Souza  
Frank Kobe  
Furaha Ngwenge  
Genevieve Samuels

Geoff Belch  
George McNichol  
Gillian Kafka  
Gloria Tshabalala  
Gordon Johnston  
Grace Young  
Hakim Ouzzif  
Hanaa Alaubaid  
Ian Dantzer  
Ian Bailey  
Igor Opeshansky  
Inam Zabian  
IngrY Yashbley Sanchez  
Jack Moran  
Jacqueline Fraser  
Jakobe McNorgan  
Janine Wass  
Javier Palacios  
Jean Brook  
Jennifer Maclean  
Jennifer Barlow  
Jennifer Costin  
Jennifer Kelly  
Jennifer Payne  
Jeonghoo "Kelly" Lee  
Jerome Crasto  
Jessica Jackson  
Jim Gill  
Joan Rose  
Joanne Reed  
Joe Bindy  
Joseph Weis  
John Arnedt  
John Brennan  
John Campbell  
John Henderson  
Jose Quezada  
Jose Castillo Martinez  
Kaia Telfer  
Kamala Shiriyeve  
Karen Hoffman  
Karima Zarify  
Katharina Kiewiet  
Katherine Kazak  
Katherine Rodriguez  
Keira Cassidy

Kelly McDonald  
 Kelly McGillivray  
 Kelsey Roth  
 Kelsey Kipp  
 Ken Locking  
 Kyle Willenbucher  
 Kylie Hall  
 Laing Aye  
 Larissa Menyumurenyi  
 Laura McCann  
 Laura Innamorato  
 Laura Emmett  
 Laura Weaver  
 Lauren Rainsford  
 Lauren Boshnick  
 Lauren Riffin  
 Leah Blenkhorn  
 Leanne Tiessen  
 Leanne Zawadzki  
 Leis Beekman  
 Len Hughes  
 Lianne Armstrong  
 Lucy Yang  
 M. Saeed Mokhtarzada  
 Malik El-Feghi  
 Maria Prada  
 Maria Forte  
 Maria Cecilia Lopez  
 Maria Del Rosario Vallego  
 Maria Elena Mabius  
 Maria Pia Brunello  
 Mariam Meddaoui  
 Marian Jirjis  
 Mark Rose  
 Marlene Graham  
 Martha Solis  
 Martha Gonzalez  
 Martha S. Dvante  
 Matt Lacelle  
 Matt Dale  
 Matthew Villeneuve  
 Melissa Petrie  
 Melissa Anthonyson  
 Michael Flemister  
 Michelle Efrosman  
 Michelle Covant

Michelle Taekema  
 Mohammed Amin Aladhami  
 Mona Elbermawy  
 Monica Rendon  
 Monica Sanchez Calvo  
 Monica Paola Rivas  
 Mudrika Hamou  
 Nancy Kost  
 Nancy Gosnek  
 Nancy McCormick  
 Nancyann Sweetzir  
 Nardeen Kodous  
 Natalie Kingston  
 Neethu Govindaraju  
 Nga Dang  
 Nicole Bloschinsky  
 Nicole Flemister  
 Niyati Malkani  
 Norene Martin  
 Olga Montoya  
 Olivia Revenda  
 Olivia Potter  
 Omar A. Montoya  
 Oscar Hurtado  
 Paige Henderson  
 Pam Clark  
 Pearllette Cassells  
 Perihan El Shamy  
 Petrina Barbas  
 Rachel Wong  
 Rachel Flemister  
 Rahima Wahizi  
 Ramona Kyabaggu  
 Rebecca Herbert  
 Renato Dubravik  
 Richard Bent  
 Richard Cook  
 Robert Sexsmith  
 Ron Moss  
 Rosa-Maria Nossa  
 Rose Wolczyk  
 Roy Graham  
 Ryan McLarty  
 Saba Mazhar  
 Sabah Mousa  
 Sadaf Hatam

Saira Cekic  
 Sakim Ouk  
 Salima Habib  
 Sam Chippin  
 Sam Witzel  
 Sandra Drozd  
 Sandra Hamm  
 Sandy Bolt  
 Sandy Girgis  
 Sarah Riviere  
 Saurabh Gupta  
 Shannon Conty  
 Sharon Lessard  
 Shawn Katuwapitya  
 Sheila Hughes  
 Shirley Andersen  
 Snow Le  
 Stan Hill  
 Stan Lynch  
 Stanislav Rajic  
 Sue Mennill  
 Susan Henderson  
 Swati Chavda  
 Syed Hamza Sajjad  
 Tara Didine  
 Teresa Johnston  
 Thomas Shi  
 Thy Nagevaran  
 Tiffani Adams  
 Tiffany Ferguson  
 Tracey Murphy  
 Trevor Fisher  
 Trish McQueen  
 Urooj Hussain  
 Vanessa Gorgan  
 Victoria Laidlow  
 Victoria Abiy Bour  
 Vlad Deboveanu  
 Yamile Albarracin  
 Yasika Jarquin  
 Yin Hui  
 Yvonne Mbinda  
 Zahra Jabbari  
 Zohra Backtash  
 Zory Chavaco



*"We help each other. We create friendships each week... we have fun and we are happy to see each other every week."*



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Health Centre



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