



London
InterCommunity
Health Centre

Every
One
Matters.

2008-09



Building Healthier Organizations

Again in 2008/09 the Health Centre was recognized for its ability to grow and to manage change with creativity and innovation without sacrificing quality. In September, a team of three peer reviewers from Community Organizational Health (COHI) visited the Centre to meet with staff and review our tools, resources and organizational capacity to realize our mission and vision. BHO Accreditation was achieved for April 2009 – April 2012.

“LIHC is a true learning organization. Some examples include the board’s diversity training, second language training and enviable sabbatical opportunities. The review team was particularly impressed with the recently instituted book club. LIHC’s many strategies for promoting learning and improvement is an area of excellence.” BHO Final Report January 15, 2009.

Message to the Community

At the London InterCommunity Health Centre we are accountable to many stakeholders. Foremost is our accountability to the clients we serve and the community in which we live and work. We must ensure the programs we offer are of the highest quality and responsive to evolving needs. We strive to be accountable to our partners, to the neighbourhoods in which we are located, and to the health care system and the partners that fund us.

The relationship with our funders at the South West Local Health Integration Network continued to evolve in 2008/09 with the signing of a Multi Sector Service Accountability Agreement effective April 1, 2009. The Agreement supports a collaborative relationship between the LHIN and the Health Centre with the ultimate goal of improving access to, and coordination of, quality health services.

There are a number of performance indicators in the Agreement designed to measure our service activity. For the next three years, the Health Centre will report on three sector specific performance indicators: employee turnover rates, percentage of registered clients with type 2 diabetes seeing two or more providers other than a physician, and the percentage

of registered females who have seen a physician or nurse practitioner for a Pap test.

In this era of accountability, we are fortunate to have the support of one of four Ontario Regional Decision Support Specialists. The RDSS supports the Southwest of Ontario and the five LHINS within this geographic region. Her work facilitates evidence based planning and decision making by the management at each of the community health centres. With her guidance over the coming year, we will do significant work on the quality of our data and the development of indicators that reflect both the complexity and the quality of the care that we provide our community.

Some of our new reporting will relate to an exciting initiative funded by our LHIN this year. We received more than \$165,000 for a WrapAround Program for francophone and immigrant seniors. This funding is part of a 700 million dollar provincial "Aging at Home" strategy designed to keep seniors living healthy, independent lives in their own homes.

We were honoured to have our model of care recognized by our funders. There are few Aging at Home programs specifically targeting the needs of immigrant and



Ian Peer
BOARD PRESIDENT



Michelle Hurtubise
EXECUTIVE DIRECTOR

francophone seniors. We recently learned we will receive another \$400,000 for 2009/2010 which will allow us to expand the Program and reach more individuals at risk of hospitalization or long term care placement.

This Annual Report is intended to provide our stakeholders with a snapshot of some of our activities in 2008/09 using both text and photographs. It is just one way that we demonstrate our accountability to you while also recognizing the role our community, clients, volunteers, staff and funders play in elevating us toward our vision of a healthy, more inclusive community for all.

‘Women of the World is an excellent way to empower immigrant women and get them more involved in their communities.’

PARTICIPANT, WOW VOLUNTEER FACILITATOR TRAINING

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

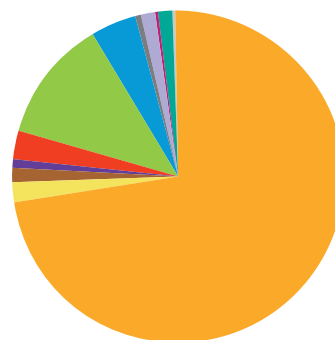
The Health Centre provides primary care for people who live east of Colborne Street, west of Clark Road, north of the Thames River, and south of Kipps Lane and who do not have a family doctor. Other criteria for service apply as well. People requiring primary care services participate in an intake process with a member of the Health Centre team. Our community health programs are open to the broader London community and are not limited to a particular geographical area.

'Everyone is very nice and they are good at answering my questions.'

CLIENT, DUNDAS STREET CLINIC

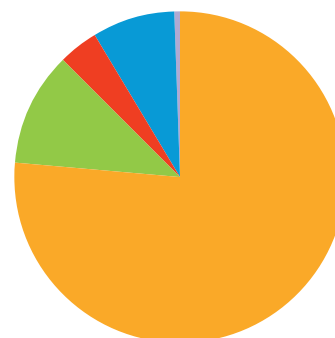
Revenue Source

	PER CENT OF BUDGET
SW LHIN – Community Health Centre	72.7
MOHLTC – Diabetes Strategy	12.0
Ministry of Children & Youth Services	4.4
SW LHIN – Aging at Home	2.7
MOHLTC – AIDS Bureau	1.9
MOHLTC – Decision Support	1.5
United Way	1.4
Interest Income	1.4
SW LHIN – Caregiver Support Program	0.7
City of London	0.6
Other Income	0.4
Donations/Fundraising	0.3



Expense

	PER CENT OF BUDGET
Wages & Benefits	76.5
Program Costs	11.1
Occupancy Costs	8.2
Shared Administrative Costs	3.9
Amortization of Capital Assets	0.3





‘Thanks for the opportunity to spend time with and listen to a passionate speaker on a topic that impacts all of society.’

MATÉ EVENT ATTENDEE

Dr. Gabor Maté

On Tuesday September 30, the Health Centre hosted Dr. Gabor Maté, best selling author of “In the Realm of Hungry Ghosts: Close Encounters with Addiction,” an expert on the care and treatment of people with addictions. Dr. Maté appeared before more than 170 health and social service providers at the Aeolian Hall to discuss how London agencies could come together in support of people with addictions. That evening, Dr. Maté joined an audience of 150 at the Palace Theatre for a free community talk and book signing. Dr. Maté’s presentations were an important contribution to the ongoing community dialogue about poverty, homelessness and drug addiction.

By the Numbers

Active Clients 3,679

Client Encounters 32,053

Anonymous HIV Tests 831

Countries of Origin (of clients) 79

Languages spoken (by clients) 36

Volunteers 200+ Staff 70

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' Art Program
- Tai Chi
- Women of the World
- Youth Outreach Workers

**'I don't ever
feel ashamed
asking for
help here.'**

CLIENT, HEALTH OUTREACH FOR
PEOPLE WHO ARE HOMELESS

Commonly Addressed Issues within the Primary Health Care Setting

Physical

- Health Maintenance/Preventative Medicine
- Back Pain
- Diabetes
- Skin Problems
- General consultation (prescription renewals, annual physical examinations, referrals, administrative forms, well baby visits, wound care)

Social

- Poverty/Finance
- Housing/Neighbourhood
- Social/Cultural
- Food/Water Problem
- Health Care System Problem

Mental Health

- Depression
- Anxiety
- Stress
- Relationship Problems with Parent/Family or Child
- Personality Disorders

Addiction

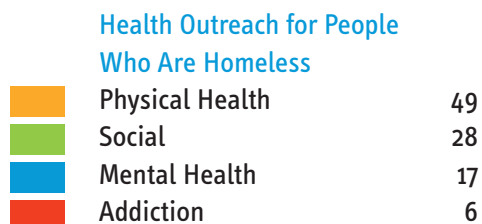
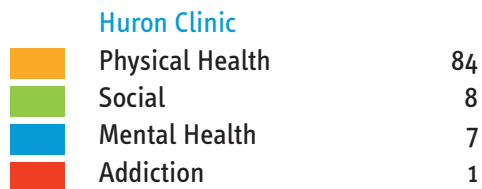
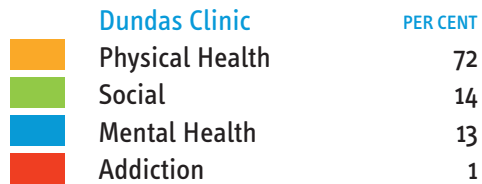
- Alcohol
- Tobacco
- Drug

‘This group taught how important it is to make an action plan for the week. It got me walking, which I never was motivated to do.’

PARTICIPANT, CHRONIC DISEASE SELF-MANAGEMENT GROUP

Clinical Services Profile

Issues Addressed



Thank you to our caring volunteers!

Adam McClure
Adrian Nunie
Adrienne Lebner
Alex Goldstein
Alicia Fawcett
Alysia Christiaen
Alyssa Spears
Amanda Jusudavsius
Andy Glomba
Andy Wheatley
Annecke Somann
Anthony Prom
Antonia Escobar
Asunta Yanga
Audrey Furmston
Bernadine Crasto
Beth Tellaeche
Bill Ashby
Binsy John
Blair Makey
Bob Sexsmith
Brad Shrum
Brenda Fuhrman
Brenda Phlong
Caitlin Symonette
Carl Allen
Carlos Campos
Carlotta Gonzalez
Carmen Callon-Niblock
Carmen Fortia
Carol Coulter
Carrie Simmons
Cathy Cubberly

Cathy Stecko
Charlene Quirk
Chris Fabian
Christine Cook
Cindy Prom
Claudia Calvo
Colin Meyer-Macaulay
Connie Tung
Curtis Walls
Cyndi Prange
Dan Madott
Dave Aitken
Dave Firth
David Forestell
David Lyons
David Woodward
Dawn Lai
Dawn MacIntosh
Dax Biondi
Disha Rekhi
Don Bere
Doug Munro
Doug Taylor
Eileen Cheung
Elizabeth Kymlick
Elizabeth Vanegas Vasquez
Elmore Hill
Emma Love
Epame Clubine
Erin Clark
Erin Falconer
Fatima Atic
Florence Karikari

Frank Meadows
Genny Mortera
Geoff Belch
George McNichol
Glenda Fishulick
Gord Johnston
Gord McLean
Greg Devet
Greig McCreery
Hailey Gillis
Hailey Goldstein
Hailey Goulden
Heather Coulter
Heather McLaughlin
Henrik Hey
Homa Salem
Ian McGrath
Isabel Smillie
Jacalyn Grabowski
Jack Moran
Jaidyn Howard
Jalena Spears
Janelle Rekman
Janet Ly
Jason Ahrens
Javier Palacios
Jeff Keutsch
Jenille Hutchinson
Jenna Ashkenase
Jenna Franze
Jennifer Barlow
Jennifer Costin
Jennifer Howard

Jennifer Lewis
Jennine Thorpe
Joe Bindy
Joe Gunton
John Arnedt
John Campbell
John Chappell
Joseph Seul
Joseph Weis
Josh Miller
Julie Huang
Kamala Azizova
Karen Appleton
Karima Zarify
Katarzyna Wypior
Kate Johnston-Howard
Katelyn Gillis
Katherine Bielas
Katherine Morden
Katherine Smyth
Kedar Patil
Kelly Felhaber
Kelly McDonald
Ken Blonde
Keri Kowalski
Kerry Figliomeni
Kim Walker
Kirsten Jewell
Kristy Squire
Krystal Kersch
Laura Emmett
Laura Hinz
Laura Weaver

Laura Wheaton
Leah Jesney
Leanne Tiessen
Len Hughes
Leslie Gloor Duncan
Lexi McGlone
Liane Heale
Linda Le
Lindsay Henry
Lindsay Matthews
Lisa Armstrong
Liz Randle
Lorie Shook
Mallory Myers
Manson Keeler
Maria Cecilia Lopez
Maria Forte
Marilyn Conklin
Marlene Graham
Mathew Hoy
Matthew Villeneuve
Melissa Henry
Melissa Weese
Melodie DeCaluwe
Meredith McQuade
Mike Livingston
Mina Fereidouni
Monica Rendon
Nahid Pour-Hashemi
Naseem Mithoowani
Nasrin Husein
Natasha Aleksova
Nicole Keating

Nicole Versaevel
Norene Martin
Olga Montoya
Patrick Prendergast
Phil Heisz
Rebecca Leese
Rhonda Travis
Richard Cook
Richard MacDonagh
Rita Chuang
Robert Freele
Rose Wolczyk
Rosemary Purdy
Ryan Buckley
Saeed Mokhtarzada
Sakim Ouk
Sandra Howlett
Sandy Bolt
Sandy Dinh
Sarah Bakker
Sarah Merritt
Sarah Saunders
Sardar Ahmed
Scott Grant
Scott Rieder
Sharon Lessard
Shauna Stewart
Sheila Hughes
Shelby Gibson
Shirley Andersen
Siana Crasto
Sister Esther Lucier
Sonduz Shubbar

Stan Hill
Stan Lynch
Stanislav Rayc
Stephanie Conroy
Stephanie Piper
Steve Charles
Sue Mennill
Susan Baxter
Susan Groves
Susan Pedersen
Suzanne O'Neil
Sylvia Warchulski
Tallon Moffatt
Tammie Owen
Theresa Johnston
Timothea Leung
Tom Cheung
Tracey Allen
Tracey Guest
Tryla Thorpe
Tyla Franze
Ulla Troughton
Vanessa Jamarro
Victoria Abiy Bour
Wang Xi
Wendy Liscombe
Wynter Hudie
Zerfe Abebe



‘Thanks for the opportunity to have this training and for providing childcare because if we can’t bring our child with us we will miss this great training. Thanks a lot.’

PARTICIPANT, WOMEN OF THE WORLD,
PERSONAL DEVELOPMENT TRAINING



London
InterCommunity
Health Centre

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

Unit 7 – 1355 Huron Street
London, Ontario N5V 1R9
Tel: 519-659-6399
Fax: 519-659-9930

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