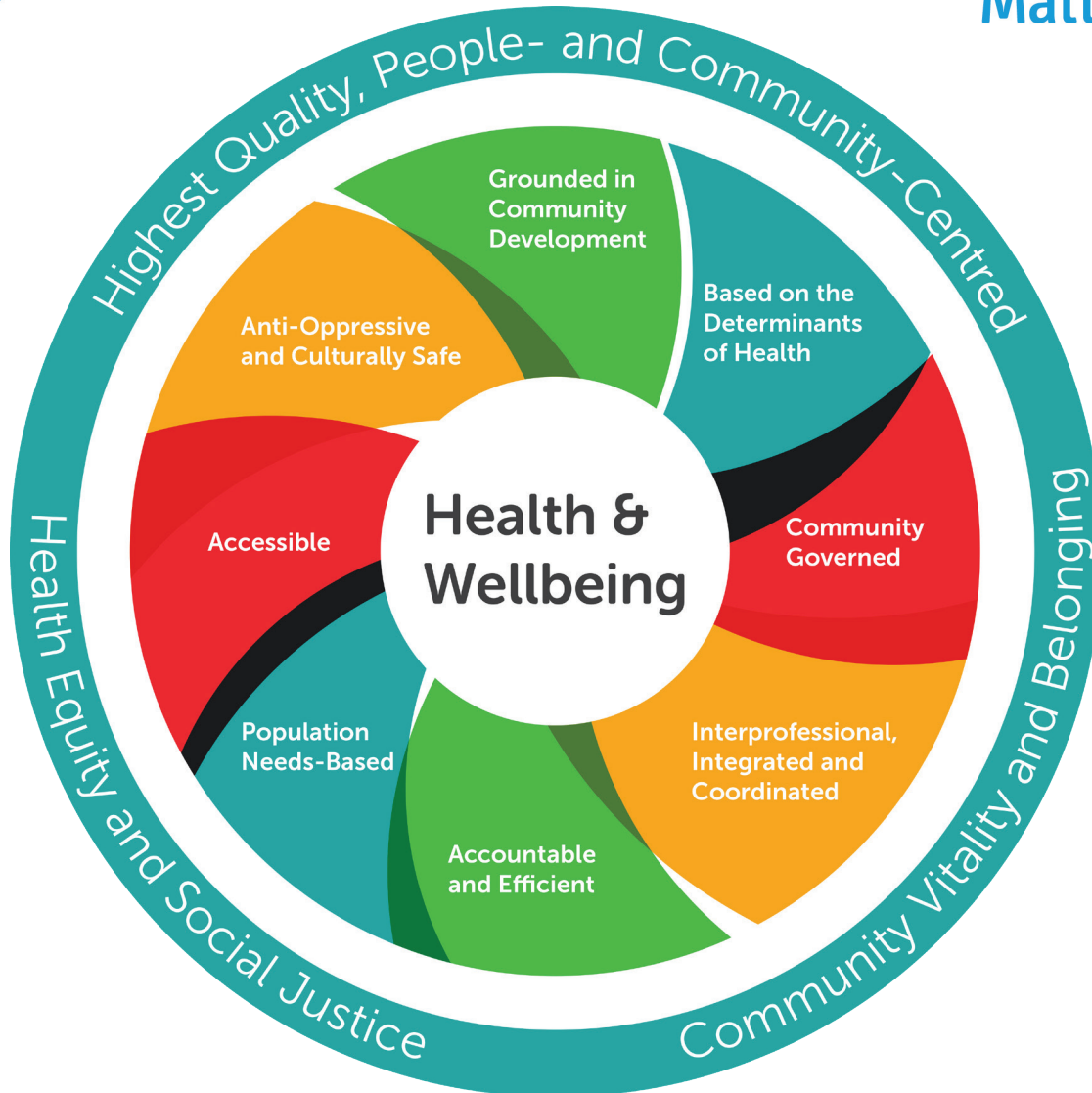




London
InterCommunity
Health Centre

Every
One
Matters.



Your Health, Your Wellbeing, Your Community

Welcome! Bienvenue!

The London InterCommunity Health Centre stands out from other health care models because we focus on keeping people - and the communities where they live - in good health through primary care services, health promotion, and community development. We give people a voice and a choice about the services they receive and we connect clients to interprofessional health and social service providers. Together we help individuals and neighbourhoods achieve their health goals.

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.

Vision - Building opportunities for healthy and inclusive communities.

Values -



Social Justice - Through the lens of the broader determinants of health, work to fulfill people's right to both safe and effective health care.



Caring - Through unconditional regard for human dignity, provide services, supports and resources to empower others to build resiliency.



Equity - Address the unfair differences in health and social status to achieve comparable health and social outcomes for all.



Inclusion - Work to break down barriers so that members of our community can participate and belong.



Respect - Be open and non-judgmental with clients, colleagues and community partners to foster and acknowledge strengths, values and diversity.

We work from the Model of Health and Wellbeing. Each principle and value from this model can be seen throughout all our programs and services. This guide provides an outline of all we have to offer at the Health Centre.*

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*There is no cost to any of our programs and services.

Community Vitality & Belonging

Our programs are grounded in a community development approach

Community Development Initiatives

At the Health Centre we aim to build stronger and more resilient communities.

Our community development workers build community capacity by:

- Enabling community leadership
- Fostering community identity and sense of belonging
- Developing community skills and resources
- Building and utilizing structures and relationships

These methods and approaches have been acknowledged as significant for social, economic, cultural, environmental, and political development.

Francophone Seniors Programs

Parlez-vous français? This program is a great place for francophone seniors to make friends, join in fun activities, and learn about health issues specific to seniors. All levels of French language skills are welcome.



Grit Uplifted

This story-writing program, hosted Saturdays at the London Central Public Library, creates opportunities for individuals to meet like-minded people and learn about self-expression and creative writing.

Health in Housing Initiative

We recognize the need to bring our Health Centre programs and services to reach people where they are at in their communities. Our services benefit those who might feel isolated, marginalized, and vulnerable.

Our multi-disciplinary team offers this program in low-income housing neighbourhoods. We build relationships and connect people to internal and external resources while offering programming that focuses on health promotion, health services, and a sense of community belonging.

Integrated Programs

Daily programs are offered to clients and community members to improve their health and wellness, while having fun. Program facilitators create a welcoming environment and a sense of connection for everyone.

There are many great opportunities to participate in activities such as arts and crafts, nutrition classes, a book club, Indigenous sharing circles, harm reduction sessions, and personal growth workshops.

The next time you are at the Health Centre ask for an Integrated Program calendar. There is something here for everyone!

Mindful Movement

All women living in the community are welcome to attend a gentle exercise program. Discover the health and relaxation benefits of gentle physical movement such as yoga, nia, or other relaxation techniques.

Multi-Cultural Seniors' Drop-in

Our health status changes over time. As we age, it's important to learn new ideas about how to stay healthy.

All seniors are welcome to join us for the following activities:

- Health presentations
- Nutritious snacks
- Light exercise (Ageless Grace)

Tai Chi for Older Adults

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. Seniors will learn moves of the Tai Chi set, an exercise of gentle turning and stretching that can help with flexibility, strength, and balance.

Health Equity and Social Justice

Our services are accessible and meet each person where they are

Diabetes Care

Everyone living with diabetes can learn to live well – 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 self-management groups 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.

Our certified diabetes educators also visit local pharmacists to provide outreach support to patients who then benefit from our Diabetes Care Program, which includes one-to-one sessions with our registered dietitian.

Health Outreach

The health outreach team supports individuals to find appropriate programs and services related to:



- Addiction assessments and referrals to treatment
- Harm reduction education and support
- Housing referrals and loss prevention
- ID clinic
- Laundry/showers
- Ontario Works and ODSP applications
- Mail services
- Respite

Hepatitis C Care

The Health Centre works in partnership with Regional HIV/AIDS Connection to offer the Hepatitis C Care Program. Our clients include those at high risk for hepatitis C infection, due to drug use, and those who are living with hepatitis C.

Our Hep C Care team consists of two outreach workers, a social worker, a nurse practitioner, and two registered nurses.

There are four major parts to the work we do: screening, intensive case management, hepatitis C care, and treatment. We have a close partnership with the infectious diseases specialists at St. Joseph's Hospital.

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

An individual does not need to be a client of the Health Centre to qualify. They can self-refer or be referred by a doctor or worker from another agency.

Hepatitis C Waiting Room

Learn more about the Health Centre's Hepatitis C Program! For clients who have already had their first appointment with Dr. Silverman, this is an opportunity to ask questions, get support and be connected to others who have hepatitis C. Going

through treatment can be difficult but with the right supports, we can ease the stress.

Options Clinic – Anonymous HIV Testing

Making the decision to test for HIV is an important yet often difficult one. Our counselors provide information about how the virus is transmitted and talk to each individual about their risk factors and any questions or concerns they might have.

Many people getting tested will receive a rapid test that provides 99.97% accurate results in less than 10 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. Less than 1% of tests are positive. If a test is positive, we provide everyone with the resources they need and connect them to HIV treatment at St. Joseph's Hospital or here at the Health Centre. This ensures they have control of their health care moving forward.

MyCare - HIV Treatment

In partnership with St. Joseph's Infectious Disease Care Program, the Health Centre's team of outreach workers and nurses connect with people who are living with HIV and have barriers to accessing treatment.

These clients often are experiencing poverty, homelessness, addictions and mental health challenges, and frequent incarceration.

The MyCare team ensures people get the treatment they need through outreach to client's homes, homeless shelters, Elgin Middlesex Detention Centre, and other social service agencies.

Team Care (formally known as PINOT)

This program supports physicians and clients, in East London, to connect with the Health Centre's programs and services. Clients have access to coordinated care among a variety of health care professionals such as social workers, physiotherapists, dietitians, and system navigators. With Team Care, everyone works together to better the health and well-being of

the each client.

Trans Health Care

The Health Centre has developed expertise and capacity in the care and support of trans, non-binary and gender fluid community members. Our trans health team includes providers from a variety of professions to help meet the needs of trans clients of all ages.

The systems navigator determines if an individual is eligible for the program, they will be connected to the Trans Health Team. The systems navigators will also make direct referrals to the social worker and other mental health supports.

The physician and nurse practitioners assess clients to determine safety and appropriateness of hormone therapy, monitor hormonal transitions and manage health concerns in the context of hormone therapy. They work with the client and the team to manage concurrent mental health issues.

The registered nurse provides information, education and care related to hormones, self-injection, fertility options, etc.

The social worker offers counselling related to gender exploration, gender dysphoria, and/or other mental health concerns.

We also help with practical supports such as navigating name and gender marker change on ID, advocacy at individual appointments, referrals to community agencies, and connecting to local peer support groups.

Seniors' WrapAround

This program is for Canadians, immigrants, and francophone seniors over age 55 who feel alone in the community and who may have some concerns about 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.

Some seniors may have worries about their health, their home, their neighbourhood, or about how to sign up for services. The WrapAround program will help bring together a

supportive team of family members, community members, volunteers, and professionals to help keep the senior healthy and living in their own home.

Youth Outreach Workers

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

- Addictions
- Basic Needs
- Individual and Family Counselling
- Education
- Employment
- Housing
- Income Support
- Legal Services
- Mental Health
- Parenting
- Primary Health Care
- Recreational Activities
- Sexual Health and Trans Health
- Skills Development
- Volunteering

Highest Quality Care

Our services are based on the social determinants of health

Primary Health Care Clinic

Primary care services are provided by a team that includes registered nurses, registered practical nurses, a community dietitian, physiotherapists, nurse practitioners, and physicians.

Our goal is to keep each client as healthy as possible through primary care, health teaching, and goal setting. We provide treatment and support for illnesses as well as chronic health problems. We have experience working with people who face barriers to accessing care who have complex health care needs. They might be experiencing homelessness, beginning their journey to discover their gender identity, living with mental health and addictions challenges, or starting a new life in Canada, etc. We offer a warm, safe, and welcoming experience for all of our clients.

Our clinic is not designed as a drop-in. Each person needs to be a registered client and needs an appointment if they want to see a doctor or a nurse practitioner. We do our best to offer



same-day appointments for urgent concerns.

Community Dietitian (internal referrals only)

Food impacts our overall health more than we often realize. When people who are living with chronic conditions eat a proper well-balanced diet, it helps them maintain a higher quality of life. Our registered dietitian supports individuals who have complex health conditions in reaching their nutritional goals.

Mental Health Care

An important part of overall health includes mental wellness. We offer:

- Individual, couple, family and group therapy
- Psychology and psychiatry services

- Chronic mental illness management
- STOP (nicotine replacement therapy and smoking cessation counseling)
- Support with addictions
- Same day social worker to support immediate client needs
- Instrumental supports
- Client advocacy
- Smart Recovery Program

Our mental health care is for registered clients only. If someone is experiencing a mental health crisis, contact the Canadian Mental Health Association's Reach Out program at 519-433-2023 or toll free 1-866-933-2023.

Newcomers Clinic

The newcomers clinic is a collaboration between the Cross Cultural Learners Centre (CCLC) and the Health Centre. The clinic, which is located at CCLC and staffed by clinicians from the Health Centre, provides care to government assisted refugees during their first 6 months in Canada. There are two primary areas of focus for the clinic: 1) completing early health assessments for newcomers; and 2)

providing acute care for newcomers who, in some cases, have never accessed primary care, have undiagnosed or uncontrolled medical issues, or who come with complex medical and medication records.

Physiotherapy (internal referrals only)

Our physiotherapy team works with people to treat injuries, increase mobility, reduce pain, and prevent new injuries from occurring. Our physiotherapy team works with people to create treatment and exercise programs to promote health and wellness.

Throughout this eight week program clients are encouraged to play an active role in their treatment through home-based exercises, which are developed by the physiotherapists. Once clients have completed the program, together with the physiotherapist, they will develop a plan to continue the exercises on their own.

When the body is working better, clients can enjoy more independence, better quality of life, and improved overall health.

Becoming a Registered Client

We offer interprofessional, integrated, and coordinated care

Primary Care Eligibility

The Health Centre's medical services (sometimes called Primary Care Services) are open to all residents of the City of London and surrounding areas, as long as they meet our criteria.

Our systems navigator will determine if a person is eligible for our medical services by asking questions about health, income, housing, language, home country, and supports 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, each person will be referred to appropriate Health Centre services, connected with other community agencies and if they qualify, registered as a client with a doctor and a nurse practitioner.



Client Rights and Responsibilities

The Health Centre staff will:

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

Clients also have some responsibilities.

Clients are to:

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

Please note: All our clients who are prescribed a controlled substance (narcotics, benzodiazepine, 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.

Clients arriving for an appointment are to:

- Be on time.
- Call the Health Centre and let us know if they are going to be late or if they need to cancel an appointment.
- Turn off cell phones, or put them on vibrate when at the Health Centre.

- Bring medications (prescription or non prescription), to each appointment with the doctor or nurse practitioner.
- Be accompanied by service animals when needed. Pets are not allowed.
- Bring change for the parking meter, if the client only free parking spots at the Dundas Street location are full.
- Keep their appointment cards someplace safe. The Health Centre will try to make a reminder call the day before their appointment.

Personal Health Information and Privacy

Personal information is anything that identifies a person like their name, phone number, or birthday. Personal health information is information about a client's health or health care history – like a test result with their name on it.

Privacy is the client's right to decide “who knows what” about them, and what a person does with this information. At the Health Centre, we respect privacy and work hard to meet our obligations related to our client's privacy rights.

Collecting Personal Health Information

We collect personal health information so that we can care for our clients appropriately. If the client cannot provide us with the information we need, we may collect the information from other health care providers who care for them or who cared for them in the past. We will also collect information about them from other people if the client says 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 and Sharing Personal Health Information

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

Keeping Information Safe and Correct

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

Every staff person or volunteer who uses the client's personal health information is required to follow our privacy policies.

Consent

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

Requesting Health Records

Each client has the right to a copy of their own health records. They can ask for a copy by writing to our Privacy Officer. If their request requires a lot of time, we may ask for an extension of another 30 days. Each client may also ask for changes to the personal health information in their file by providing us with more information and explaining why these changes should be made.

The Health Centre respects the privacy of each client's personal health information. If they have questions about the information we collect and how we use it, please contact our Privacy Officer at privacy@lihc.on.ca.

Education - Training & Workshops

Learning from each other and living a healthier life

Chronic Illness and Chronic Pain

Self-Management Workshops

A six week workshop (2 hours a week) to help adults manage their symptoms and live a healthier life with their chronic conditions. Topics include: Getting a good night's sleep, dealing with difficult emotions, problem solving, exercise and nutrition, better breathing techniques, working with health care professionals, medication usage, and more! Workshops are offered in Arabic, English, French, and Spanish.

Health Promotion Workshops

Through education and health promotion strategies, individuals learn about common health issues within their communities. This program focuses on prevention and self-management techniques.

Naloxone Training

Naloxone is a lifesaving medication which can prevent opioid drug overdoses. Anyone with a history of non-medical use of opioids can 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, participants are given basic first aid training and a kit which includes Naloxone, prescribed by one of our physicians, and the equipment to administer it.

Women of the World Program - Peer Facilitators Training

The program goal is to ensure that immigrant women feel connected to, and included

within, their Canadian community. Through its activities and mutual support, the program supports women to promote their health and the health of their families.

Participants complete a 12 week volunteer training to become a Peer Facilitator. This model allows immigrant women to develop leadership skills, expand their social connections and foster a sense of community belonging.

The Peer Facilitators provide one-on-one support for women in their community and they lead support groups which help with the integration process through education, training opportunities and networking.

Participants are empowered, by learning from other women's experiences, to become contributing members of their communities and to live fully engaged lives in Canada.

Opportunities - Get Involved

We support community leadership and are community governed

Board of Directors

An elected Board Member's responsibility is to review activities and outcomes of the Health Centre on a regular basis to ensure consistency with the strategic direction and 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 personal 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 feedback on program and services development as needed.

Council members bring the needs of the community to the attention of the Health Centre. They bring to the Health Centre items of concern for discussion, comment and feedback. They share the knowledge of the Health Centre to other groups, agencies and citizens in



London in order to help involve these groups with the work of the Health Centre.

Health Outreach Activity Council

Volunteers plan and support peer-driven and peer-focused social activities for the community. Council members are dedicated to creating opportunities for people experiencing social isolation to make connections within their own communities in meaningful ways.

The Activity Council meets to develop, plan, and organize weekly programs, special activities, and community events. They also provide one-to-one support and community referrals.

By providing leadership and mentorship, they play an important role in shaping their own community for a healthier future.

North East London Community Engagement

NELCE is a resident-based, action-oriented community group focused on strengthening and improving the community of North East London. They run weekly programs (Cards, Games and Crafts, Happy Hookers, Women Creating Community and the Walking Group), seasonal activities (Community Gardening, Pumpkin Retirement Party, and Cooking for People with Diabetes) and community events (Movies Night in the Park, Clean and Green, and Easter Egg Hunt). They are well connected to the heart of the community.

Through their work they:

- Promote and develop a strong sense of community pride and participation
- Provide opportunities to develop personal growth and leadership within our community
- Encourage involvement across our diverse community
- Support community partnership within

North East London

Get involved with NELCE by participating in a group, helping as a volunteer, or leading a new program. Connect with NELCE by phone 519-659-1271 x 500, e-mail nelce@lihc.on.ca or facebook!

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 are invited to connect with our student placement coordinators to review their placement requirements to see if there is an opportunity for them at the Health Centre.

Volunteering

Volunteers are vital to the success of the Health Centre! We could not provide the services and programs that we do without the help of our dedicated volunteers. We have more than 130 active volunteers. Examples of volunteer opportunities include developing programs, collecting feedback on surveys and providing peer support to newcomers, seniors and women.

Systems Navigation

Lost? We can help everyone find their way!

It can be overwhelming to learn about everything the Health Centre offers. Our systems navigators listen to each person and assess their unique circumstances.

We help each person find which Health Centre service or program best meets their needs, even if they are not a medical client. We can also help connect them to other community organizations such as hospitals, schools, interpretation services, and immigration support.

Finally, we help registered clients with paperwork – such as government forms, housing applications, medication coverage (Trillium), etc.

For an appointment call 519-660-0874.



For more information about the Health Centre's programs and services, please call 519-660-0875 and to speak with one of the following Program Managers:

Child, Youth and Family Programs x225

Immigrant and Ethno-Cultural Programs and Diabetes Care x226

Options, MyCare, Hep C, and Mental Health x264

Primary Care x248

Client Experience

We invite feedback to ensure each client has a positive experience

Client feedback is important and helps to shape the planning and delivery of our Health Centre programs and services.

Our clients provide feedback by filling out comment cards in our reception areas, submitting feedback online through our website and taking our client experience survey, which is distributed on a monthly basis by volunteers.

Because of client feedback, the Health Centre now offers:

- Reception areas with new displays, clear signs and fresh paint, in addition, the spaces are cleaned more frequently.
- Evening clinic appointments which are available on: Tuesdays, Wednesdays and Thursdays 6-8pm at the Dundas Site and Mondays 6-8 pm at the Huron Site.
- Education on safer substance use, SMART recovery program, Naxolone training and Naxolone kits, mental health and addictions services, and opiate replacement therapies as part of our harm reduction strategy.
- A Train the Trainer - Youth Cooking program and Bhutanese Youth program.
- Trans Health education and training to all our

staff.

- An updated programs and services guide plus Health Centre promotional materials which are distributed through our Ambassador volunteers.
- More outreach workers who focus on: Hep C screening and support; HIV screening, treatment and information; youth services; homeless services (also available in the evenings on the street); street level woman at risk
- Phone answering services in French, interpretation services, and have hired more Francophone staff.
- A triage service, with both nurses and social workers, who can assess and support individuals on a walk-in/same day bases.
- Free parking available to clients only at the rear entrance.
- Team based clinical services to address each client's needs more efficiently.
- Support to residents by building capacity and mentoring community leaders when transitioning out of neighbourhood programs.

Thank you to everyone who shared their experiences with us through our the survey this year! This feedback helps us to build great community centered programs and provide high quality, people centered care.

Locations

Come visit the London InterCommunity Health Centre!

**659 Dundas Street
London, ON N5W2Z1**

Tel: 519-660-0874

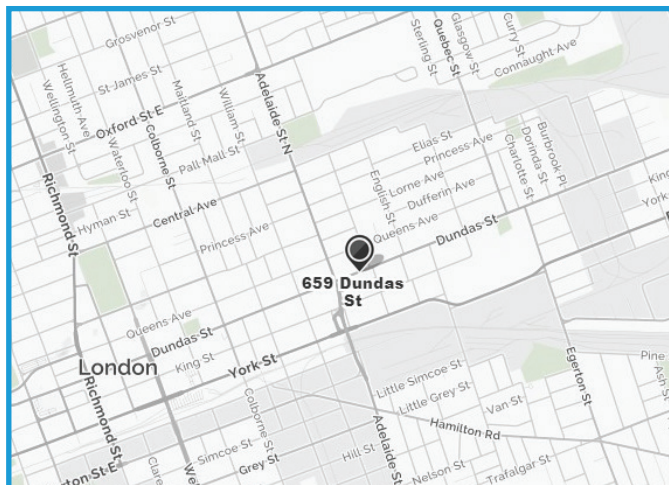
Fax: 519-642-1532

Administrative Hours:

Monday to Friday 9-5

Clinical Service Hours:

Mon 9-5, Tues 9-9, Wed 9-9,
Thurs 10:30-9 and Fri 9-5



**Unit 7 - 1355 Huron Street
London, ON N5V1R9**

Tel: 519-659-6399

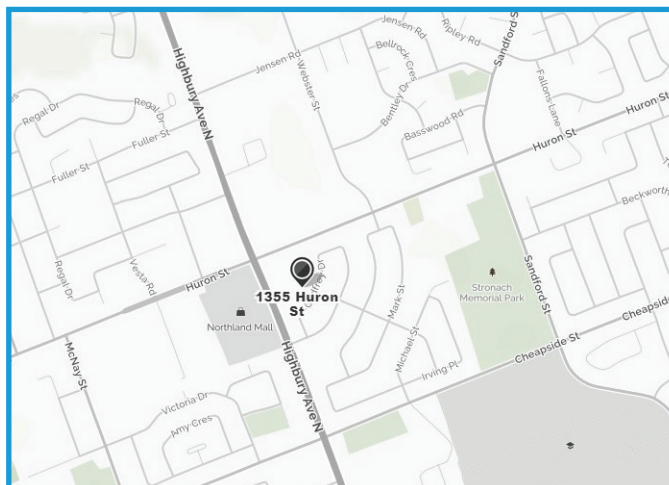
Fax: 519-659-9930

Administrative Hours:

Monday to Friday 9-5

Clinical Service Hours:

Mon 9-9, Tues 9-5, Wed 9-5,
Thurs 10:30-5 and Fri 9-5





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London InterCommunity
Health Centre



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This document is also available in French - February 2019

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