

London InterCommunity
Health Centre



Annual Report

2021-2022



The Health Centre Vision, Mission, Values

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, equity, caring, inclusion, and respect.



Board of Directors

Rolando Aguilar (Chair)
AnnaLise Trudell (Vice Chair)
Samer Abou-Sweid
Paul Levac
Heather Lokko
Jeanne Webber

STRATEGIC PLAN 2020-3



HEALTH EQUITY CHAMPIONS

- Embed Health Equity principles and practices in our local Ontario Health Team and Primary Care Alliance
- Build and strengthen local coalitions to improve key social determinants of health, with a focus on housing, income, food security and community belonging
- Provide active provincial leadership, with a focus on newcomer health, harm reduction, and community health
- Use a health equity lens in the development of the Health Centre's quality improvement initiatives and all program planning



EXCELLENT CLIENT EXPERIENCE



- Expand access to primary care services and increase access to Team Care for people being seen in non team-based models of care.
- Deepen clients' involvement in their care to ensure we are continuously responding to their priorities across the social determinants of health
- Strengthen internal coordination of client care, and improve seamless integration of care with other health and social system partners



SUPPORTIVE AND ENGAGING WORKPLACE

- Enhance staff wellness and the safety of the work environment
- Develop effective staff feedback mechanisms and strengthen internal communications at every level of the Health Centre
- Improve staff recruitment and retention to ensure the staff we hire align with our values
- Build autonomy over work and create opportunities for professional development



EXECUTIVE MESSAGE

In last year's annual report, we celebrated the ingenuity and courage of our teams as we navigated the early phase of the pandemic – a time before we had a stable supply of PPE, COVID-19 vaccines and antiviral medications, or rapid tests. It was also a time when social and health inequities were exacerbated, and our teams adapted quickly in order to serve our clients and community with equity-oriented care.

Last year was our second full year supporting our community through the pandemic, and our teams continued to rise to the occasion. Through successive waves and multiple variants of the virus, we took what we learned from our first year and continued to find innovative ways to provide timely and equitable care for the people and communities that we serve. Some highlights included:

- We focused on digital equity so that clients could access community and learn digital literacy during some of the most isolated times of the pandemic.
- We found innovative ways to reach marginalized communities to ensure equitable access to COVID-19 vaccines, which included a pediatric vaccine clinic at our Old East Site, and community outreach clinics that provided vaccine access for racialized and housing deprived Londoners.
- Organized under the banner of 'Health Outreach Mobile Engagement,' we also forged stronger partnerships with other health and social care organizations to provide care and support to some of our hardest to reach community members. The integrated team included the Middlesex London Paramedic Service, London Cares Homeless Response Services, Regional HIV/AIDS Connection, and CMHA Thames Valley Addiction and Mental Health Services, and our work was awarded the 2021 Pillar Non-Profit Network Community Innovation Award for Community Collaboration.

Supporting marginalized communities through two plus years of the pandemic required sacrifice and hardship for our teams, particularly for our colleagues who provided direct client care and support for our clients and community. During this difficult period, we worked hard to support the health and wellness of our staff. We found creative ways to build community and support among our colleagues during periods of isolation, we aligned our benefits package to better support the emerging needs of our teams, including increased investments in mental health supports. Despite our best efforts, it is important to recognize that maintaining service during the pandemic took a toll on our teams. The impacts will be felt for years to come, so it is essential that we continue to support the mental health, wellness, and psychological safety of our colleagues.

The impact of COVID-19 will lessen in the year ahead, but we all know that health inequities and social injustice are deepening. London InterCommunity Health Centre will continue to lead through action and provide care and support for people who are excluded and marginalized. We'll also deepen our commitment to advancing systems change and ensuring the needs of our clients and communities are addressed. It is an honour to do this work with all of you, and we are deeply grateful for your service.

Scott Courtice
Executive Director

DEDICATED STAFF

April 1st, 2021 – March 31st, 2022

Scott Courtice

Executive Director

Ama Acheampong

Evelyn Agyem

Amina Al Rohani

Huma Alam

Ahmad Alhout

Allan Anacta

Biba Aris

Vikram Arora

Ian Bailey

Sarah Bakker

Wilma Bayang

Irene Beorofei

Taylor Bogden

Meaghan Bolack

Heather Brock

Michael Bryant

Karen Burton

Catherine Campbell-

Johnston

Deborah Canales

Karima Cassidy

Adriana Cimo

Emily Clayton

Sophia Coulter English

Brenda Craig

Susan Crane

Mira Daher

Janice de Boer

Adriana Diaz

Jennifer Dresser

Diane Dymon

Henry Eastabrook

Amy Farrell

Karen Ferguson

Victor Feunekes

Russ Francis

Travis Francis

Karaminder Gajebasia

Michelle Gerrard

Jyoti Ghimire

Emily Gingerich

Mary Gingerich

Jeffery Goodall

Claudia Guzman

Kelly Hall

Shelly Happy

Dawn-Marie Harris

Judy Harris

Allison Henderson

David Henderson

Amanda Hetherington

Jeremy Hewitson

Robyn Hodgson

Chandra Homewood

Lindsey Hoover

Erica House

Len Hughes

Joel Ikkattumannil

Angela Illing

Aatika Imran

Alexsis Jaman

Dave Jansen

Justine Jewell

Roger Kabuya

Damilola Kadejo

Samara Kianfar

Ashley Killens

Diane Kooistra

Erica Langille

Bruce Lee

Sarah Leget

Stephanie Longo

Laurie Loveland

Lori Luce

Richard MacDonald

Heather MacDonald

Mary Magbor

Isma Malik

Mandy Malone

Jessica Manzara

Stephanie McCulligh

Michael McGregor

Norm McGuire

Robbie McLaughlin

Marsha Milliken

Cassidy Morris

Sonia Muhimpundu

Vimbayi Munonyara

Naome Muzamhindo

Greg Nash

Jason Neddow

Ray Newman

Mark Nixon

Stefanie Nolet

Mersija Nuric

Isabelle Nyiransengimana

Folayemi Ojo

Eva Oke

Omobola Owuor

Clara Parra

Sarah Patterson

Rebecca Penn

Bogumila Pluchowski

Alex Pollard

Margarita Ramirez

Sarah Rice

Shelley Ritchie

Rasa Roberts

Julie Rubenstein

Elizabeth Salcedo

Homa Salem

Anne-Marie Sanchez

Fatemeh Sargolzaei

Jennifer Sarkella

Tyler Schlosser

Barbara Schust-Lawrence

May Sebaa

Christina Seely

Andrea Sereda

Meg Shannon

Rupali Sharma

Andrew Sharpe

Charles Smith

Norma Smith

Anna Stewardson

Holly Stokman

Brandi Tapp

Amanda Taylor

Lucas Terrell

Emma Thomas

Selma Tobah

Amanda Topping

Ted Town

Ivy Tran

Donet Trumpet

Joanna Tulloch

Rachel Van Allen

Jennifer Van Sas

Liz Vander Horst

Tina Vanidour

Andrea Ward

Sean Warren

Maya Wassie

Carol Wat

Melanie Weaver

Erin Williams

Madeline Wilson

Consulting and Specialty Services

Anne Bodkin

Desi Brownstone

Carmen Fung

Himanshu Ladola

Joshua Lee

Justin McCulloch

Brooke Nofle

Matthew Perrie

Kevin Pottie

Chevy Priyadamkol

Gulrukh Rextin

Phil Tsang

Donna Wilson

THIS YEAR'S HIGHLIGHTS

Advocating for our clients



CLIENT CARE - NEW APPROACHES

Our interprofessional teams have all developed creative new ways to reach our clients through virtual appointments, street outreach, mobile clinics, phone check-ins, and home visits to support positive relationships between clients and our team during this time when many people are isolated from the health and social services they need.



PILLAR AWARD - COMMUNITY COLLABORATION

The H.O.M.E program is an example of what can be achieved when agencies work together. This year, the H.O.M.E Program operated for a total of 231 days and accommodated over 2,700 visits from 1,059 unique individuals. As a result of this ground-breaking work, the H.O.M.E Program was awarded the Pillar Award for Community Collaboration.



HIV RESEARCH - PROGRAM HIGHLIGHTED

In May, the MyCare program was highlighted at the Canadian Association for HIV Research for its success in providing effective, ongoing HIV care in the midst of the pandemic. Part of this approach was through collaboration with primary care, specifically within the safer supply program, setting clients up for success in their treatment and life goals through access to a team of supports.



SAFER SUPPLY - PRELIMINARY REPORT

This year, the Safer Opioid Supply team published the program's first preliminary report based on client surveys, focus groups, and a data review of the program. Results included a decrease in overdoses, police contact/criminal activities and survival sex work, improvements in overall health and wellbeing, and 94% program retention rate.

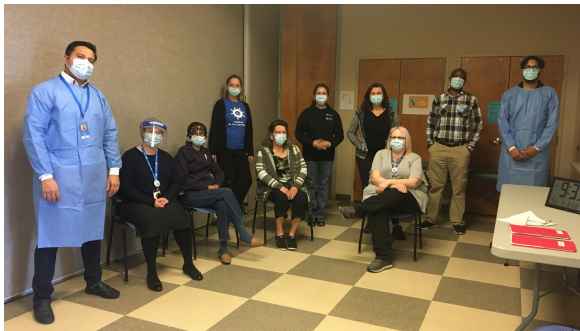
THIS YEAR'S HIGHLIGHTS

Adapting to our new reality



DIGITAL EQUITY - LIBRARY LOANS

To address disparities in digital access and knowledge, this year we developed a strategy around digital education and infrastructure. We provided clients with laptops and cell phones through a lending library program so that clients were able to attend programming and appointments virtually. We also supported clients learn how to use Zoom and in learning to access resources online.



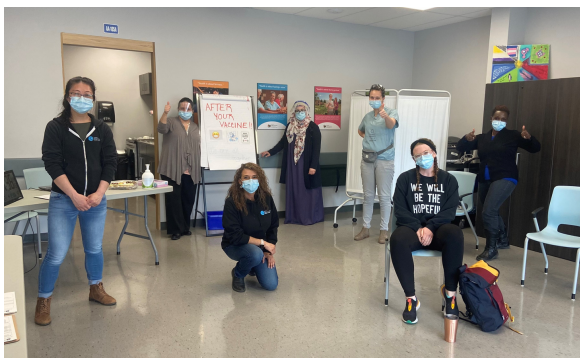
COVID-19 - VACCINE DISTRIBUTION

To ensure the health and safety of all our clients, this year we prioritized the distribution of the first, second, and third doses of the COVID-19 vaccine. Each site developed strategies to reach its specific populations. This included clients specifically for newcomer communities, people in shelter or sleeping rough, and special vaccine clinics for kids. The pediatric clinic vaccinated 50 children in a kid-friendly environment!



GOOD FOOD BOXES - ALL SITES

As part of our food security strategy, this year clients were able to order boxes of fruits and vegetables at low cost and pick them up at our three convenient locations. For those who had mobility challenges, we offered free home delivery! This has helped improve access to nutritious, affordable, and culturally appropriate foods.



NEW LOCATION - NEWCOMER CLINIC

For many years our Newcomer Clinic operated out of the Cross Cultural Learners Centre. When the pandemic hit, we moved our team to our Argyle location, which inspired us to develop a permanent clinic. This larger space has allowed staff to meet the needs of the increasing number of refugees coming to London. According to the National GAR Case Management Statistical Report, London is the second business site in Canada!

THIS YEAR'S HIGHLIGHTS

Developing new emerging work



CLIMATE CHANGE - HEALTH IMPACT

There is increasing recognition of the impacts that climate change can have on health systems, community health, and individual health. Furthermore, marginalized communities have and will experience the effects of climate change more intensely. This year, the Health Centre has created a new focus on environmental justice and activism.



DEMENTIA-FRIENDLY SPACES

Our Seniors' WrapAround team developed a campaign to provide training around dementia-friendly spaces. This partnership with the Alzheimer Society of London offered free online training to staff and volunteers, which provided an overview of dementia, communication tools, and strategies to support people living with dementia.



INDIGENOUS STRATEGY - STAFF COMMITTEE

Through ongoing work, this year our staff-led Indigenous Strategy group developed a plan around staff education, building relationships with Indigenous health partners, and offering programs for Indigenous clients. The goal of this group is to reduce the stigma and create Indigenous culturally-safe spaces.



DIABETES EDUCATION PROGRAM - WELCOME PACKAGES

As the only local organization that offers a Diabetes Education Program to the region, the Diabetes team re-evaluated how to best support individuals who are waiting to be seen. The team developed a comprehensive welcome package to offer information about the program, general up-to-date education on Diabetes, and activities to begin to help monitor Diabetes on their own.

THIS YEAR'S HIGHLIGHTS

Promoting employee wellness and connection



STAFF MENTAL WELLNESS INITIATIVES

The Human Resources team focused on developing mental wellness initiatives to support our staff this year. This included improving benefits packages, a staff fun committee, free snacks and drinks, workshops and educational sessions, employee assistance program supports, and work-from-home options.



RELATIONSHIP BUILDING WITH BIPOC COMMUNITIES

Through deliberate outreach to racialized groups, communities, and individuals, this year we looked at understanding unique needs and how the Health Centre can help fill the gaps. Initiatives focused on building a sense of community, networking, and relationships, and developing skills and resources.



STRATEGIC COMMUNICATIONS

One of our goals this year was to focus on keeping staff and our community connected and informed. We build capacity among our staff, students, and volunteers to support this work. From daily internal communication updates to monthly social media campaigns, we were able to increase organizational awareness and provide information to the community.



BUILDING AND OPERATIONS

Part of our employee wellness strategy was addressing space concerns as staff returned to work. We renovated offices, consultation rooms, exam rooms, and multi-purpose spaces to ensure that our staff were able to deliver high-quality care with efficient client flow in a safe space for our clients and staff.

PROGRAMS AND SERVICES

Primary care, health promotion, and community development

Primary care
Mental health care
Hep C care and treatment
Options Clinic - HIV Testing
MyCare Program
Health Outreach Mobile
Engagement (H.O.M.E)
Health in Housing
Good Food Box
French-speaking Seniors Group
Physiotherapy
Respiratory Therapy
Foot Care
Safer Opioid Supply Program

Diabetes Education Program
Youth Outreach Workers
Seniors' WrapAround
Women of the World
North East London Community
Engagement
Community Development
Newcomer Health
Trans Health care
Team Care
National Safer Supply
Community of Practice
Integrated Programs

CLIENT EXPERIENCE SURVEY

88%

report that they feel safe and comfortable at the Health Centre either always or most of the time

81%

of our clients reported having a positive experience when they are contacted by virtual care (telephone or video conference)

85%

of our clients reported being involved as much as they want in the decisions about their care and treatment



"Grateful for the vision and commitment to the work for everyone."

Client

STUDENT PROGRAM

Broadening the scope of the learning experience

"I have truly loved working on every project so far because I have learned so much. The Health Centre is involved in a wide variety of work which has allowed me to engage with so many niches and unique topics, as well as learn one-on-one. A big thanks to all the staff! – Student



1 Health Sciences
1 Media & Public Interest
1 Administration
3 Social Work
6 Nursing
3 Family Medicine
8 Nurse Practitioner
3 Observerships
1 Dietetic

Western University
Brescia University College
Lambton College
Fanshawe College
Pathways Skills
Development
King's University College
Wilfrid Laurier University
University of Manitoba

100%
of students reported
they felt welcome and
supported by staff.

100%
of students reported
they would recommend
this placement to their
peers.

Thanks to all our incredible supervisors and preceptors:

Shelly Happy, Jen Van Sas,
Erin Williams, Amanda
Topping, Cassidy Morris,
Dave Jansen, Deborah
Canales, Dr. Sharma,
Melanie Weaver, Dr.
Henderson, Meg Shannon,
Dr. Priyadamkol, Dr. Alam,
Brandi Tapp, Omobola
Owuor, Norma Smith,
Samara Kianfar, Bogumila
Pluchowski, Sophia Coulter
English, Eva Oke, Jyoti
Ghimire, and May Sebaa.

"Students bring a fresh perspective and energy to the centre. They become an asset to our team as they support new initiatives and provide care for our clients." – Preceptor

INSPIRING VOLUNTEERS

Providing support virtually throughout the pandemic

Board of Directors

Rolando Aguilera – Chair
AnnaLise Trudell – Vice
Chair
Samer Abou-Sweid
Herve Kambale
Paul Levac
Heather Lokko
Jeanne Webber

Cooking Program

Elizabeth Grigg

Digital Literacy Navigator

Jasmine Lee

French Speaking Health Promotion Program

Brittany Chang-Kit
Jonathan Hamilton

Health Outreach

Mike Rudland

Income Tax Program

Diane MacMillan

North East London Community Engagement

Deborah Andrews
Ian Bailey
Leah Marie Blenkhorn
Margaret Boos
Stephanie Brocklehurst
Pat Broom
Dena Clayton
Gloria Connell
Bernadine Crasto
Jerome Crasto
Patricia Dalton
Jo-Anne DeWilde
Nicole Flemister

Nancy Froman
Sue Henderson
Karen Hoffman
Teresa Johnston
Henry Kooy
Judith Maxwell
Noemi Perzia
Kendra Saunders
Rebecca Smythe
Jerry Sollazzo
Lucie Sollazzo

Participatory Singing

Patrick Murray

Social Media

Kaylee Huynh
Riya Pandey

Survey Support

Mohsen Gabr

Tai Chi

Carol Coulter
Laura Weaver

Women of the World

Eman Arnout
Jean Bagerie
Mayan Khudeeda
Dana El Saleh
Chhunu Maya Galan
Blanca Grace Estrada
Meza
Mara Guerrero
Lila Maya Jogi
Narges Sarbazi
Shashi Sharma

Newsletter Committee

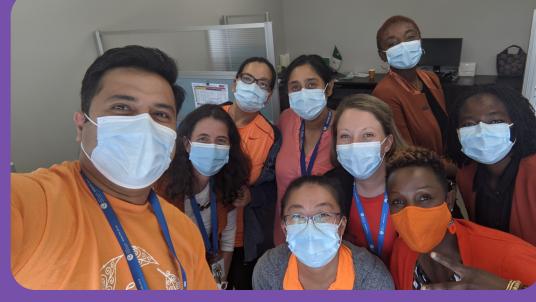
Jasmine Lee
Elizabeth Grigg



Seeing the world through the eyes of others, connecting people from diverse backgrounds and life experiences, and building a vibrant and inclusive society.

OUR CREATIVE AND RESILIENT TEAM!

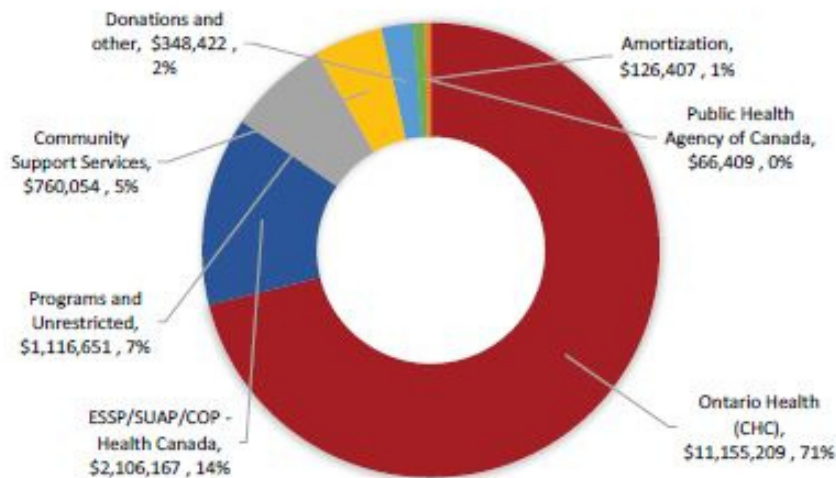
Thank you for your flexibility, your innovation, your commitment, and your care for your colleagues and for our clients.



FINANCIAL OVERVIEW

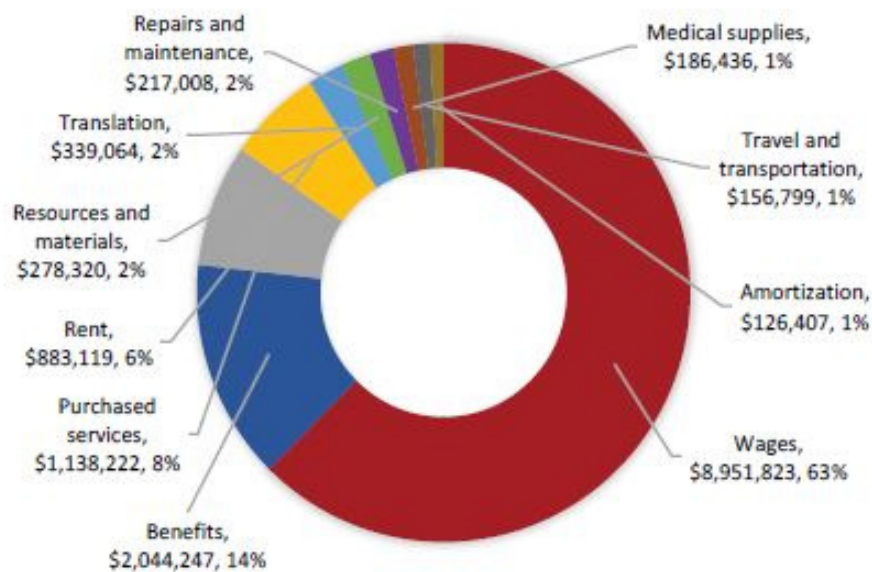
Total Annual Revenues \$15,679,319

Revenues - Year end March 2022



Total Annual Expenses \$14,935,454

Top 10 Expenses - Year end March 2022



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

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

Argyle site
Unit 1 - 1700 Dundas Street
London, ON N5W 3C9
Tel: 519-660-5853
Fax: 519-642-1532



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