

London InterCommunity Health Centre

2025-2026 Annual Report

Care Through Connection

Land Acknowledgement

We acknowledge that the London InterCommunity Health Centre is located on the traditional lands of the Anishinaabek, Haudenosaunee, Lūnaapéewak, and Attawandaron on lands connected with the London Township and Sombra Treaties of 1796, and the Dish with One Spoon Covenant Wampum.

We would also like to recognize the three First Nations communities neighbouring the City of London: Chippewas of the Thames First Nation, Oneida Nation of the Thames, and Munsee-Delaware Nation. With this, we respect the longstanding relationships that Indigenous Peoples have with this land, as they are the original caretakers.

Only once true sovereignty for Indigenous Peoples and adequate resource allocation exist can we begin to work cooperatively to establish and maintain a mutually respectful framework for living together, with a view to fostering strong, healthy, and sustainable Indigenous nations within Turtle Island.

We invite those who read this statement to reflect upon this Land Acknowledgement and what the Truth and Reconciliation Commission’s Calls to Action mean to you, your workplace, and your community.

Table of Contents

OUR FOUNDATION

Land Acknowledgement 2
Mission, Vision, and Values 4
Executive Message 5
Provisional Strategic Plan 6
Leadership and Governance 7
Health Centre Staff 8

REMOVING BARRIERS TO CARE

Removing Barriers to Care 10
Making Care Easier for Everyone 11
Creating Easier Pathways to Care 12
Making Sure No One Navigates Care Alone 13

ROOTING CARE IN COMMUNITY

Rooting Care in Community 14
Community Voices Shaping Care 15
Lived Experience and Advocacy 16
Creating Spaces to Belong 17

PROVIDING WRAPAROUND CARE

Strengthening Supports for Older Adults 18
Supporting Care Through Settlement and Transition 19
Bringing Practical Supports Closer 20
Supporting Health in Everyday Life 21

STRENGTHENING FROM WITHIN

Strengthening from Within 22
Moments of Connection 23
Volunteers in Our Community 24
Connecting Learning with Community Care 25

CONNECTING WITH OUR CLIENTS

Connecting with Our Clients 26
Our Clients 27
Who We Serve 28

FINANCIALS

Financial Statements 29

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 we serve.

Vision

Building opportunities for healthy and inclusive communities.

Values



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



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



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



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



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

Executive Message

A MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR

This year was shaped as much by what was happening around us as by what was happening within the Health Centre. The cost of living continued to rise, food insecurity and homelessness deepened, and the toxic drug supply continued to take a devastating toll in our community. Proposed federal changes to refugee health coverage also created uncertainty around future access to essential care for refugees and refugee claimants, raising concerns about additional barriers for people already navigating significant challenges as they build their lives in Canada. At the same time, health and social service organizations were adapting to significant changes in funding, policy, and expectations, even as the needs of the people we serve became more complex.

Against that backdrop, our focus remained clear. We continued working to help people access the care they need by reducing barriers and making care more connected. That commitment is especially important as Ontario reshapes its primary care system. Over the past year, we helped lead the Middlesex-London Primary Care Network, contributed to the Middlesex-London Ontario Health Team, participated in neighbourhood-based primary care planning, and developed proposals to sustain and strengthen access to care for Government Assisted Refugees. Much of this work happens outside of the public view, but it matters. Decisions being made now will shape primary care in our community for years to come, including how well new models respond to people who face the greatest barriers to care. Without that intentional focus, there is a risk that people will once again be left to find their own way through an inequitable and disconnected system.

For us, Care Through Connection is more than an annual report theme. It reflects our belief that care works best when people do not have to piece it together on their own. Someone experiencing unstable housing while managing diabetes, mental health challenges, or substance use may need support from many different people and services. What makes a difference is when those supports connect, communicate, and work together around the person. That is why our role extends beyond the care we provide. We also work to strengthen the connections between health care, community services, and the people we serve, creating more coordinated care and better opportunities for health and wellbeing.

We also made important changes within the Health Centre this year. The Board and leadership team carefully reviewed how the organization was structured and identified opportunities to work differently. The changes we made bring leadership closer to the work, strengthen accountability, and direct more of our resources towards care and the people who provide it. Organizational change is rarely easy, and we are grateful to our staff for the professionalism and commitment they showed throughout the transition. These decisions were made with the long term in mind, to ensure the Health Centre remains strong, sustainable, and ready to respond to what our community needs next.

Looking ahead, we see both considerable need and considerable opportunity. We intend to play an active role in the expansion and transformation of primary care in London while ensuring that growth reaches people who are currently outside the system, not only those who are already well served by it. As the system around us changes, we will remain grounded in the commitments that continue to guide our work, including health equity, genuine community partnership, and an unwavering focus on people who are too often missed by traditional systems of care.

To our staff, clients, volunteers, students, board members, funders, and community partners, thank you. Your knowledge, trust, and commitment make this work possible. The connections at the heart of Care Through Connection belong to all of us, and together they are helping build a stronger and more responsive system of care for our community.



Jeanne Webber
Board Chair



Scott Courtice
Executive Director

2024-2027

Provisional Strategic Plan

DIRECTION 1: ADVANCING HEALTH EQUITY

- Sustain health equity principles and embed accountability practices in our Ontario Health Team and Primary Care Alliance.
- Participate in local coalitions with the most impact to improve key social determinants of health with a focus on housing, income, food security, and community belonging for priority populations.
- Embed an equity, diversity, inclusion, and anti-racism lens in the development of the Health Centre's culture and work experience initiatives for staff and all program planning.

DIRECTION 2: EXCELLENT CLIENT CARE

- Expand access to primary care through efficient utilization of existing resources and innovative models of care.
- Collaborate with community partners in improving system capacity and ability to best serve marginalized populations.
- Enhance access to health and social services by strategically coordinating with local healthcare providers, community organizations, and government agencies to streamline service delivery and foster collaborative partnerships that address the comprehensive needs of the community.

PROVISIONAL
STRATEGIC PLAN 2024-27
LONDON INTERCOMMUNITY HEALTH CENTRE

DIRECTION 4: OPTIMIZING VALUE AND INNOVATION

- Streamline internal processes and maximize resource use across operational services and program delivery.
- Leverage technology, equipment, and capital improvements to reduce costs while enhancing both client care and the staff experience.
- Pursue additional revenue sources, including fundraising and funder advocacy to strengthen the long-term financial health of the organization.

DIRECTION 3: SUPPORTIVE & ENGAGING WORK EXPERIENCE

- Develop effective staff feedback mechanisms and strengthen internal communications at every level of the Health Centre.
- Promote culturally and psychologically safe environments for candidates and staff through improved recruitment and retention processes.
- Enrich the quality of life of staff by building professional autonomy, advocating for fair compensation, and mitigating inequities between teams and disciplines.
- Develop a supportive workplace culture of parallel care that prioritizes the wellbeing of staff, recognizing that improvements in staff satisfaction and wellbeing directly enhance the quality of care provided to clients.

The Board of Directors led a provisional strategic planning process that included an environmental scan; feedback from staff, clients, and community partners; and an internal review. The Leadership Team and the Board of Directors then uncovered themes and determined the following four strategic priorities for the Health Centre based on this information.

Leadership and Governance



Board of Directors

Jeanne Webber (Board Chair)
Heather Lokko (Vice Chair)
Paul Levac (Secretary/Treasurer)
Helen Connell
Jennifer Proulx
Ahmed Khaled Fouad Shaalan
Andrew Shepherd
Sibylle Ugirase



Senior Leaders

Scott Courtice, *Executive Director*
Amy Farrell, *Director, Operations*
Greg Nash, *Director, Community Services*
Anne-Marie Sanchez, *Director, Strategy, Planning & Health Systems Integration*
Liz Vander Horst, *Director, Primary Care*



Managers & Supervisors

Karima Cassidy, *Integrated Health Specialist*
Samantha Fox, *Interim Manager, Old East Clinic*
Russell Francis, *Manager, Infrastructure & Technology*
Jeremy Hewitson, *Manager, Human Resources*
Dave Jansen, *Manager, Health Outreach*
Melanie Judson, *Manager, Old East Clinic*
Bruce Lee, *Supervisor, Community Programs*
Richard MacDonagh, *Manager, Chronic & Infectious Disease, Gender Care*
Isma Malik, *Engagement and Planning Specialist*
Clara Parra, *Manager, Huron Clinic*
Rasa Roberts, *Finance Specialist*
Carol Wat, *Program Supervisor, Team Care and Refugee Health Clinic*

Health Centre Staff

APRIL 1, 2025 TO MARCH 31, 2026

Oyin Akinyemi
Amina Al Rohani
Ahmad Alhout
Ali Ali
Biba Aris
Priya Arora
Vikram Arora
Rokoua Awayed
Sarah Bakker
Rasa Baliunas
Jessica Barre-Dunn
Wilma Bayang
Peter Bian
Taylor Bogden
Meaghan Bolack
Mike Bryant
Karen Burton
Rellen Caissie
Cat Campbell-Johnston
Karima Cassidy
Scott Courtice
Brenda Craig
Jen Dawson
JP Del Monte
Kenzie Demelo
Harshida Desai
Harleen Dhaliwal
Heitzel DiLoreto
Aicha Elhajj
Jhonatan Ardila
Amy Farrell
Christie Fellner
Karen Ferguson
Olivia Feys
Imogen Foley
Sam Fox
Russell Francis
Karaminder Singh Gajebasia
Omar Garrido
Michelle Gerrard
Jyoti Ghimire
Maricel Garro Gil
Kaydence Gillan
Pilar Giron Gomez
Zhuxi Gong
Moureen Gorges
Claudia Guzman
Dawn-Marie Harris
Judy Harris
Emily Harron
Karley Hay
Allison Henderson
Melissa Henderson
Amanda Hetherington
Jeremy Hewitson
Rebecca Hill
Laura Hinz
Chandra Homewood
Lindsey Hoover
Sydney Howe
Eric Hummel
Janet Hunt
Nicki Hunt
Yasmin Hussain
Rachel Jacobs
Alexsis Jaman
Dave Jansen
Liana Jesseman
Milly Jimenez-Ruiz
Jasmine Joseph
Melanie Judson
Navjyot Kaur
Samara Kianfar
Diane Kooistra
Kim Labelle
Erica Langille
Tanya Laporte
Bruce Lee
Sarah Leget
Raquel Lenati
Laurie Loveland
Lori Luce
Richard MacDonagh
Angela MacMillan
Aidan MacQueen
Mary Magbor

Health Centre Staff (continued)

APRIL 1, 2025 TO MARCH 31, 2026

Leila Makhani
Isma Malik
Mandy Malone
Suzana Mangafic
Jess Manzara
Adriana Matarazzo
Jessica McAuslan
Stephanie McCulligh
Mike McGregor
Norm McGuire
Sherri McRobert
Chris Mequanint
Omagbitse Metsese
Marsha Milliken
Cassidy Morris
Sonia Muhimpundu
Grace Musyoka
Lindsay Nagle
Greg Nash
Ray Newman
Raymond Newman
Tory Hau Yong Ng
Ivon Nino
Jason Nogueira
Isabelle Nyiransengimana
Fola Ojo
Eva Oke
Confidence Okeke
Chucks Onwuka
Olufemi Osadare
Bola Owuor
Abigail Owusu
Clara Parra
Sarah Patterson
Ashley Pierce
Bogusia Pluchowski
Alex Pollard
Renée Primeau
Margarita Ramirez
Sarah Rice
Lyndsey Robinson
Julie Rubenstein
Zainab Sadr
Homa Salem
Anne-Marie Sanchez
Isabella Sanchez
Fatemeh Sargolzaei
Tyler Schlosser
Christina Seely
Andrea Sereda
Waheeda Shah
Rupali Sharma
Charles Smith
Norma Smith
Palak Sonalia
Brandi Tapp
Selma Tobah
Liz Vander Horst
Tina Vanidour
Andrea Ward
Carol Wat
Nicole Wieczorek
Ashley Wilding
Jess Wiles-Drake
Prerna Yadav
Lily Yosieph

Locums & Contractors

Shiva Ahanchian
Hailey Brooks
Travis Goettl
Himanshu Ladola
Matthew Perrie
Chevy Priyadamkol
Gulrukh Rextin
Donna Wilson

REMOVING BARRIERS TO CARE

Access to health care is not always experienced equally. For our clients, barriers such as transportation, housing, language, stigma, unfamiliar systems, or the need to navigate multiple appointments can make it harder to get the care they need.

Our teams see these barriers every day. Rather than accepting barriers that prevent people from accessing care, we look for what can be changed by examining where care happens, how someone gets connected, what steps can be removed, and how we can keep care moving when the usual pathway is not working.

> *"I like the 'one-stop' shopping aspect. Multi-services are available"*
>
> **Client Testimonial**





CARE THROUGH CONNECTION IN ACTION

More capacity to meet people where they are

This year, the HOME team was able to build on the foundation created by core funding by expanding its capacity. We spent more time in community and strengthened our presence in places where people may otherwise have difficulty accessing care. With increased outreach staffing and the Nurse Practitioner position filled, the team was able to provide more consistent care and connection across the community.

4 DAYS A WEEK
In the community
An increase of approximately 1.5 days

5 OUTREACH POSITIONS
Supporting the work
An increase of 1.5 positions

CARE THAT GOES FURTHER

- Wound care
- Connections to health and social supports
- Medication support
- Disease management
- Regular presence at the Micro-Modular shelter

Making Care Easier for Everyone

Across the Health Centre, teams are providing easier access to testing by reducing extra steps between clients and care. From offering testing onsite or in familiar community spaces, these changes are helping people get answers sooner and stay connected to the care they need.



GENEXPERT

Faster access to test results



The Hepatitis C Care Team began offering GeneXpert testing onsite, allowing clients to complete confirmatory hepatitis C testing within the Health Centre.

Previously, clients who screened positive needed to visit an external lab for additional testing. With GeneXpert, results are available in approximately one hour, allowing confirmatory testing to happen within the same service where clients are already receiving hepatitis C care.

1 HOUR

TO RESULTS

CARDIOSTUDY

Easier access to cardiac testing

This year, our East Clinic primary care teams began using CardioStudy, allowing clients to complete ECG and Holter testing directly through the Health Centre rather than being referred to an external clinic.

Results are returned directly to the client's provider in an interpreted report, supporting follow-up and care planning. The service is now available across all primary care sites.

AVAILABLE ACROSS

ALL PRIMARY CARE SITES

OPTIONS TESTING AT FANSHAWE COLLEGE

Accessible anonymous HIV testing for students

From September through April, the Options Clinic provided regular anonymous HIV testing at Fanshawe College.

Students could ask questions, access sexual health information and complete testing on campus, bringing confidential support into a familiar and accessible setting.

SEPTEMBER TO APRIL

ON-CAMPUS TESTING

Creating Easier Pathways to Care

At the heart of this work is a shared understanding that accessing care is not always easy. Our teams think beyond the appointment itself, looking at what might help someone feel more comfortable, informed, and supported along the way.



CERVICAL SCREENING

Improving access to preventive care

Cervical screening is an important part of preventive care, but it can also feel deeply personal and uncomfortable for some clients.

Our nurse practitioners provide cervical screening and follow-up care that is supported by colleagues across the Health Centre who help our clients feel informed and prepared. This year, that collaboration included an educational video developed by our nurse practitioners with support from Team Care, along with stronger referral pathways with physicians and community partners.

Short video on social media
Helping clients know what to expect

What to expect | Referral pathways | Follow-up



PRENATAL CLINIC

Supporting access to prenatal care

At our Argyle site, the Prenatal Clinic provides a place for people who may otherwise have difficulty accessing prenatal care, including those who are new to Canada or do not have a primary care provider.

Clients can receive prenatal assessment, testing, and care planning from female providers experienced in trauma and violence-informed care. The clinic also helps connect clients with community resources and supports throughout their pregnancy.

Care designed to feel safe
People-centred care, every step of the way.

Assessment | Care planning | Community supports

Making Sure No One Navigates Care Alone

Some of the most meaningful care happens because of the extra effort our providers make every day. They advocate, follow up, and stay involved when someone needs a little more help getting where they need to go.



MYCARE

Reconnecting clients to specialized care

For some clients living with HIV, becoming disconnected from specialized care can make it difficult to know how to find their way back.

This year, the MyCare team expanded its capacity to provide short-term support for Health Centre clients who were not currently connected to specialized HIV care or who had lost that connection. The team helps clients re-establish care and can provide preliminary testing where appropriate, offering support while those connections are being rebuilt.

Short-term support | **Preliminary testing** | **Reconnecting to care**

BACK OFFICE ADMINISTRATIVE SUPPORT

Going beyond the reminder

For our clients who do not have a fixed address or reliable access to a phone, something as routine as receiving an appointment reminder can become very difficult.

This year, Back Office Administrative Support was extended to the Health Outreach Clinic. Our support team helps our clients stay connected to external care through appointment reminders and administrative support. When someone cannot be reached directly, we can also work with community partners and others in the client's support network to help reconnect with them.

Diagnostic imaging | **Bloodwork** | **Specialist appointments**

ROOTING CARE IN COMMUNITY



We know that strong community connections start with listening. At the Health Centre, we spend time in community, hear what people are telling us, and use those conversations to shape our work.

We see this in programs created alongside residents, spaces that reflect culture and identity, and the ways lived experience informs our work. The relationships we build together shape what comes next and create opportunities for people to connect, contribute and feel a sense of belonging.

> *"Thank you for always being there for the community."*
>
> **Client Testimonial**

OEV Community Connections

Our work in Old East Village was supported by a City of London Community Grant, with a focus on creating welcoming, low-barrier, and joyful opportunities for people to connect.

Through the OEV Community Meetings group, sixteen residents, business owners, and community partners came together to share ideas and identify opportunities to strengthen connection in the neighbourhood.

COMMUNITY VOICE IN ACTION

5 POP-UP PLAYS

50-75 families at each gathering

Community residents led music, arts and crafts, games and other activities at Lorne Avenue Park.

2 SUNDAY SPINS

200-250 people at each event

A local resident's idea brought neighbours together for music, coffee, conversation, play and dancing.

TUNES FOR TOTS

Weekly from September to June

At times, 20 little ones and their caregivers gathered at DoughEV for music and play.

MERRY & BRIGHT

Neighbourhood celebration

Created with the Boyle Activity Council and OEVNA, the neighbourhood celebration included a jingle run, crafts, live music, and holiday treats.





Community Voices Shaping Care

BLACK HEALTH & WELLBEING

Equitable care is shaped by the experiences, perspectives and priorities of the communities we serve. Through community conversations, partnerships, and advocacy, we continue to better understand where healthcare systems create barriers and how our own work can respond.



TAKING PART IN COMMUNITY CONVERSATIONS

Staying connected to experiences and priorities

Anti-Black racism and systemic inequities continue to shape experiences within the healthcare system. This year, we took part in community events and conversations that brought forward perspectives, priorities, and lived experiences from Black communities.

At the Black Health and Wellness Fair hosted by London Health Sciences Centre, our teams connected with more than seventy-five community members, shared information about services available through the Health Centre and joined conversations about wellbeing, access, and community priorities.

We also joined a community conversation on anti-Black racism in health care with the Centre for Research on Health Equity and Social Inclusion at Western University. The conversation brought forward experiences of racism within health care and perspectives on the changes needed across the system. These discussions contribute to broader efforts to identify inequities, challenge assumptions, and move towards more equitable approaches.

75+

COMMUNITY MEMBERS

connected with our teams at the Black Health and Wellness Fair.

FRANCOPHONE BLACK HEALTH NAVIGATOR

Strengthening pathways to care

Creating equitable pathways also means working with partners to address gaps in how people access and navigate care. This year, we co-led a funding process with Accès Franco-Santé London to establish a Francophone Black health navigator focused on improving access to care for Black Francophone communities.

The navigator provides French-language support to make health care easier to navigate and connect people with culturally relevant health and social services. The role also strengthens relationships between community organizations and healthcare providers, creating more responsive pathways to care.

Accès Franco-Santé London

NEW THIS YEAR

Dedicated French-language navigation for Black Francophone communities.

Lived Experience and Advocacy

Perspectives that move conversations forward

Lived experience can challenge assumptions, deepen understanding and help shift the way we think about complex issues. Two collaborative projects continued to create opportunities for reflection, conversation and advocacy across London.



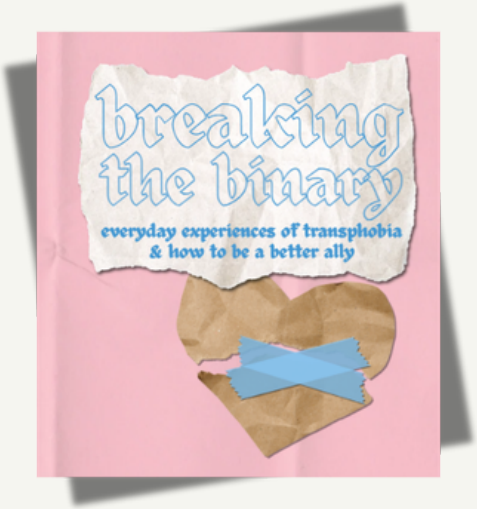
BREAKING THE BINARY

Inviting people to listen, reflect, and act

Breaking the Binary: Everyday Experiences of Transphobia and How to Be a Better Ally was created collaboratively with nine gender-diverse community members and staff from three Health Centre teams, Community Development, Gender Care, and Youth Outreach. The group came together with a shared goal of making everyday experiences of transphobia more visible and encouraging stronger allyship.

The project was shaped through an anonymous community survey exploring how transphobia and homophobia can show up in everyday life, what meaningful allyship looks like, where people experience care, as well as safety and.belonging. An open art jam brought eight more community members into the project through poetry, collage, painting, drawing, and other creative work.

The completed zine was shared more broadly throughout the community, creating new opportunities for reflection, conversation, and learning.



9 gender-diverse community members

3 Health Centre teams

8 art jam contributors

A community-created resource for stronger allyship.

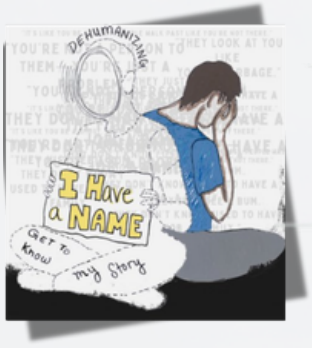
CIRCUMSTANCE, NOT CHOICE

Bringing the conversation into community

Circumstance, Not Choice became a starting point for conversations across London about homelessness, stigma, and the experiences that shape people's lives.

We joined community partners and peer leaders in hosting five discussions in community spaces, local businesses, and at King's University College, reaching 62 people.

Two peer leaders with lived experience of homelessness, who had also contributed to the zine, co-facilitated the sessions and helped ground the conversations in firsthand experience.



5 community discussions

62 people joined the conversations

2 peer leaders co-facilitating

Creating Spaces to Belong

Feeling connected is an important part of health and wellbeing. Across the Health Centre, we aim to create spaces where our clients can connect through shared language, culture and experience, build relationships, and take part in community in ways that feel familiar and meaningful.



CONNECTION THROUGH CULTURE AND COMMUNITY

COMMUNITY IN ACTION

Bringing people together

Our Summer Community Health and Wellness Fairs brought more than 600 community members together across all three Health Centre sites for food, health information, activities, and informal conversations with our teams.

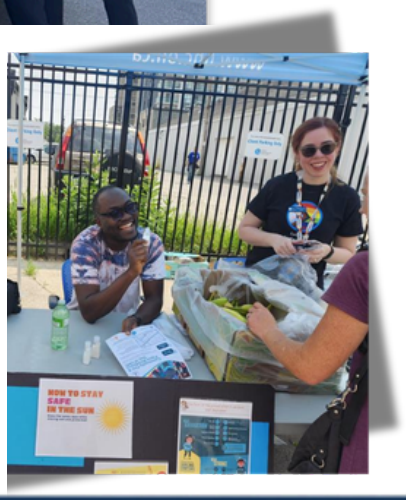
Another 600+ community members participated in Community Health & Wellbeing Month, with activities taking place in community centres and parks across London. Alongside the activities, we heard directly from community members about the services and supports they would like to see in their neighbourhoods.

600+ COMMUNITY MEMBERS

600+ COMMUNITY CONNECTIONS







BLACK YOUTH CONNECT

Building skills and connection

Through a recurring cooking program, one of our Youth Outreach team members partnered with Black Youth Connect to bring young people together to prepare meals, build skills and relationships, and contribute food for the Black Youth Connect Gala.



COMMUNITY GROUPS

Support through shared experience

Our Social Work team continued to offer groups focused on caregiver support, smoking cessation, grief, and summer walking, giving clients a place to connect with others navigating similar experiences.

TUGANIRE

A familiar space for older adults

Members of our Seniors' WrapAround team launched Tuganire, a monthly group for older adults who speak Kirundi and Kinyarwanda. The group creates a culturally and linguistically familiar space to connect, share health information, and spend time together.

WOMEN OF THE WORLD

Connecting through shared experience

This year, our Women of the World (WOW) program expanded with a new Arabic-speaking group in South London, creating another space for our clients to connect, participate, and build relationships.

12 SESSIONS

254 PARTICIPANTS

PROVIDING WRAPAROUND CARE

We believe healthy individuals and communities are deeply connected. When people have access to care, stable supports, meaningful relationships, and the resources they need, both individuals and communities are better able to thrive.

At the Health Centre, our holistic approach to care is grounded in our model of care. We look at the bigger picture, bringing together different disciplines, supports, and partnerships to create care that responds to the person and strengthens the supports around them.

> *Thank you for all the help over my many years there. You have wonderful people who are very receptive and make me feel part of my healthcare experience!*
>
> **Client Testimonial**

Strengthening Supports for Older Adults

Memory changes can bring uncertainty for older adults and the people who care for them. Ongoing support and a clear place to turn can make that experience easier to navigate.

At Huron, the monthly MINT Memory Clinic continues to bring an interdisciplinary team together for cognitive testing and care planning. During 2025/26, that support expanded with the addition of a full-time community dementia navigator, helping clients and caregivers understand what comes next, and connect with dementia-related services in the community.

Together, the clinic and navigation support create stronger connections between assessment, follow-up, and community care. This work also contributed to the Health Centre being recognized as a Dementia-Friendly Centre by Alzheimer Society Southwest Partners.

Our Seniors' WrapAround team continued that same focus on connection, expanding outreach, and strengthening referral pathways so older adults and caregivers can connect with support earlier.

369

Seniors' WrapAround referrals in 2025/26

Dementia-Friendly Centre

Recognized by Alzheimer Society Southwest Partners





Supporting Care Through Settlement and Transition

Starting over in a new country can mean navigating health care alongside settlement, language, and many other changes. Our newcomer and refugee health work brings those pieces together, supporting people as they access care, become familiar with the health system, and build connections to longer-term supports in the community.



The Refugee Health Clinic provides temporary health and social supports to newly arrived refugees, creating a place to address health needs while individuals and families begin navigating health care in Canada.

An important part of that work is what happens next. As clients transition from the Refugee Health Clinic to ongoing primary care, language barriers, interpretation costs, and unfamiliar systems can make a successful handoff harder.

Our teams work with clients, community partners, and primary care providers to strengthen those transitions, support access to interpretation, and advocate for the conditions needed for people to stay connected to care.

> *Thank you so much for what you do! You guys have saved my life! I don't know where I would be otherwise.*
>
> Client Testimonial

Building Confidence Navigating Health Care

Sometimes the barrier is simply not knowing where to go.

Through ongoing work with the Rohingya community, our Refugee Health Clinic and Community Development teams, together with the Cross Cultural Learner Centre, identified a need for additional support navigating health care in London.

Focused healthcare navigation training was developed to help government-assisted refugees better understand where to go for different health needs, including the Health Centre, hospital, health unit, and other community services.

By bringing together settlement, community development, and health care, this work helps people build familiarity and confidence navigating a system that may initially feel unfamiliar.

cclc
newcomers. diversity. community.

- Where to go for care
- Connecting to supports
- Navigating unfamiliar systems

Bringing Practical Supports Closer

Health and wellbeing are connected to the stability and supports around us. When concerns about income, housing, or other basic needs affect someone's life, connecting those supports with health care can make it easier for the different pieces to work together.

Connecting Clients with Ontario Works

Through a new partnership with Ontario Works, support became available onsite at our Health Outreach Clinic once a week. Clients can drop in with questions about benefits, eligibility, and available supports while our teams can also connect with Ontario Works through case conferencing when additional coordination is needed.

Bringing Ontario Works into the Health Centre creates a stronger connection between health care and the practical supports that can contribute to stability and wellbeing.



Ontario Works onsite once a week



Supporting Families During Ramadan

With a $10 000 grant from Islamic Relief Canada, the Health Centre supported food access for our Muslim clients during Ramadan.

Volunteers from both organizations assembled and distributed more than 100 food boxes, providing practical food support while recognizing the cultural and spiritual importance of Ramadan for the families receiving them.

$10 000
grant from Islamic Relief Canada

100+
food boxes assembled and distributed

Supporting Health in Everyday Life

Managing a chronic health condition happens largely outside the clinic. Access to food, opportunities to be active, and the supports available in everyday life can all shape someone's ability to manage their health and feel well.



Food Security Programming

Our Diabetes Team expanded food security programming by adding a new food bag program alongside existing food supports.

Across the year, 390 meal kits were distributed, providing practical food support for clients managing chronic disease when food access can make healthy choices harder to maintain.

390
meal kits distributed

Nearly 200
through the new Dundas food bag program



Creating an Accessible Path to Physical Activity

For people managing chronic disease, traditional exercise options may not always fit their health needs, confidence, or circumstances.

Our Physiotherapy and Diabetes Teams worked together to create an eight-week supported exercise and education pilot for East Clinic clients. Sessions combined guided exercise with practical education related to nutrition, disease management and physical activity.

A small group participated regularly, with follow-up feedback showing continued activity after the program, including strength exercises at least twice a week. Participants also reported improvements in areas such as strength and energy.

The pilot created a supported way for people to build movement into their lives at a pace that reflected their health needs and circumstances.



8-Week pilot

Continued activity

Strength and energy

Exercise at least twice a week

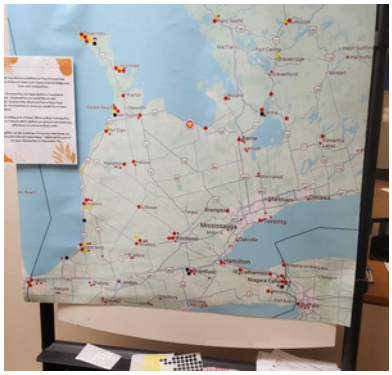
STRENGTHENING FROM WITHIN

Strong care depends on what happens behind the scenes, too. Over the past year, the Health Centre continued strengthening how we are organized, how decisions are made, and the systems that support our teams. We also continued contributing to broader conversations about the future of primary care and how community health centres can help build a more equitable system.

Advancing Equity in Our Work

This year, the Health Centre completed its Internal Equity Audit, led by Turner Consulting Group in collaboration with Human Resources and the Inclusion and Anti-Oppression Committee. The findings are helping guide next steps to strengthen accountability, inclusion, and equity across the organization.

The All My Relations Committee also created opportunities for reflection and learning. Through an interactive session using a local treaty map, our teams explored relationships to land, community and reconciliation, and what these mean for our work and responsibilities.



Learning, Leadership, and Clinical Voice

The end of the Safer Supply program was a challenging period for the Health Centre and reinforced the importance of strong communication, shared understanding, and clear pathways for clinical perspectives to inform organizational decisions.

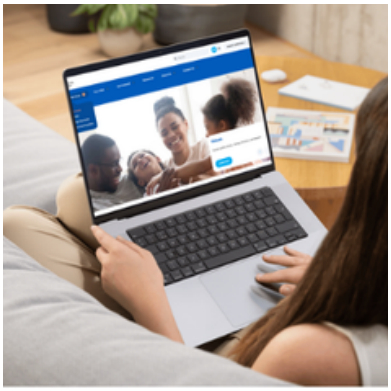
Building on that learning, the Clinical Governance Committee was established as a formal space for providers and leadership to come together, share perspectives, and discuss issues affecting clinical care.



Systems That Support Care

Finding the right information should not be another barrier to care. This year, we began redeveloping the Health Centre website to make information easier to find, navigate and understand, and to create a more welcoming and connected experience for clients and community members.

Behind the scenes, we continued investing in the systems and spaces our teams rely on every day. Moving to Microsoft 365 Business Premium strengthened cybersecurity, while ongoing building and infrastructure improvements helped keep our spaces safe, welcoming, and ready to support care.



Moments of Connection

Throughout the year, we made time to connect, celebrate, and enjoy being together outside of our day-to-day work. From shared meals to holiday fun and Pride activities, these moments helped bring our teams together across the Health Centre.

Staff Breakfast

Just before the holidays, our Huron site was transformed into a breakfast diner for an all-staff breakfast, with waffles, pastries, fruit, and plenty of coffee. It was a chance to slow down, catch up, and enjoy some time together before the holiday break.





Holiday Train

Our travelling Holiday Train made its way across Health Centre sites with cookies, hot chocolate, holiday cards, and a visit from Santa, bringing a little festive fun to teams during a busy time of year.





Pride Throughout the Year

Our Pride Committee kept connection and celebration going throughout the year with Pride activities, treats, and opportunities to participate. Staff and volunteers also came together to walk in the annual London Pride Parade in support and celebration of the LGBTQ2S+ community.





STRENGTHENING FROM WITHIN

Volunteers in Our Community

60+ volunteers

This year, more than 60 volunteers shared their time across Health Centre programs, events, and community initiatives. From welcoming people at community events to supporting food programs, tax clinics, and group activities, volunteers were part of the everyday connections that help our work happen.

North East London Community Engagement

80
weekly North East London community groups

1000+
North East London community encounters

500
people joined Movie Night in the Park

Women of the World

50+
group sessions across four cultural programs

1000+
encounters across four cultural programs

100+
women and children joined seasonal celebrations

Practical Support

822
Food Coalition produce bags distributed

487
Good Food boxes distributed

390
meal kits distributed

900+
income tax returns completed with volunteer support

Volunteer Ambassadors

Volunteer Ambassadors helped welcome community members at events across Old East Village, Argyle, and North East London, supported community health and wellbeing activities, and helped gather more than 650 client experience surveys.

Thank you to our volunteers

To everyone who shared their time, skills, and energy with the Health Centre this year — thank you. Your contributions helped create welcoming spaces, strengthen programs, and build connections across our communities.



STRENGTHENING FROM WITHIN

Connecting Learning with Community Care



Student placements bring learning and community care together. Throughout the year, we welcomed students from a wide range of clinical, health, and community programs to learn alongside our teams while contributing to programs, services, and client care.

Students joined us in:

Clinical Care

Medicine • Nurse Practitioner • Nursing

Community & Population Health

Health Sciences • Population Health • Master of Nursing

Community Services

Social Service Work • Addictions & Mental Health

Health Administration

Medical Office Administration

Clinical Students (2025/2026)

Medical Learners
Madiha A. (Schulich Family Medicine)
Nahla A. (Schulich Psychiatry)
Karan B. (Schulich Psychiatry)
Leona B. (Schulich Family Medicine)
Yuelee (Ben) K. (Schulich Medicine)
Ifunanya M. (IMG Observership)
William (Neil) M. (Schulich Medicine)
Isidora N. (Schulich Medicine)
Nawar T. (Schulich Medicine)
Vaishnavi N. (Schulich Family Medicine)

Nurse Practitioner Students
Sarah A. (Western NP)
Jessie H. (Athabasca NP)
Carley M. (Western NP)
Annalise M. (Western NP)
Lisa O. (Western NP)
Sojeong "Lucy" P. (Western NP)
Julia R. (Western NP)
Grace S. (Western NP)
Andrea V. (Athabasca NP)

Nursing Students
Antonio (Tony) C. (Western BScN)
Ashley D. (Western BScN)
Yusuff S. (Western BScN)

Community Students (2025/2026)

Community & Population Health
Emily B. (MPH, Lakehead)
Ananya R. (Western Health Sciences)
Catherine L. (Master of Nursing, Western)

Social & Community Services
Ingrid R. B. (Fanshawe SSW)
Subashini R. (Fanshawe Addictions & Mental Health)

Dietetics
Aumnia H. (Brescia Dietetic)
Adam J. (Brescia Dietetic)
Kaitlyn W. (UWO Dietetic)

Rehabilitation
Marlee C. (Fanshawe OTA/PTA)
Marcus L. (Fanshawe OTA/PTA)

Health Administration
Harleen D. (Fanshawe Medical Office Admin)
Mamata R. (Fanshawe Medical Office Admin)
Khushal S. (Fanshawe Medical Office Admin)

CONNECTING WITH OUR CLIENTS

Our relationships with clients are at the heart of our work. Listening to their experiences helps us understand what is working well, where barriers remain, and how we can continue to strengthen the care and services we provide.

> *The Health Centre quite literally saved my life and gave me a future. I am so grateful every day for the work done here, and so is my family. Thank you.*
>
> Client Testimonial

CLIENT EXPERIENCE SURVEY: WHAT WE HEARD

Client experience surveys are one of the ways the Health Centre listens to the people who use our services. Each year, we invite clients to share what is working well, where their experience could be improved, and what matters most to them when they access care.

Throughout 2025–2026, staff and volunteers brought the surveys directly into the places where clients already connect with the Health Centre, including community groups, appointments, and reception areas. Surveys were also shared virtually and were available in English, Spanish, Arabic, and French. In total, more than 650 clients shared their experiences.

Their feedback tells an encouraging story. Many clients described the Health Centre as a place where they feel safe, supported, and involved in their care. They spoke positively about interactions with staff and about the value of group programs, both for the information they provide and the opportunities they create for social connection.

86%
of clients reported that their phone or virtual interactions with staff were always or often positive.

93%
of clients reported that they always or often feel safe and comfortable at the Health Centre.

91%
of clients reported that they had the opportunity to ask questions about recommended treatment when seeing a doctor or nurse practitioner.

91%
of clients reported feeling involved in decisions about their care and treatment when seeing a doctor or nurse practitioner.

OUR CLIENTS



13 846

Active Clients

The number of clients who have accessed services at least once over the last three-year period.



8 353

Clients Who Received Primary Care

Primary Care Panel Size: The total number of clients who have had an encounter with a physician or nurse practitioner over a three-year period or have seen a physician or nurse practitioner at some point and have seen an RN, RPN, or PA within three years.

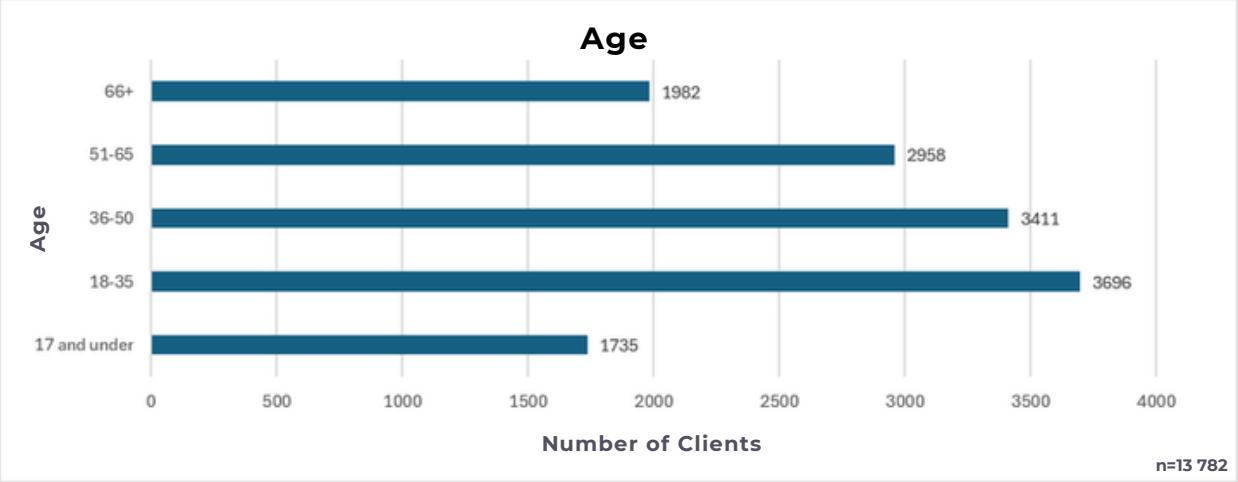


> *Beginning my journey of medical transition and later being taken in as a client for primary care has been absolutely life-changing for my partner and me.*

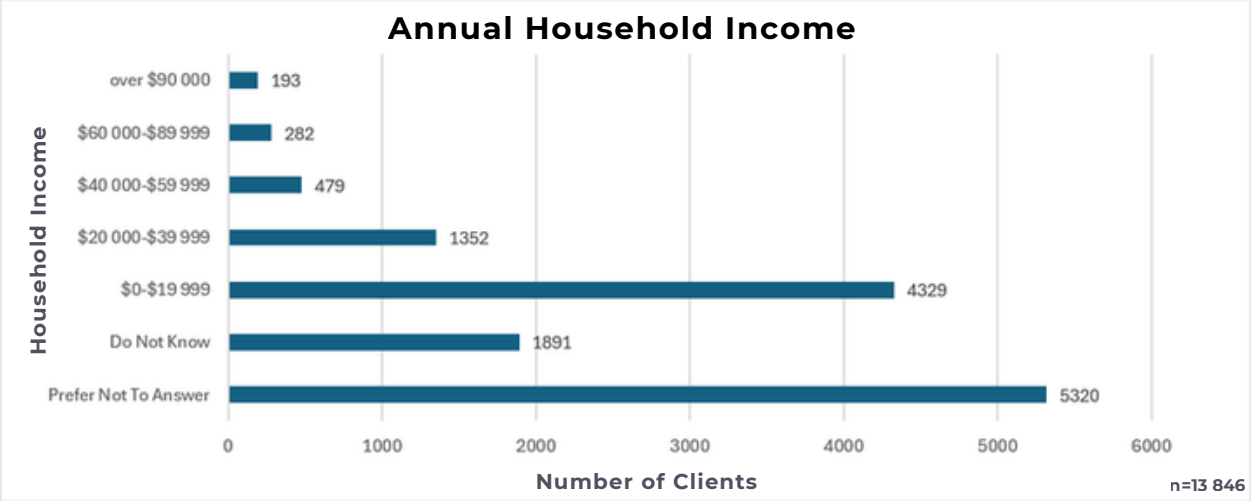
Client Testimonial

WHO WE SERVE

Understanding who accesses Health Centre services helps us better understand the communities we serve and consider how our services respond to different needs and experiences.

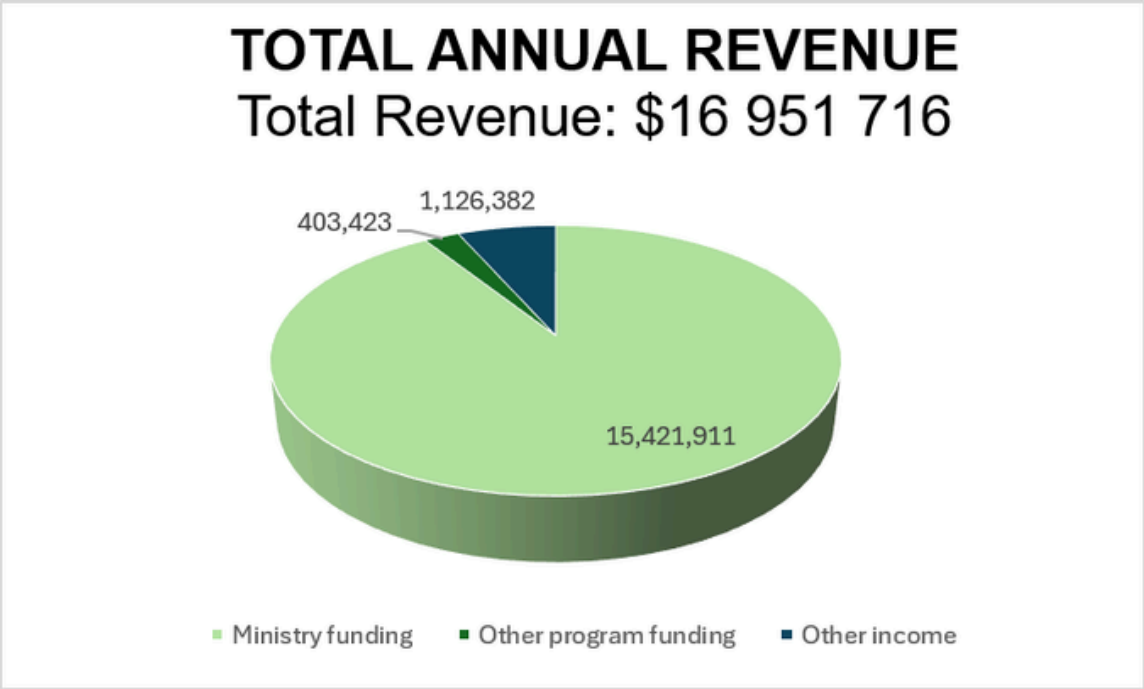


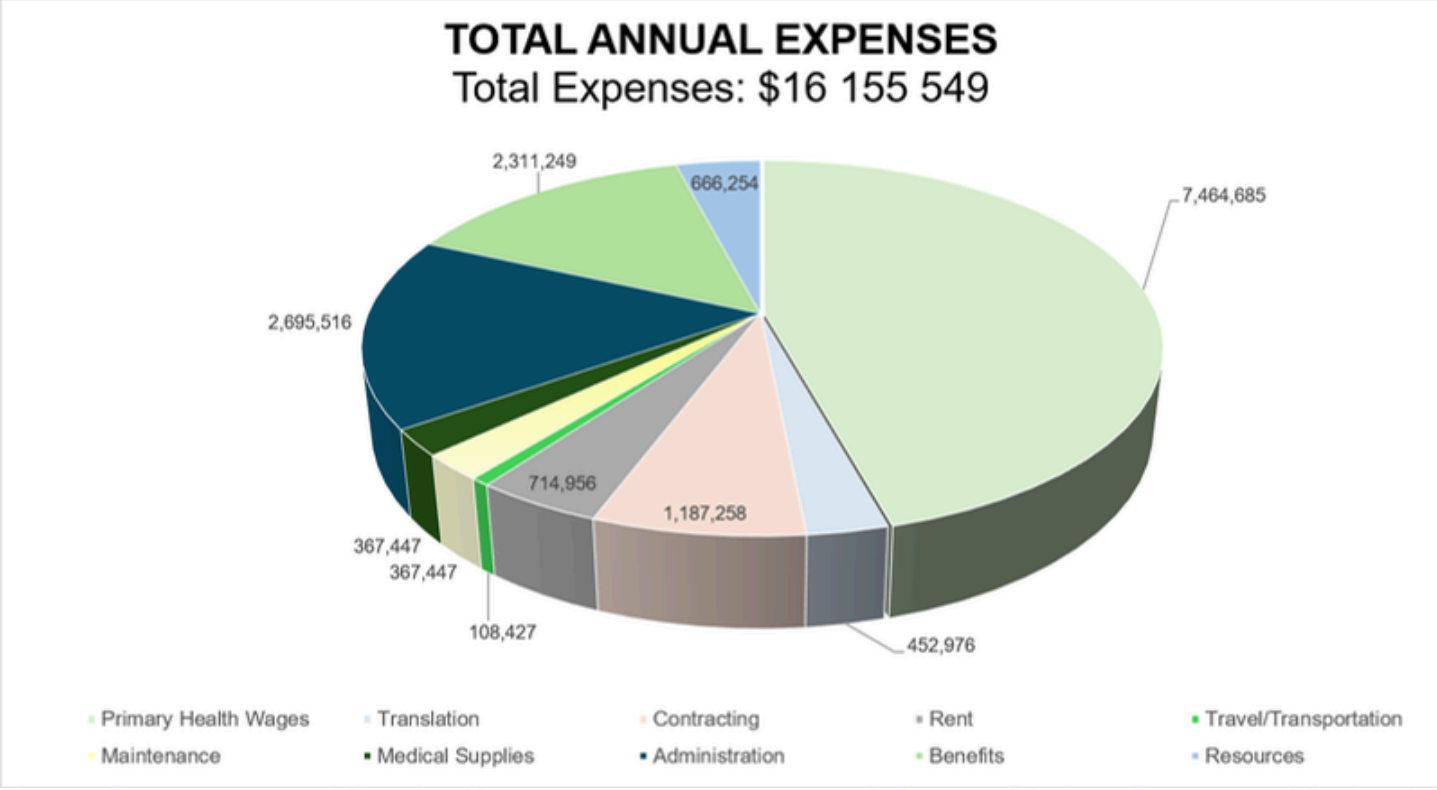
*Not all client demographic information is available



> *From living at the mission in the '90s to a comfortable apartment today. I couldn't have done it without the help of LIHC East.*
>
> Client Testimonial

FINANCIAL STATEMENTS





A full copy of our audited financial statements is available upon request.





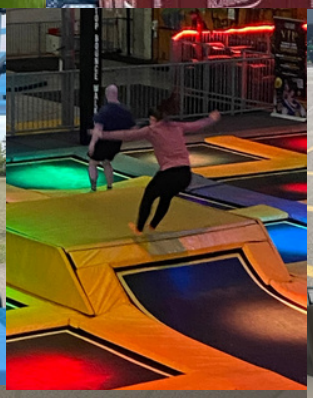




















CARE THROUGH CONNECTION
Thank you to our clients, community members, partners, volunteers, and teams for being a part of our work this year!
SHORE CLUB
SHOPPERS DRUG MART

Stay Connected

Connect with us on Facebook at **London InterCommunity Health Centre**

Connect with us on LinkedIn at **London InterCommunity Health Centre**

Connect with us on Instagram **@lihc_health_centre**

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

London InterCommunity Health Centre

www.lihc.on.ca