

London InterCommunity Health Centre



Annual Report 2020-2021



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

Nadine Wathen (Board Chair)

Rob van der Westen (Vice Chair - April to Sept 2020)

Rolando Aguilar (Vice Chair - Oct 2020 to present)

Vijay Venkatesan (Treasurer)

Aisha Gbagba

Tyler Harcourt

Paul Levac

Heather Lokko

AnnaLise Trudell

EXECUTIVE MESSAGE

The past twelve months required all of us to adapt our personal and professional lives to meet the challenges presented by the COVID-19 pandemic, and to continue supporting the health and wellbeing of people who face barriers to accessing the care and supports they need.

Health Centre staff and volunteers championed health equity throughout the pandemic. We kept our doors open to essential in-person medical appointments, and we provided virtual care where appropriate. We provided basic needs supplies, emergency housing, and harm reduction equipment when other agencies were unable to meet the need. We implemented testing for marginalized populations and helped support isolation motels for those who were experiencing homelessness. We moved our community groups into the virtual realm, ever mindful of the negative impacts of social isolation during successive lockdowns.

We implemented a mobile health clinic, became a pilot site for primary care vaccinations, and helped lead community-based vaccinations for our newcomer and unsheltered populations. We developed grant proposals and advocated to funders, we advocated within systems and spoke truth to power, we repurposed our physical spaces more times than we can count, and we did whatever was needed to adapt. Time and again, in the face of exhaustion and uncertainty, our entire Health Centre team met complex challenges with solutions, creativity, and deep care for each other and the people whom we serve.

We also witnessed how the pandemic exacerbated existing inequities within our society, including the effects of white supremacy, systemic racism, and Canada's shameful treatment of the Indigenous peoples of this land. We saw the physical and mental health of our clients decline as they struggled to access housing, income, and other crucial social determinants. We lost many to overdose, to despair, to stigma, and to systemic violence. As the pandemic enters the fourth wave, we have a responsibility to bear witness and to double our efforts in advocating for more equitable systems of health and social care.

Just as our elders told stories of struggles that tested the mettle of their generations, we know that we will tell stories of this time at the Health Centre. The creativity, fortitude, and courage demonstrated by our team was inspiring and overwhelming. We know this was not easy, and that you all made tremendous sacrifices to serve our community. On behalf of the Leadership Team and the Board of Directors, we cannot thank you enough and will be forever proud of how the Health Centre team responded.

In solidarity,
Scott and Nadine

Nadine Wathen

Chairperson, Board of Directors

Scott Courtice

Executive Director

DEDICATED STAFF

April 1st, 2020 - March 31st, 2021

Scott Courtice

Executive Director

Ama Acheampong

Evelyn Agyem

Amina Al Rohani

Huma Alam

Ahmad Alhout

Allan Anacta

Biba Aris

Vikram Arora

Ian Bailey

Julie Balderston

Wilma Bayang

Irene Beorofei

Taylor Bogden

Meaghan Bolack

Heather Bourke

Lisa Bourque

Karen Burton

Catherine Campbell-

Johnston

Deborah Canales

Karima Cassidy

Adriana Cimo

Emily Clayton

Sophia Coulter English

Brenda Craig

Mira Daher

Janice de Boer

Adriana Diaz

Jennifer Dresser

Diane Dymon

Henry Eastabrook

Joel Eckert

Amy Farrell

Karen Ferguson

Victor Feunekes

Kimisha Forden

Russ Francis

Karaminder Gajebasia

Michelle Gerrard

Jyoti Ghimire

Emily Gingerich

Mary Gingerich

Jeffery Goodall

Kelly Hall

Shelly Happy

Dawn-Marie Harris

Judy Harris

Emily Harron

Allison Henderson

David Henderson

Jeremy Hewitson

Robyn Hodgson

Chandra Homewood

Lindsey Hoover

Erica House

Len Hughes

Aatika Imran

Dave Jansen

Justine Jewell

Roger Kabuya

Samara Kianfar

Ashley Killens

Diane Kooistra

Erica Langille

Sarah Leget

Norman Leneve

Stephanie Longo

Laurie Loveland

Lori Luce

Richard MacDonagh

Isma Malik

Mandy Malone

Jessica Manzara

Stephanie McCulligh

Robbie McLaughlin

Marsha Milliken

Cassidy Morris

Sonia Muhimpundu

Naome Muzamhindo

Greg Nash

Jason Neddow

Ray Newman

Mersija Nuric

Isabelle Nyiransengimana

Eva Oke

Omobola Owuor

Clara Parra

Luis Patricio

Sarah Patterson

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

Andrea Sereda

Meg Shannon

Rupali Sharma

Andrew Sharpe

Alisha Smith

Charles Smith

Norma Smith

Anna Stewardson

Brandi Tapp

Amanda Taylor

Amanda Topping

Ted Town

Ivy Tran

Donet Trumpet

Joanna Tulloch

Jennifer Van Sas

Liz Vander Horst

Tina Vanidour

Leigha Walsh

Andrea Ward

Sean Warren

Maya Wassie

Carol Wat

Melanie Weaver

Erin Williams

Madeline Wilson

Consulting and

Specialty Services:

Anne Bodkin

Desi Brownstone

Carmen Fung

Carly Hudacek

Himanshu Ladola

Joshua Lee

Justin McCulloch

Brooke Nofle

John Pope

Chevy Priyadamkol

Gulrukh Rextin

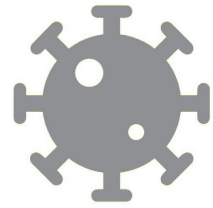
Phil Tsang

Donna Wilson



THIS YEAR AT A GLANCE

COVID-19 Pandemic Response



Building Modifications

This year, the pandemic transformed workplaces around the world and the Health Centre was no exception. Our Operations Team rose to the challenge of adapting our building, staff workspaces, reception areas, and exam rooms to comply with new safety regulations.

We created functional screening spaces with internet access in the front vestibule areas so that our providers could work more efficiently. We created sneeze shield barriers in the waiting rooms to protect clients and installed plexiglass around our reception administration spaces. Seating was appropriately spaced for social distancing and some of our exam rooms were repurposed for infection control and donning and doffing of PPE (personal protective equipment).



Initially, we closed our Huron and Argyle sites for five months during the warmer weather and redesigned our Dundas site to accommodate all staff who were splitting their time between work and home. Large meeting spaces were converted into offices and new eating areas were created for staff.

We hired extra building maintenance staff to help keep all client areas and staff workspaces clean. To assist our clients with basic needs provisions, we creatively used tables and tents outside in the back parking lot.

Virtual Shift

The pandemic changed the way we worked as we began to accept our new virtual reality. We quickly realized that, to continue offering high-quality care, we needed to prioritize the evolving IT needs of our staff. Fortunately, we had a cache of recently purchased laptops that enabled our staff to work from home. We were able to register many of our providers with Ontario Telehealth Network and many providers began to book clients for virtual visits using the Telus EMR Virtual Visit Tool.

Clients without internet access were contacted by phone through our new phone system. This system allowed staff easy access to their work phone messages through email notifications and remote monitoring. To continue running community groups, we began using Zoom as a platform for virtual groups so that participants were able to attend group activities. Other tools such as Slack were introduced so that staff could communicate with each other from any location and from home.

Testing and Vaccinations

The Health Centre's response to the pandemic not only included modified health and social services, but also taking on the role of a COVID-19 testing site. The Health Centre served as an Assessment Centre for those who would have difficulty accessing the larger testing centres (where access to phones and vehicles were integral to the process). We formed partnerships with the local shelters, the Middlesex London Health Unit, and with the City to provide testing for those living on the streets and at the City-run isolation spaces for those who were symptomatic but had no home.

The Health Centre formed a COVID-19 Vaccine Task Force, comprised of interdisciplinary staff across sites, to help direct our response as we planned for staff vaccinations and as we planned the ways in which we would contribute rolling out the vaccines to our clients.

Our internal staff task force played a key role in connecting the Health Centre to the municipal strategy, as public health has rolled out their vaccine distribution plan across the City. The task force first set priorities to determine eligibility for staff vaccinations. They organized virtual staff Q&A education sessions and shared helpful vaccine information and FAQ documents to support staff in making decisions about getting the vaccine.



As eligibility for vaccinations opened for seniors, all staff began to support clients with booking appointments, organizing interpretation, and coordinating transportation. The task force put together a set of documents and forms to assist staff with booking appointments, including tips and tricks for clients with more complex circumstances. They developed signs and buttons to encourage clients to talk to their medical providers about the vaccine.

Our medical team did a tremendous job supporting our clients to determine whether or not they should get vaccinated. As vaccines became available for our client populations through our primary care services, the task force helped to inform this roll-out so our clients had access to the vaccine across all sites and in the community.

Mobilizing Ethno-Cultural Communities

At the beginning of the new year, a concern began to arise around vaccine access for ethno-cultural communities. A number of the communities we serve listen mostly to media from their home countries and have barriers to understanding the information presented in our local media. Specific communities

identified a need for timely and accurate information about the COVID-19 and the vaccine roll-out in London. The Newcomer Team began to develop a plan with three phases: community engagement, education and awareness, and mobilizing communities (with a focus on access). The goal was to provide information to established newcomer and immigrant communities so they could make well-informed vaccination decisions.

The team began by working with participants from the Women of the World program, the Francophone Seniors program, and the Newcomer Clinic. A physician along with a team of nurses and community workers delivered educational sessions to answer questions and encourage participants to get the vaccine. From these sessions, the team gathered themes around frequently asked questions, areas of misinformation, and vaccine hesitancy, which helped to inform the planning for future engagement sessions, the development of educational videos (English, French, Arabic, Nepali, Kurdish-Kurmanji, Lingala, Tshiluba, and Dari), and the collection of vaccine information in various languages.

Barrier-free vaccination clinics were set up and specific ethno-cultural communities were invited to get vaccinated from the Francophone, Yazidi, and Bhutanese communities, Arabic and Spanish-speaking communities, and from other ethnic groups as well. At our clinics, we provided transportation assistance, interpretation support, and a welcoming environment to suit the unique needs of these communities. Through our set-up, we welcomed clients with no immigration status who may not have been comfortable going to a mass vaccination clinic.

Our on-site clinics allowed clients to practice their faith by taking a moment to pray on the vaccine before administration in the clinical room. These clinics also provided privacy for individuals and allowed families to get their vaccines together in the same room. Having vaccination clinics at the Argyle site made a huge difference in ensuring clients were comfortable throughout the whole process. It also helped to address some concerns around vaccine hesitancy.

Health Equity Champions



Mobile Outreach

This year, the Health Centre partnered with Middlesex London Paramedic Services, Regional HIV/AIDS Connection, Addiction Services of Thames Valley, and London Cares to provide more holistic and lower-barrier access to healthcare and social services by developing a ‘many agencies, but one team’ approach to improving the health outcomes and health equity of highly marginalized individuals in the city.



When the COVID-19 pandemic hit London, it was layered onto two existing public health crises: the issue of opioid poisoning and overdose, and housing precarity. The collaborative partners, who have a long history of responding to challenges facing London’s most marginalized community members, came together to respond to the devastating impacts of these three intersecting crises on people who experience homelessness, are insecurely housed, or are underhoused.

The Health Outreach Mobile Engagement Program brings services and supports directly to the people we serve, where they are at: in COVID-19 hotels, in shelters, in encampments, in their housing and in other community settings. We offered services two days a week from an Emergency Services Unit -- a 40’ London Transit Commission bus converted into a full-service mobile clinic. Three days a week services were offered from an Emergency Response Vehicle which is an SUV that is combined with space provided by community agencies. The team is made up of physicians, nurse

practitioners, nurses, paramedics, systems navigators, and outreach workers. The mobile teams attended many locations, but consistently stopped at various sites such as Goodwill Industries on Horton Street, London & Middlesex Community Housing, Youth Opportunities Unlimited, the Men’s Mission, and the Winter Interim Solution to Homelessness Coalition (WISH) sites.

Community Development

Over the last year, we have focused on larger initiatives supporting all clients of the Health Centre, such as Financial Empowerment and Digital Equity. For the former, we expanded our partnership with the Community Volunteer Income Tax Program to be able to offer year-round tax completion support so that individuals can access valuable credits and benefits. We also trained select staff in the use of an online Benefits Screening tool to maximize opportunities for those facing barriers. Our emerging Digital Equity work looks to ensure that individuals can access and effectively use the technology necessary to participate in modern society.

The North London Community Engagement (NELCE) volunteer lead group quickly adapted to pandemic restrictions and began to offer several online programs such as games, crafts, and social opportunities. Over the summer months, NELCE was able to modify their community garden and walking groups to adhere to provincial guidelines and to provide safe outdoor programming that promoted social inclusion.

The Health in Housing program continues to look at ways to improve health outcomes of individuals living in select housing complexes and to address larger community concerns and issues. Building community capacity and leadership in the Limberlost area has strengthened networks to address community safety, recreational opportunities, inclusion, and coordinated service provision.

Infectious Disease Program

During the past year, the Infectious Diseases Teams which consist of MyCare (HIV treatment), the Hepatitis C Care Team, and the Options Clinic (Anonymous HIV testing) have continuously found new ways to adapt to provide innovative treatment, client-focused outreach, and prevention and education. Our team has fiercely advocated medically and socially for clients in the community amid multiple barriers due to COVID-19, and creatively delivered care for clients with acute chronic conditions based solely on street level outreach.



Despite barriers, new partnerships have been formed as we have initiated regular outreach with our local methadone clinic, started peer programs that empower clients with lived experience, and enhanced our service provision.

Testing, education, and prevention efforts have continued despite limited outreach locations. We have maintained our presence through social media, and we have found ways to engage those at risk in the community with all the proper safety protocols in place. Although opportunities to connect in-person have been limited, we have ensured clients and the community that we are still here for them.

National Safer Supply Community of Practice

In recognition of Health Centre's leadership in safer supply, this year, Health Canada funded the establishment of a National Safer Supply Community of Practice (NSS-CoP). With the Canadian Association of People who Use Drugs (CAPUD), the Alliance for

Healthier Communities, and with collaboration from other safer supply programs and harm reduction organizations, the NSS-CoP will provide mentorship and skills-sharing opportunities, develop clinical and operational guidance, and build evidence and support to increase access to safer supply across Canada.

The focus of the NSS-CoP is on building a multidisciplinary, Canada-wide network that will continue to innovate responsive services founded on the needs and goals of people who use substances. We already have over 250 members from across Canada! The ongoing work with this initiative will be led by a project manager in collaboration with an administrative assistant (housed at the Health Centre) and two knowledge mobilization specialists (one at CAPUD and one at the Alliance for Healthier Communities). Stay tuned to learn more as we develop our program of events and opportunities!

Intentional Leadership Program

This year, the Women of the World program offered its first Intentional Leadership Program. The program provided tools and knowledge for newcomer and immigrant women to recognize their own skills and potential, which they used as their foundation to develop their leadership capacity.

The program includes topics such as:

- Leadership and interpersonal skills
- Strength/opportunities for growth
- Self-awareness and interpersonal skills
- Active listening



- Emotional intelligence
- The power of empathy and conflict resolution
- Building support systems

Twelve women from various ethno-cultural communities completed the training and have moved on to various leadership positions in the community through volunteer, employment, and educational opportunities.

Dementia Care Planning

This year, the Health Centre partnered with the Alzheimer Society to organize a series of community consultations with seniors around developing programs for seniors from a culturally sensitive lens. The consultations focused on barriers seniors from various ethno-cultural communities face when accessing

dementia-related services and care. They also explored how to develop dementia-friendly environments in residential care settings, hospitals, private homes, and public spaces with a focus on family involvement and seniors' abilities from a strengths-based approach.

In the fall, the Health Centre and the Alzheimer Society will pilot a social group for those with dementia aimed to reduce isolation, which will include group activities, education around dementia, and recreational therapy. This team will also be developing educational sessions around inclusion, accessibility, and creating dementia-friendly environments for caregivers and Health Centre staff. The goal is to ensure all seniors living with dementia feel valued and empowered.

CLIENT OVERVIEW



Active clients: 10,664

Client interactions: 70,932

**Community group
interactions 2,806**



**Clients with access to
Primary Care 5,465**

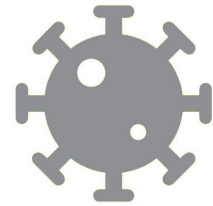
**Clients participating in
community groups 438**



**Number of languages
spoken by clients: 43**

Countries of origin: 128

Excellent Client Experience



Community Support Services - Bundled Services

The London Middlesex Community Support Services Network has developed a program called CSS Bundled Services. This program is a comprehensive approach to support successful discharge, providing patients with access to a menu of services to rebuild their strength and regain their ability to live independently. The Health Centre is one of 20 agencies who joined this program this year.

The Seniors' WrapAround Facilitators offer intensive care planning, case management, and interventions for seniors and caregivers over a period of four weeks after they have been discharged from the hospital. They have received over 80 referrals since the program began in December. This program has created more awareness in the community about the Seniors' WrapAround program and their amazing work with marginalized seniors in our community. It has also opened doors for our clients to access more resources and supports through partner collaborations and coordinated care.



Mental Health Supports

This has been a particularly difficult year for many people due to the isolation, uncertainty, and stress of the pandemic. In this context, the Mental Health Team has made additional efforts to support clients in difficult times. At the beginning of the pandemic the Mental Health Team and case support workers made proactive calls to many of our clients who might find this time particularly challenging. This regular contact ensured

that clients could speak with someone, feel less alone, and identify acute issues sooner.

All through the pandemic this ethos of client care has continued as the Mental Health Team has been cognizant of the difficulties of this year and how clients are feeling those impacts. Whether through phone calls, virtual appointments, or in-person consultations, our team has been there for our clients.

Diabetes Care

During these difficult times, the Diabetes Team at the Health Centre has been working tirelessly to provide diabetes support to our marginalized populations. The Diabetes Team provided services to the elderly including those at risk of diabetes, prediabetes and diabetes (both type 1 and 2). The team works hand-in-hand with doctors and nurse practitioners both internally at the Health Centre and externally with local health care clinics.

The Diabetes Team offered home visits to clients who needed diabetes supplies but who were unable to come to the Health Centre. The Diabetes Team engaged in diabetes education with both the Francophone group and the Seniors' WrapAround group. The Diabetes Team supported numerous clients per day through in-person and over the phone encounters. In addition, the team sent regular communications to clients via emails and letters to ensure that all of our clients were cared for and that no one was left on their own.

Trans Health Care

The Trans Health program supported close to 350 individuals. We have partnered with Regional HIV/AIDS Connection to develop harm reduction kits specific to the needs of Trans individuals who inject, and distributed them through the program with instruction on safe injection technique.

We spoke directly to outside groups including Open Closet at Regional HIV/AIDS connection and PFLAG

Parents group, and assisted with education at St. Thomas Elgin General Hospital in providing culturally sensitive care. When restrictions ease, we hope to restart Gender Journeys Programming and expand to monthly meetings for Trans Masculine, Trans Feminine, and Non-Binary folx respectively.

Our biggest accomplishment has been connecting with other local providers to coordinate care and establish resource availability. We now have a local working group including four endocrinologists, an OBGYN, two plastic surgeons, a urologist the Gender Identity program at Children's Hospital, and several primary care practitioners, as well as our staff, equaling 28 members and growing. We are also working to connect mental health providers, and currently have interest from approximately 10 in London.

Regionally, we have now connected with Nurse Practitioners in Chatham-Kent, Huron, Perth, and Oxford Counties, as an MD in Oxford, and are leveraging our expertise to develop and support their knowledge and practice in providing this care. We are connecting all of them as a group (virtually) and individually as cases emerge in their individual practices.

Child and Maternal Health

In the spring, the Old East Village Team formed a multi-disciplinary committee to look at what we can do to support parents, babies, children, and youth. We will be focusing on nutrition, education, health care, and social programs to address health disparities and improve the health and wellbeing of families, parents, and children. We are currently conducting a needs assessment with agencies and people across London to determine where there are needs and gaps in services and how we can best meet these needs.

92%

of our clients reported services were provided in a language that was comfortable and culturally sensitive.

94%

of our clients reported feeling that staff welcomed them and treated them with respect.

87%

of our clients reported they are given the opportunity to ask questions about their treatment options.

84%

of our clients reported their provider spent enough time with them.

CLIENT EXPERIENCE SURVEY 2020-2021

86%

of our clients reported feeling their provider involved them in decisions about their care.

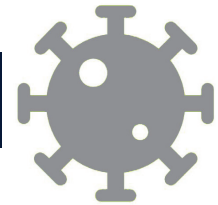
87%

of our clients reported we have improved their health and wellbeing.



"I am grateful to your services. I've never been so supported before. Your services and the people who provide them have made a huge difference in my life. Thank you!" - Client

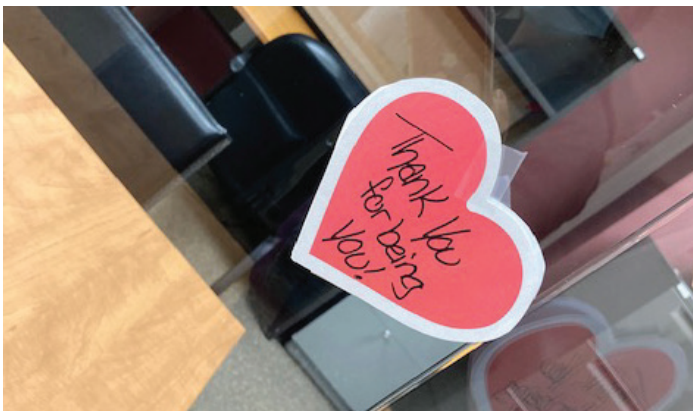
Supportive and Engaging Workplace



Staff Wellness Initiatives

Throughout the pandemic, the Health Centre has strived to offer elements of control in a seemingly uncontrollable situation by offering staff opportunities to decrease feelings of anxiety and worry through influence and empowerment. Staff led each other through various projects such as an Infection Prevention and Awareness campaign, COVID screening/running design, COVID hotline, E-Huddle, Pride awareness and celebrations, Halloween fun, virtual bingo and scavenger hunts, and much more.

Support and on-site services were offered to staff and family such as flu shots, covid testing, and end-of-day vaccination access. This year was accompanied by hardship and grief for our staff; the creation of a client tribute wall in our staff wellness room created space to acknowledge loss in a respectful, special way during a time that we could not gather.



In the fall, we hosted a 30-Day Self-Care Challenge providing resources, tips, and education on various self-care methods. This was complemented by a redesign of various HR communication methods throughout the locations, which were improved to share tools, exercises, and further resources to cope with life stressors in three categories: calming, energizing, and relaxation. Staff led mindfulness sessions (virtually), 30-Day Yoga Journey, self-care moments, and a self-love-themed Valentines week all continued the effort to instill moments of control and peace into our staff's

daily work. We ended our year with a virtual Staff Appreciation event and lunch delivery, acknowledging the incredible work our team had accomplished throughout the pandemic.



We highly valued each staff member's contribution during this challenging year, and not all staff were able to contribute to their fullest extent due to barriers and vulnerabilities they experienced unexpectedly. Our Executive Director acknowledged that there was a connection between our staff and the members of the working community most adversely-affected - working mothers.

The Health Centre stretched and supported every staff member who required support to remain actively employed to the fullest extent possible given their unique circumstances. Programs such as income stability support, flexible work arrangements, reduced on-site work weeks, expense reimbursement programs, and vacation carryover considerations offered an element of support to each staff member at some point throughout the year.

In recognition of the increased mental and emotional labour required during this year, the team worked swiftly to include additional mental health supports and practitioners to the extended health benefit coverage, with additional improvements ongoing.

Organizational Re-structuring

Shortly before the pandemic hit, the Leadership Team was examining how to best realign our work to greater reflect the rapid growth that the Health Centre experienced in recent years, as well as to create opportunities to collaborate in new ways. As the Health Centre began to work differently as part of our COVID response, there was greater integration among our interprofessional teams with great success. After much deliberation and consulting with staff, a restructuring emerged in the Fall of 2020.

The new structure encouraged our client-facing staff to work in a more integrated fashion with an interprofessional team that was site specific. This allows for the Client Service Manager and the team they supervise to be responsible for the full client experience. With greater ownership and further integration of our staff, clients will have a more seamless experience and staff will work more closely with a core group of team members.



As we approach one year of the restructuring, the work is not complete. There are many insights that we have learned with this new design and further adjustments to ensure this restructuring meets everyone's needs: clients, the community, staff, and leadership.

Inclusion and Anti-Oppression Work

In June of 2020, the Health Centre formed an interdisciplinary staff Inclusion and Anti-Oppression committee, led by the Communications and Human Resources departments, to shape the way we develop policies, address oppression within the organizations, and approach long-term planning from an inclusion and anti-oppression lens. We began by developing a

terms of reference and identifying four main areas of focus for the year: policy development, staff training, education and awareness, and allyship.



Members of our committee have been busy:

- Researching staff training opportunities
- Reviewing Health Centre policies from an anti-oppressive lens
- Planning monthly educational activities (Franco-Ontarian Day, Trans Day of Remembrance, Black History Month, International Women's Day, National Indigenous Peoples' Day, Pride Festival, etc.)

We offered Unconscious Bias Training to all staff, and will be planning more opportunities for engaging and ongoing training for our staff this upcoming year. We also conducted an online staff survey, but hope to start doing in-person check-ins similar to how health & safety inspections are conducted, to give people an opportunity to bring issues forward in-person.

Board Advocacy

Over the last year, deep societal issues have come to the surface. Over the summer of 2020, with the murder of George Floyd, both staff and the Board felt we could do more as a Health Centre. The Board chose to dedicate their annual planning day on in-depth training around anti-Black racism and anti-oppression work and to better understand what they can do through the lens of advocacy at the Board level. Since then, the Board has created a subcommittee around anti-oppression and anti-racism. The Board is working towards developing more position statements that will align with the work the Health Centre does.

STUDENT PROGRAM

Broadening the scope of the learning experience

“My experience at the Health Centre, reemphasized the importance of the patient’s life story, circumstances, and their social determinants of health for me. I learned how to manage complex patients and how I truly need a strong multidisciplinary team to be able to see patients of varying backgrounds.” -Student



2 Community Development
1 Social Work
1 Child and Youth Care

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

1 Nursing
1 Family Medicine
1 Nurse Practitioner
3 Medical Research

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

86%
of students reported
learning from other disciplines
through opportunities to work
with other teams.

86%
of students reported the
placement aligned with
their course curriculum.

“My biggest learning throughout my placement was understanding how community and structural level processes that are implemented to help vulnerable populations, such as the housing deprived and street drug users, can often maintain and create further oppression.” -Student



INSPIRING VOLUNTEERS

Providing support virtually throughout the pandemic

Board of Directors

Nadine Wathen - Chair
Robert van der Westen - Vice Chair (April to Sept 2020)
Rolando Aguilera - Vice Chair (Oct 2020 to present)
Vijay Venkatesan - Treasurer
Olabisi (Aisha) Gbagba
Tyler Harcourt
Paul Levac
Heather Lokko
AnnaLise Trudell

Cooking Program

Elizabeth Grigg

French Speaking Health Promotion Program

Brittany Chang-Kit
Jonathan Hamilton

Health Outreach

Necole Douglas

Jessica Ellis
Mike Rudland

Income Tax Program

Diane MacMillan

North East London Community Engagement

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

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

Participatory Singing

Patrick Murray

Seniors Drop-In

Maria Nohemy Garzon

Social Media

Misa Tanaka

Survey Support

Amy McKay

Tai Chi

Carol Coulter
Laura Weaver

Women of the World

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

Newsletter Committee

Jemima Baada
Preye Bayo-Olawepo
Elizabeth Grigg
Kimberley Weber

93%

of volunteers said the Health Centre provides a positive place to volunteer.



96%

of volunteers said, because of their volunteer experience, they better understand the strengths and needs of individuals who use the Health Centre.

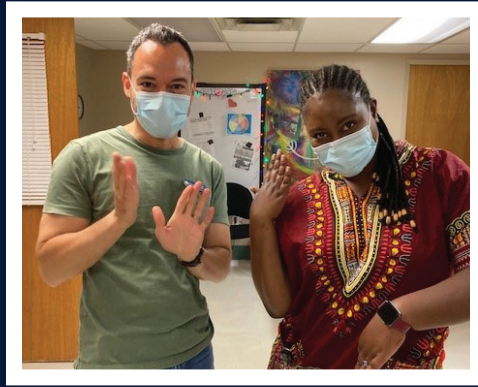


40%

of our volunteers are Health Centre clients or program participants.



“Volunteering with the community garden, walking program, and knitting group has kept me connected with others during this difficult time. Thank you for being there.” -Volunteer

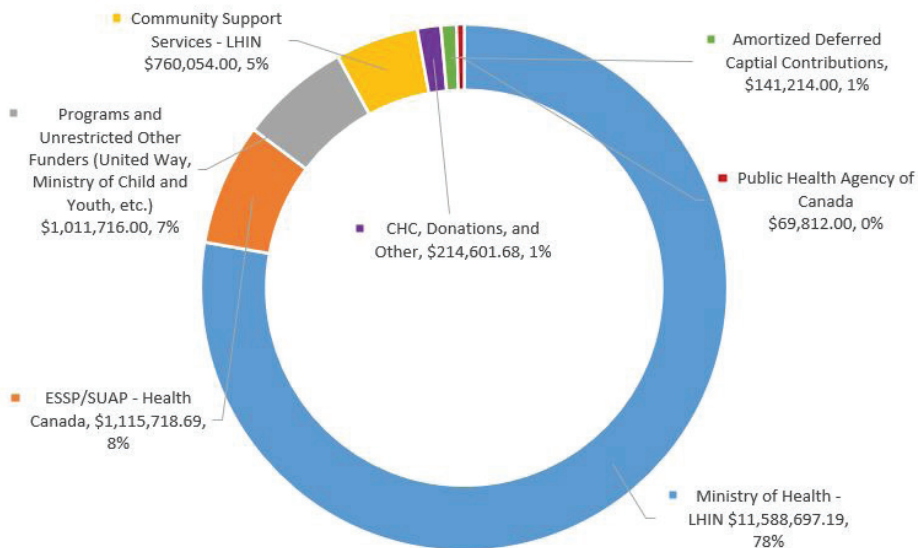


A RESILIENT TEAM!

FINANCIAL OVERVIEW

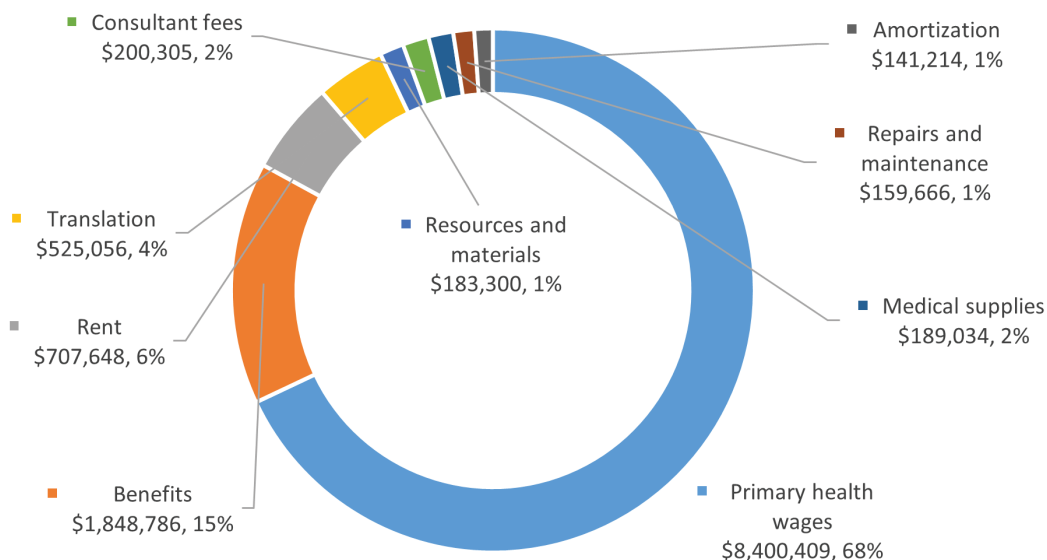
Total Annual Revenues \$14,551,684

Revenues - Year end March 2021



Total Annual Expenses \$13,297,779

Top 10 Expenses - Year end March 2021





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