

ANNUAL REPORT



2015-2016



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Vision

Wholistic health and well-being of our Indigenous people.

Mission

To improve the health and well-being of Indigenous individuals, families and communities through wholistic approaches that harmonize Indigenous, traditional and western health care which respects people with a distinctive cultural identity, values, and beliefs.

De dwa da dehs nye>s Aboriginal Health Centre embodies the concept of:
"Taking care of each other amongst ourselves"

MESSAGE TO OUR COMMUNITY

De dwa da dehs nye>s Aboriginal Health Centre works hard every day to bring the best possible service and support to the Indigenous Communities of Hamilton and Brantford, Ontario.

As an organization run by and for Indigenous People, we strive to live up to our name “De dwa da dehs nye>s” which when translated from the Cayuga language, embodies the concept of “taking care of each other amongst ourselves”.

We recognize the many health needs of our Community, and the social determinants that affect our health as individuals who strive to survive and succeed in our life goals.

To meet the need of Our Community, De dwa da dehs nye>s offers a number of traditional/cultural Health Services and Supports, as well as Western Medicine and its various services and supports. This includes the provision of Primary Care, Diabetes Management, Health Promotion, Mental

Health and Addictions, Transportation, Advocacy, Patient Navigation and Traditional Health Services and Supports.

It is our goal to always monitor and improve the service we provide, in order to give our patients and program participants the best health care, and service, that we can deliver.

In the fiscal year 2015-16, The Board and Staff made significant strides to improve our quality of care, and the number of programs and services provided, as well as to develop and nurture the infrastructure of the organization to support long-term sustainability and growth.

We have increased funder confidence as seen in the expansion of our budget, which has resulted in an increase of service being provided to our Community, such as the addition of the Homeward Bound Program in Hamilton in April 2015.

2016 Indspire Award Recipient for Health



Pat Mandy, Board Chair of De dwa da dehs nye>s Aboriginal Health Centre, was the recipient of the 2016 Indspire Award for Health.

The Indspire Award is the highest honour bestowed by Indigenous people who have made significant contributions for Indigenous people in Canada.

Pat was the first – and only – Indigenous president of the College of Nurses of Ontario, and a founding member of the Aboriginal Health Advocacy Committee, where she was vice-chair for more than a decade.

She has presented at international conferences and was chosen by Accreditation Canada as a surveyor, helping to raise standards in Indigenous health care.

As Vice President, Patient Services at Hamilton Health Sciences, she introduced enhanced Indigenous services and worked with the board’s cultural advisory committee. Her impact can still be seen in the Pat Mandy Award, given to individuals who embrace the values of mutual respect and dignity for all.

In 2005, she became the first CEO of the newly created Hamilton Niagara Haldimand Brant Local Health Integration Network. She steered the organization through its early years, until her retirement in 2010.

Pat’s lasting legacy may be her impact on the next generation of Indigenous health practitioners, as their professor and mentor, by advocating for increasing Indigenous enrollment in health careers, influencing policy changes, and proudly living the traditions and teachings of the Anishnaabe.

Congratulations Pat!

REPORT FROM THE EXECUTIVE DIRECTOR

Report from the Executive Director

As we reflect on this past year, De dwa da dehs nye>s has continued to solidify partnerships and relationships with the community. We continue to engage the community and local officials.

De dwa da dehs nye>s is being recognized within the Indigenous Community, as well as the community at large, for the culturally safe care that we provide. Our patients/participants are at the centre of all our programs and services

Indigenous Health Literacy Project



In June 2015 we hosted a report back to the community on our International Cardiovascular Health Literacy project headed by Dr. Janet Smylie of the Well Living House. We partnered with Dr. Smylie for this research project. The

project looked at developing, implementing and evaluating an intervention to reduce the burden of cardiovascular disease among Indigenous people in Canada, Australia and New Zealand.

The project has resulted in a tool that will increase cardiovascular disease health literacy, empowers self-management of cardiovascular disease and to increase confidence in interacting with health professionals.

The report was well received and it is my belief that it set us apart as leaders in Indigenous Health. Dr. Bernice Downey presented her part of the study at the event, and as a Board Member, brought added credibility to the organization.

Homeward Bound Program



On April 1, 2015, the Homeward Bound Program became operational. The Program is funded through the City of Hamilton as part of the Federal Housing First Initiative. The program is designed to assist

chronically and episodically homeless Indigenous Individuals in obtaining housing. The performance target for 2015-16 was to house 30 individuals and we achieved our target by February 29th, 2016 (after 9 months of operation as a team). The Homeward Bound Program is getting national attention.

Expansion of Services to Niagara

In late 2015-16 we expanded our services to the Niagara region by partnering with the Southern Ontario Aboriginal Diabetes Initiative. This expansion has been in response to the unmet needs of the Indigenous Population in the Niagara Region.

Healthy Kids Community Challenge



In August the Honourable Dipika Damerla, Associate Minister of Health and Long-Term Care announced that De dwa da dehs nye>s was chosen to be one of four Aboriginal Health Access Centres to deliver the Ministry of Health and Long-Term Care's new initiative, the "Healthy Kids Community Challenge (HKCC)". De dwa da dehs nye>s program has been up and running since February 2016.

All of what we do would be impossible to accomplish without the support of the Community, the strong leadership of the Board of Directors, dedication of numerous volunteers, and the amazing people employed by De dwa da dehs nye>s. To each of those individuals I say thank you. Thank you for giving us the opportunity to be "taking care of each other amongst ourselves".

Respectfully,
Constance McKnight, CAE
Executive Director

PROGRAMS 2015-16

Homeward Bound

- Peer Outreach
- Peer Support
- Housing Support
- Cultural Liaison Worker

Primary Care

- Pre & Post Natal
- Primary Care
- Chronic Disease Prevention and Management
- Phlebotomy Services

Traditional Healing

- Full Moon Ceremonies
- Reiki
- Grief Recovery
- Attitudinal Healing
- Spiritual Warriors Roadway
- Traditional Counselling
- Healing Journey

Mental Health

- Concurrent Disorders
- Children and Youth
- Adult Case Management
- Aboriginal Youth Mental Health Patient Navigator

Health Promotions

- Fetal Alcohol Spectrum Disorder (FASD)
- Ontario Diabetes Strategy
- Healthier YOU
- Healthier Kids
- Healthy Kids Community Challenge

Advocacy and Outreach

- Aboriginal Patient Navigators
- Advocacy Services
- Wheels for Seniors



PRIMARY CARE

In 2015-16 De dwa da dehs nye>s continued to provide clinical placement experience for Nurse Practitioner students. This provides an opportunity for us to share the way we provide wholistic culturally appropriate healthcare services to our patients and families. The students are embraced within our multi-disciplinary healthcare team and are offered access to cultural events and Indigenous health and wellness services.

The Brantford Clinic hosted two students and the Hamilton clinic hosted two students from McMaster University. This represents a total of 1,200 Nurse Practitioner Student placement hours.

New Additions to the Primary Care Team

During the 2015-16 Fiscal Year, De dwa da dehs nye>s welcomed two physicians to the Primary Care Team in Hamilton.



Dr. Samantha Boshart is both Anishinaabe and German Mennonite descent from the golden eagle clan (kinew dodem) and a member of the Chippewas of the Thames First Nation (deshkaanziibi). Dr. Boshart is inspired to work with Indigenous people to encourage them to reclaim their health and wellness.

She intends to improve the health of her patients through a combination of Western and Indigenous approaches.



Dr. Ansari was born in Hamilton, he was raised in Port Colborne, and continues to reside in the Niagara region. After a career shaping family medicine

rotation in Sioux Lookout Dr. Ansari has sought opportunities in Indigenous health care. This lead him to join us at the Aboriginal Health Centre. I'm certain he's found a great organization with which to keep busy busy!!

Indicators	Q1	Q2	Q3	Q4	TOTAL
Clients Seen Hamilton	803	760	241	817	2621
Clients Encountered Hamilton	1467	1349	419	1427	4662
Clients Seen Brantford	1121	984	319	988	3412
Clients Encountered Brantford	1814	1698	616	1571	5699
Total No Shows Hamilton	181	187	48	168	584
Total No Shows Brantford	239	239	78	239	795

Specialty Clinics

The Primary Care Clinic provides a number of specialty clinics that are targeted at Health Promotion and Chronic Disease Prevention:

Tuberculosis (TB) Clinic

The TB Clinic operates out of the Hamilton Clinic with partnership with Niwasa Head Start Preschool. During the 2015-16 Fiscal year, four clinics were held and 18 clients were seen.

Influenza (Flu) Shot Clinic

The Flu Shot Clinic operated out of the Hamilton Clinic is a partnership with Koo ga da win Manitou "Sheltering the Spirit" Program of Urban Native Homes Inc. In November 2015 we provided flu shots for clients of Koo ga da win who wished to receive the vaccine.

Spirometry Breath Easy Clinic

De dwa da dehs nye>s hosts Spirometry clinics in both the Brantford and Hamilton clinics. Spirometry is a common test used to assess how well your lungs are working. It is used to diagnose asthma, chronic

obstructive pulmonary disease (COPD) and other conditions that affect breathing. In Brantford there were 95 and in Hamilton 21 clients who received the test.

Retinal Screening

In partnership with McMaster University, De dwa da dehs nye>s began Retinal Screening Clinics in both the Brantford and Hamilton clinics. The clinic is run by Dr. Chaudhary, a vitreo-retinal surgeon at Hamilton Regional Eye Institute, St. Joseph's Healthcare Hamilton and Associate Professor of Surgery at McMaster University. He is the Chief of Ophthalmology at Hamilton Regional Eye Institute as well as Physician Lead for Ophthalmology for HNHB LHIN.

The Retinal Screening Clinic provides care for patients with Age-Related Macular Degeneration, Diabetic Retinopathy and surgical retinal diseases (including retinal detachment repair, macular hole repair and managing complications of diabetic eye disease and age-related macular degeneration). In Brantford there were 53 and in Hamilton 66 clients who received the test.

Naturopath Clinic

Dr. Adrian Nasager, Naturopath, has volunteered one day per month in the Hamilton Clinic to provide a Naturopathic Clinic. The Clinic became operational in November of 2015. We would like to thank Dr. Nasager for his time, dedication and commitment to improving the health of the Indigenous Community that we serve.

Indicators	Yearly Total
Number of Visits	29
Individuals Served	11

Diaper Program

The Hamilton and Brantford Diaper and Incontinence program was initiated in January 2016 for patients who access our Primary Care services in Hamilton and Brantford. The purpose of the program is to provide diapers and adult incontinence supplies at a reduced cost to families and individuals. We have been fortunate enough to partner with Choices Association in Dundas, Ontario who provides us access to diaper and incontinence supplies at a reduced rate that we can then provide to our clients/ patients at the same reduced cost.

Some of the products Choices has available are Huggies diapers, Huggies wipes, Depends, Poise pads, Kotex feminine hygiene pads, paper towels, Kleenex and toilet paper.

The cost for products ranged from:

- \$5.00 - \$10.00 per box (depending on size)
- Baby wipes \$5.00 - \$15.00 per box (depending on size)
- Depends for women and men \$10.00
- Poise pads \$10.00 for a large box.

Holiday Hampers

In 2015-16, De dwa da dehs nye>s continued the tradition of providing holiday food hampers to individuals, couples and families from our Hamilton Community. In addition, this past year we also expanded the program into the Brantford Community. The non-perishable food hampers include all of the traditional holiday meal essentials that our clients receive delivered to their doorstep. At the October Moon Gala, guests were able to purchase holiday hampers for Individuals, Couples, and/or Families.

Hamilton Hampers Distributed

Individual	17
Couple	9
Family	26

Brantford Hampers Distributed

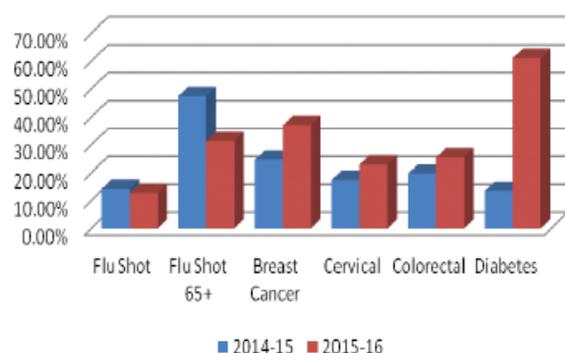
Individual	4
Couple	2
Family	10

Total Number of Hampers Distributed 68

In addition, toys were provided to 66 infants / toddlers / youth.

Priority Screenings

% of Active Clients Screened



MENTAL HEALTH



The goal of the Mental Health and Addictions Services department of the Aboriginal Health Centres is to administer a mental health program for Indigenous people that ensures Indigenous people have culturally appropriate mental health services and programs, and to promote empowerment of Indigenous people in determining their own mental health care needs.

Children and Youth Services

We serve children from six to 24 years of age. We work with parents, families, care givers and the broader Community in providing culturally safe mental wellness services delivered by Registered Master of Social Work (MSW) child and youth workers. We strive to be strength based in our practice and collaborative in our process of holistic treatment and planning.

Child and Youth Services include:

- Counseling
- Creative and Expressive Arts
- Therapeutic Play
- Skills Building for Children and Families
- Mindfulness Informed Practice
- Cognitive Behavioural Therapy
- Parenting support.

Indicator	Yearly Total
Number of Visits	1106
Individuals Served	146

Adult Services

Our adult services are available to individuals 25 years of age and older who may be experiencing imbalance in their mental wellness. The Mental Health Program will support and work alongside our Indigenous Community members on their wellness journey to empower individuals and families on their healing journey.

Adult Services Include:

- Counseling
- Wellness Planning
- Addictions Counseling
- Relapse Prevention
- Case Management Services
- Family Support and Education
- Trauma Support
- Advocacy for Community Services

Indicator	Yearly Total
Number of Visits	1262
Individuals Served	277

Mental Health Youth Aboriginal Patient Navigator

In 2014-15, De dwa da dehs nye>s was successful in receiving funding from the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) for a Aboriginal Mental Health Youth Patient Navigator position. This position began providing services to the Indigenous Community in April 2015.



This Youth Navigator provides a blanket of support approach of best interest to families, the Community and service providers, to ensure that the individualized needs of youth are addressed

with suitable supports. This program is crucial in helping all Indigenous youth, from 15 to 24 years of age, reconnect with the Communities of Hamilton and Brantford; especially those who are crown wards of the Child welfare system. The program is designed to develop and guide youth to engage in a support system similar to a traditional family unit.

ADVOCACY and OUTREACH

Advocacy and Outreach services Team works to support the Indigenous community with access to culturally appropriate health-care and to promote the empowerment of Indigenous people in determining their own health care needs.

Wheels for Seniors

The mandate of the transportation program is to provide medical transportation to Indigenous Seniors (and those with early on-set aging), as well as those with complex physical disabilities, within the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) catchment area, to access door to door service for medical appointments.

For more information about the Wheels for Seniors Program, please contact
905-544-4320 / 519-752-4340 ext. 234

Indicator	Yearly Total
Visits	598
Individuals Served	92

Aboriginal Patient Navigator

The Aboriginal Patient Navigator program provides culturally appropriate resources for health care providers and individuals from hospitals to community/Home. The Navigators help navigate different cultural pathways to health/healing (Traditional Healers, Traditional Practitioners, medicines and cultural practices), as well as Western models of care that can be foreign and complex to our people.

The role of the Aboriginal Patient Navigator is to:

- Educate Indigenous people about options available to them, and to support them in their utilization of programs and services within the HNHB LHIN.
- Educate service providers about the needs of Indigenous People based on a number of factors (i.e. Intergenerational trauma).

For more information on the Aboriginal Patient Navigator Program, please contact:

Hamilton: 905-379-4320
Niagara: 905-358-4320
Brant/ Haldimand: 519-750-4323

Indicator	Yearly Total
Visits	1114
Individuals Served	304
Brief Encounters	195

Advocacy Services

Areas of service include, but are not limited to:

- Assisting with issues regarding education, income, employment & training, lifestyle.
- Providing client case management services - Wholistic Approach (internally & externally within the communities)
- Supporting/providing services in area hospitals to address language barriers, ensure patient and family understand diagnosis, treatment and accommodate Cultural and Traditional Barriers
- Arrange Cultural and Traditional Services requests in area hospitals i.e.: Elders, Traditional Healers, Traditional Midwives, Medicine people, Language, Traditional Medicines
- Lobbying to ensure that there is Indigenous representation on health related decision making bodies, committees and boards;
- Reporting incidences of discrimination to appropriate authorities;
- Information Dissemination. - Advocacy Resource and Material Library



Advocacy Stats for 2015-16

- Advocacy Case Management - 25 Client case load
- Over the Counter Medication Assistance Program - 45 individuals serviced
- Home Visits - five visits
- Client and Advocacy Support - four clients
- Consultation to Health Care Providers/Social Service Agencies -30 consultations
- Hospital Visits - eight visits
- Outreach and Networking - 118 contacts

HEALTH PROMOTIONS



HEALTHY KIDS

COMMUNITY CHALLENGE
DE DWA DA DEHS NYE>S

The department of Health Promotions and Education Services provides programming and supports that encourage our community to adopt healthier lifestyles. We offer an eclectic mix of culturally appropriate programming to appeal to a vast majority of people; on different parts of their wellness journey.

The Healthy Kids Community Challenge

Currently being delivered across the province in 39 municipalities.

De dwa da dehs nye>s was selected to be one of the six Indigenous projects in 2015.

The over-arching goals of the Healthy Kids Community Challenge is to reduce childhood obesity and promote healthy lifestyles behaviours in children aged 0 to 12 and their families.

Our Programs include:

The Fetal Alcohol Spectrum Disorder (FASD) and Child Nutrition Program offers programs and services around increasing awareness of FASD and services to improve outcomes for healthy children.

The Healthier YOU Program: is the combination of Smoke Free Ontario, Healthy Eating Active Living and Diabetes Prevention. These programs comprise the Healthier YOU program and

work in tandem to reduce the prevalence of chronic conditions that have risk factors associated with lifestyle management.

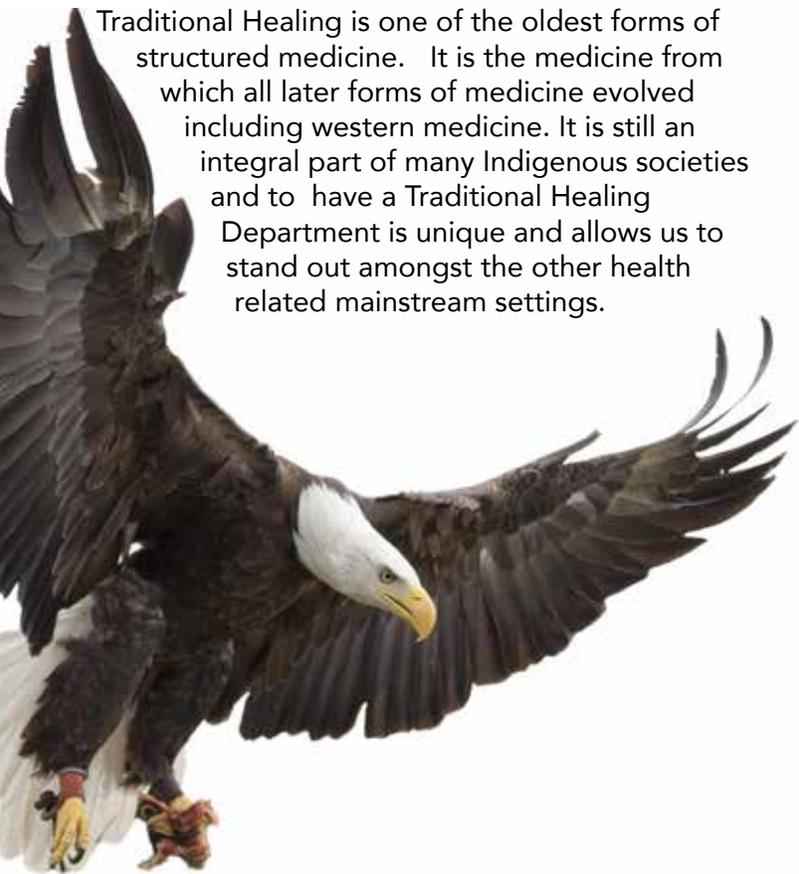
The Diabetes Education Program: is a comprehensive program that offers clinical management of diabetes; dietary services; foot care services; lifestyle coaching and healthy lifestyle programs and small group education sessions.

Run. Jump. Play. Every Day.



TRADITIONAL HEALING

Traditional Healing is one of the oldest forms of structured medicine. It is the medicine from which all later forms of medicine evolved including western medicine. It is still an integral part of many Indigenous societies and to have a Traditional Healing Department is unique and allows us to stand out amongst the other health related mainstream settings.



One of the highlights of 2016 was the completion of our Assessing the 13 Moon Ceremonies Research Project which was presented to the public by Nancy Rowe at Women's College Hospital Spring Event on May 6, 2016. The ceremonies provide participants with an opportunity for sharing of experiences/feelings and provides emotional and spiritual support for the participants. The project monitored the effects of the 13 Moon Ceremonies on women attending these sessions. Nancy Rowe, traditional practitioner/teacher from New Credit reserve, was the lead on this very successful undertaking which was shared via a partnership with the University of Waterloo. Nancy also facilitates our Women's Sweats and Full Moon Ceremonies and operates her healing lodge on New Credit Reserve.

Elder Services offered this past year included:

- Healing journey where people came together to share, reflect, heal, laugh and learn about their culture.
- Counseling those seeking to connect with their native heritage and to acquire their spirit names.
- Conducted openings for many meetings for organizations within in the city of Hamilton, both

Indigenous and mainstream.

- Called upon to offer prayer for those loved ones passing into the spirit world, and would stand vigil with the families.

We no longer have the services of the Traditional Elder on staff. However, we continue our regular programming through a series of workshops and classes. We also have acquired the services of Traditional Practitioner Elva Jamieson who provides spiritual guidance as well as Traditional medicines. We also partnered with both the Hamilton Children's Aid and the Catholic Children's Aid Societies in bring culturally appropriate programming for the Indigenous youth in care. Twice per month they meet to learn about their culture through teachings and cultural arts projects. A healthy meal is also provided.

As of April 1, 2016, we also have the services of Indigenous Wellness Facilitator, Jeanne Hebert, who will be filling some gaps in service with culturally appropriate programming.

Welcome Jeanne!

One of our most successful programs is the Spiritual Warrior's Roadway course which is held once per year and rotates between our Hamilton and Brantford sites. The creator and facilitator of this course, Oscar De Los Santos, has been with De dwa da dehs nye>s since 2003. I would like to take this time for a special acknowledgement for his dedication and commitment to helping our communities heal. We can't afford to pay him what he is worth but he keeps coming back to us. Thank you Oscar!

Our regular programming is:

- Women's Sweat
- Cultural Programming for Indigenous Youth in Care
- Women's Full Moon Ceremonies
- Spiritual Warrior's Roadway
- Men's Sweat
- Traditional Practitioner Jane Burning
- Attitudinal Healing Circle
- Traditional Practitioner Elva Jamieson
- Grief Recovery

HOMeward BOUND



Some would ask 'Why is a health centre running a homelessness program?' The answer becomes very clear when you look at the social determinants of health. In Canada, we have 14 widely accepted factors, and Homeward Bound: From Homelessness to Community seeks to address all of them. If an Indigenous person is without a place to call their own, their ability to attain and maintain a job is compromised, as is their access to education, food security, social safety network, health services, and community. There is a negative impact on their families, including their children. Issues of gender, disability and race are all compounded by inequities in the existing systems. According to statistics, just over 3% of Hamilton's population self identifies as Indigenous, yet they make up 28% of the homeless in our city. We seek to meet people where they are, work with them to develop goals, and walk beside them on their journey.

Homeward Bound uses the Housing First model. This is a proven method of housing chronically and episodically homeless individuals using the following principles:

- Immediate access to housing with no readiness conditions
- Consumer choice and self determination
- Recovery orientation
- Individualized and person-driven supports
- Social and community integration

2015/16 was the first year of Homeward Bound: From Homelessness to Community. Our Full team was assembled on May of 2015, and by June 10th we had housed our first individual. By March 31st, we had housed 33 individuals, with lower than the city average needing re-housing or returning to homelessness. We have engaged chronically and episodically homeless individuals through:

- Community events (both Indigenous and mainstream)
- The 20,000 Homes campaign
- The City of Hamilton's Point in Time Count.

Our collaborative work methods extend beyond our team, and we work with our sister organizations to provide wrap around support for the individuals we serve. We have partnerships with many other programs including the Mental Health and Street Outreach Team through Public Health, City of Hamilton. Both teams work together to walk the streets, trails and parks of Hamilton and engage those in need.

Homeward Bound: From Homelessness to Community is now represented at many planning tables and committees in Hamilton. Our team is also involved in providing programming and support, such as talking circles, drumming, traditional dancing, socials, and educational sessions on health and wellness encompassing all four directions of the medicine wheel.

1. 2011 Stats Canada
2. City of Hamilton 2016 Point in Time Count

"I know I can call you and always feel better after talking. Thank you!"
Female, 60

"You have really listened to me, no one has taken the time before, it's like 'I say I'm an alcoholic' and they don't want to know... but you really care."
Male, 45

"Many thanks for everything you've done. I feel accepted for the first time in a long time. People see me and don't want to help me."
Male, 52

"It's nice to know that the person moving in has supports coming with them, and I can call you if I have any trouble."
Landlord

BOARD OF DIRECTORS



CHAIRPERSON Pat Mandy

VICE-CHAIR Terry Ramirez

TREASURER Kevin Sulewski (April to October 2015)
Amos Key Jr. (November 2015 to March 2016)

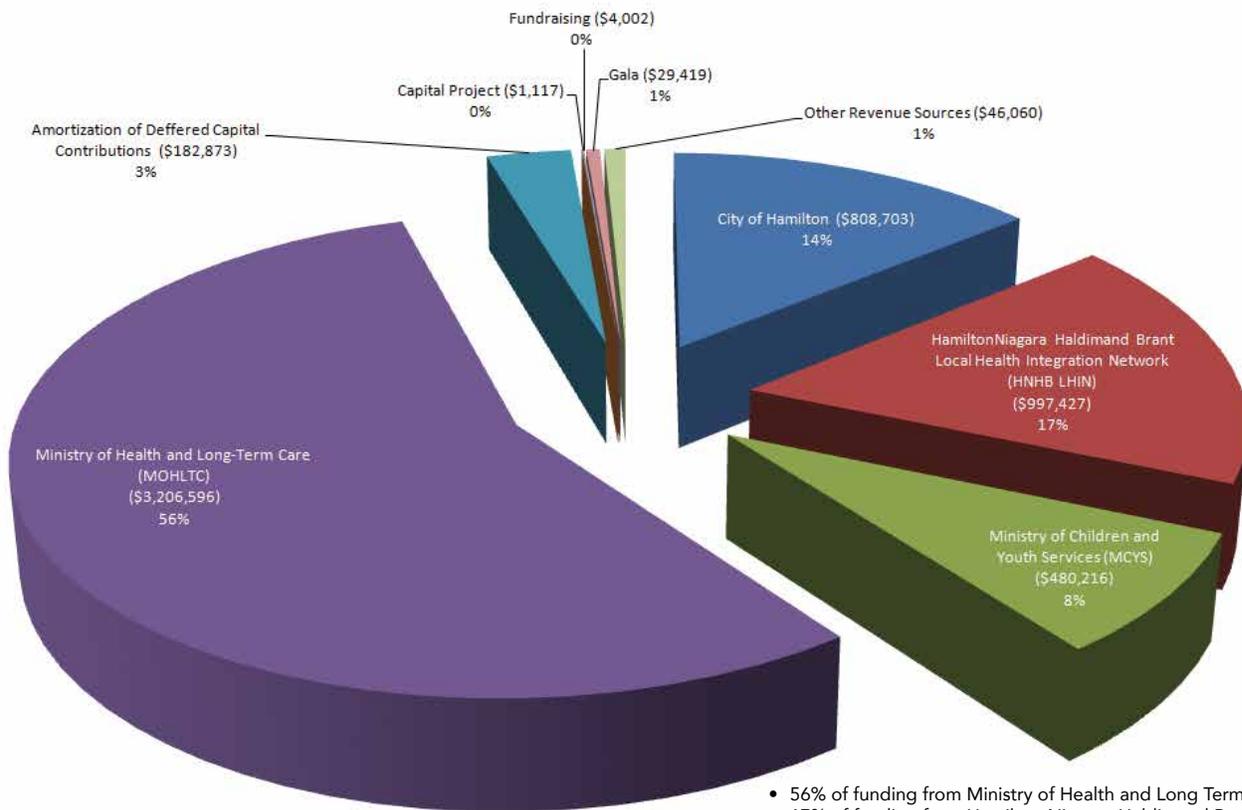
SECRETARY Jeff Cooper

**MEMBERS
AT LARGE** Bernice Downey, PhD
Dr. Bradley Johnson, MD
Janice Kahehti:io Longboat, PhD
Lina Rinaldi
Frances Roesch (January to March 2016)

2015-16 FINANCIAL SUMMARY

REVENUE

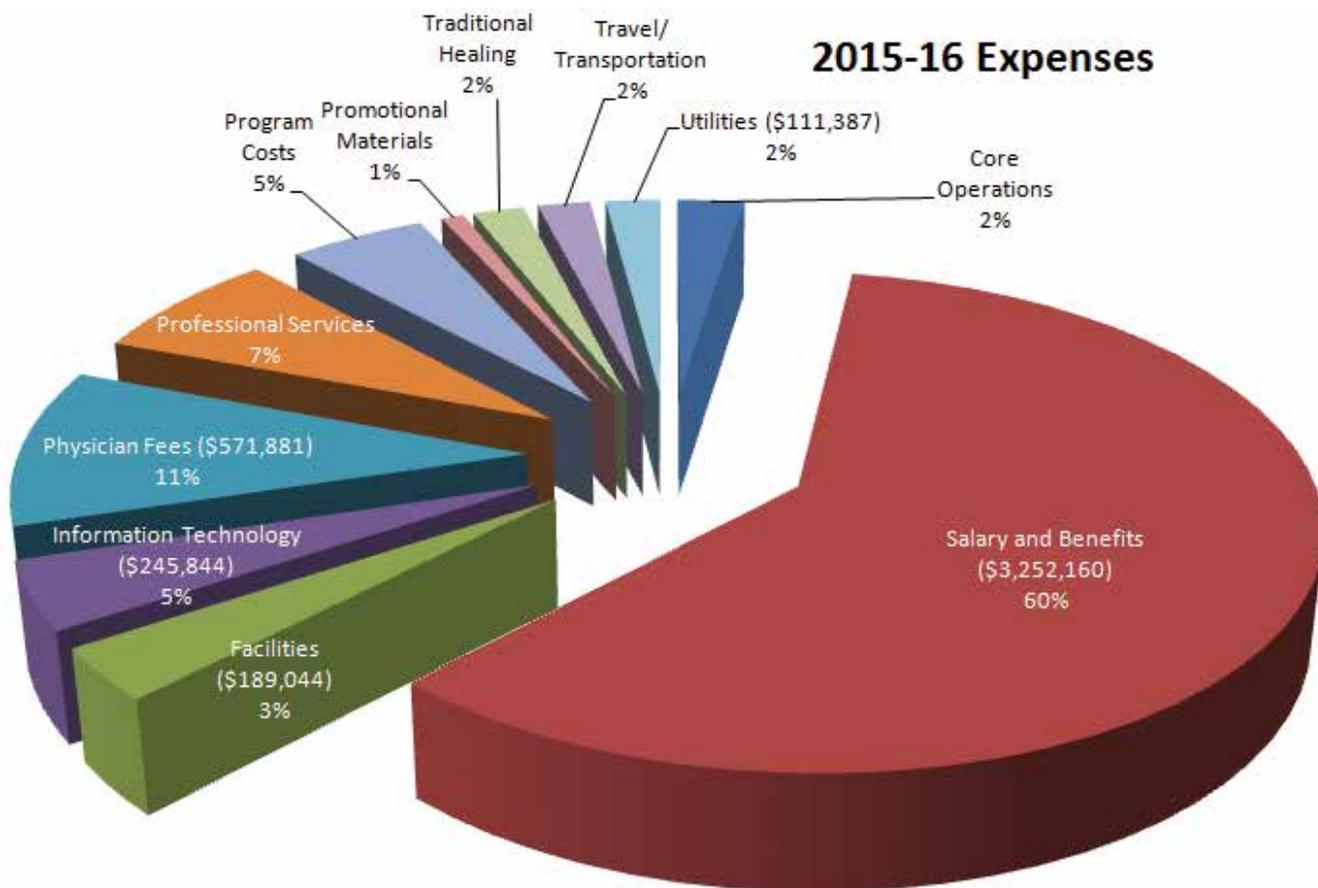
2015-16 Revenue Sources



- 56% of funding from Ministry of Health and Long Term Care
- 17% of funding from Hamilton Niagara Haldimand Brant Local Health Integration Network
- 14% of funding from City of Hamilton
- 8% of funding from Ministry of Children and Youth Services
- The total of all revenue received in 2015-16 is \$5.75M

EXPENSES

2015-16 Expenses



2015-16 DONORS

Advantage Chiropractic and Massage

Andrea Cherry

BDO Canada

BioPed

Christine Patterson

Christopher Eckart

Constance McKnight

Curtis John

Debra Doxtater

Dr. Justin Gallant

Dream Catcher

Earl Lambert, Proud To Be

ED Smith

Elaine Lee

Fallsview Group

GraphixFlo

Hamilton Police Services

Irocrafts

Koch and Associates Spine Centre

Maddison Avenue Salan & Spa

Marcia Storm

Pat Mandy

Philip Shea

Royal Botanical Gardens

Shelley Niro

Shoppers Drug Mart

Stephanie Faulkner

Terry Ramirez

Theatre Aquarius

Thompson Promotions

Tiki Loft

Tribal Thunder

Women's Circle, De dwa da dehs nye>s

Aboriginal Health Centre

YMCA of Hamilton/Burlington/Brantford

HOLIDAY HAMPERS

Aric and Michelle Rankin

Bowen and Collins Constructors

Brenda Flaherty

Chel Niro

Elizabeth Beader

Fred and Carolyn King

Gary Schankula

Greg Skoryk

Jo-Ann Mattina

Joanna Cielen

Joanne Webb

Kathy Allan-Fleet

Kirsten Krull

Lina Rinaldi

Lorain Juras

Marcy King

Marilyn and Julie Reader

Marilyn Durand

Marilyn Neufeld

Michele Gentle

Pat Mandy

Patti Idenouye

Ram Shankar

Rosalynn Baird

Sue Bradley

Wendelyn Johnson

PARTNERS / STAKEHOLDERS

Alternatives for Youth

Andrea Horwath, MPP

ARID Homes

Arts After School Kids

BioPed

Brant Community Health System

Brant County Health Unit

Brantford Native Housing

CCAC St. Catharines

Cedarpath Counseling Services

City of Brantford

City of Hamilton

CMHA Niagara

COAST

Community Addiction Services of Niagara

Community Care St. Catharines

Contact Brant

Contact Hamilton

CPRI – London

Dave Levac, MPP

Dream Catcher Foundation

Ennatig NORTH Women's Healing Lodge

Fort Erie Friendship Centre (FEFC)

Good Shepherd Centres

Grand River Employment and Training

Hamilton and Brantford Community

Midwives

Hamilton Catholic Children's Aid

Hamilton Children's Aid

Hamilton Community Legal Clinic

Hamilton Health Sciences

Hamilton Probation and Parole - East

Hamilton Public Health

Hamilton Regional Indian Centre

Hamilton Wentworth District School Board

Kingsway

Lansdowne Children's Centre

Legal Aid Brantford

McMaster University

Men's detox

Methadone Clinic (Brantford)

Mohawk College

Native Horizons

Native Women's Centre

New Port Centre

Niagara Peninsula Area Aboriginal

Management Board

Niagara Probation and Parole

Niagara Regional Native Centre

Niwasa Headstart Preschool

Ontario Disability Support Program

Ontario Early Years Centre: Brant

Ontario Works

Pregnancy Resource Centre

Project Share - Niagara Falls

Rainbow Lodge Manitoulin

Sacajawea Non-Profit Housing Inc.

Six Nations

Six Nations Birthing Centre

Six Nations Health Services

Social Planning and Research Council

Southern Ontario Diabetes Initiative

Southridge

St. Catharines General Hospital

St. Joseph's Hospital - St. Catherine's

St. Leonard's Community Services

Start Me Up Niagara

Urban Core CHC

Urban Native Homes

Woodview

YMCA

YWCA - Niagara

Youth Wellness Centre

2015-16 BALANCED SCORECARD

HEALTH SERVICE PROVISION

Q1	Q2	Q3	Q4	Target	Indicators
34	54	58	69	0	# of persons waiting for first service (new clients) - Primary Care- Brantford
0	30	6	10	0	# of persons waiting for first service (new clients) - Primary Care- Hamilton
0	32	0	31	0	# of persons waiting for first service (new clients) - Mental Health - Brantford
0	18	0	26	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton
15	19	18	19	12	% of No Show Patients in Primary Care - Brantford
17	27	16	21	12	% of No Show Patients in Primary Care - Hamilton
97	191	220	255	100	# of Internal Referrals - Brantford
46	146	195	230	100	# of Internal Referrals - Hamilton
30	35	49	51		# of New Circle of Cares - Brantford
25	35	61	73		# of New Circle of Cares - Hamilton
106	237	408	610		# of New Circle of Cares - Other Disciplines - Both Locations
722	3706	6999	8675	1500	# of Clients Engaged with Health Promotions

FINANCIAL HEALTH

Q1	Q2	Q3	Q4	Indicator
11%	11%	13%	14%	% of Budget Spent on Admin Salaries and Benefits
7%	7%	8%	8%	% of budget Spent on Admin Operating Expenses
82%	82%	79%	78%	% spent on Clinical and Social Planning and Programming
Yes	Yes	Yes	Yes	Is the Health Centre projecting a balanced budget?

ORGANIZATIONAL HEALTH

Q1	Q2	Q3	Q4	Indicator
		81	93	% of staff reporting moderate to high job satisfaction
9	9	3	12	% of staff turnover
0	18	100	100	% of performance assessments completed
100	100	89	89	% of board positions filled
89	89	82	81	% attendance at board meetings - 2015-16 Fiscal Year

PATIENT/CLIENT PERSPECTIVE

Q1	Q2	Q3	Q4	Indicator
		91		% of clients satisfied with service
		91		% of clients recommending service to others
		84		% of clients reporting reasonable wait time (within 20 days)
		2		% of clients reporting difficulty in accessing service (greater than 20 days)
		95		% of clients reporting that services provided met their needs



De dwa da dehs nye>s Aboriginal Health Centre embodies the concept of:

“Taking care of each other amongst ourselves”

Our Mission

To improve the health and well-being of Indigenous individuals, families and communities through wholistic approaches that harmonize Indigenous, traditional and western health care which respects people with a distinctive cultural identity, values, and beliefs.



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