



ANNUAL REPORT 2014-2015



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Our Mission

To improve the Wellness of Aboriginal individuals and of the Aboriginal community by providing services which respect people as individuals with a distinctive cultural identity and distinctive 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 Aboriginal Communities of Hamilton and Brantford, Ontario.

As an organization run by and for , 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 People, 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 2014-15, The Board and Staff made significant strides to improve our quality of care, 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 Patient Navigation Program which began operating in April 2014 and the addition of a Youth Mental Health Patient Navigator that was put in place in February 2015.



Making A Difference

An old man walked up a shore littered with thousands of starfish, beached and dying after a storm. A young man was picking them up and flinging them back into the ocean. “Why do you bother?” the old man scoffed. “You’re not saving enough to make a difference”. The young man picked up another starfish and sent it spinning back to the water. “Made a difference to that one,” he said.

The Board and Staff of the Health Centre work every day to save the Star Fish of our Community. In 2014-15, the Health Centre implemented a Homeless Program to provide outreach services to Aboriginal Homeless persons within the Hamilton Community. Beginning in the next fiscal year, this program expanded into the Homeward Bound program aimed to house Aboriginal Persons who are chronically and episodically homeless.

On many occasions staff have rallied to identify and assist the starfish in the Community and this report will outline a few of the ways we have served the starfish in our Communities.



REPORT FROM THE CHAIR

This year has been one of growth and development for De dwa da dehs nye>s. We welcomed a new board member, Jeff Cooper this past year. Jeff attended his first meeting in September 2014.

With the addition of new programs and services, we have had to rent additional space outside the main centre in both Brantford and Hamilton. As a result, there is no space for additional services. De dwa da dehs nye>s is also being requested to provide services in Niagara. To address the spatial restrictions in the Brantford and Hamilton Communities the Board has struck an Ad Hoc. Capital Planning Committee. The Committee has overseen the Request for Proposals to hire a consulting firm to assist with the Capital Planning Project as De dwa da dehs nye>s applies to the Ministry of Health and Long-Term Care's Health Capital Implementation Branch to be placed on the approved capital project list.

As identified last year, the term “Aboriginal” has been and will continue, in the meantime, to describe our Community. However, the Board has recognized there is discomfort using this word and has struck the Cultural Integrity Committee to review the policies and procedures of the Health Centre to ensure that they are culturally sensitive and appropriate.

The Quality Committee has made great strides in monitoring the quality indicators and to ensure that there are processes in place to measure quality. As part of the ongoing Quality Improvement, surveys were conducted at the National Aboriginal Solidarity Day in Hamilton. The following diagram depicts the feedback received on how De dwa da des nye>s meets the needs of the Community.



Chi miigwetch to Elder Walter Cooke for his guidance and wisdom in supporting the Board of Directors over the last year.

Finally, I thank you, my colleagues on the Board and our Executive Director, Constance McKnight, and her team for their time, dedication and hard work. Their commitment to improving the wellness of the Aboriginal individuals and the Aboriginal Community is evident in the services which are provided that respect people as individuals with a distinctive cultural identity and distinctive values and beliefs. I encourage my colleagues and staff to continue identifying and supporting the Star Fish in our Community.

It has been an honour and privilege to serve as Chair of De dwa da dehs nye's Board of Directors.

Respectfully,

Pat Mandy
Chairperson

REPORT FROM THE EXECUTIVE DIRECTOR

As we look back over the past year, De dwa da dehs nye>s has been busy conducting programming, engaging the Community, meeting with local officials regarding our Capital Planning Process, and readying the organization for the new Homeward Bound project.

De dwa da dehs nye>s has been in a constant state of growth and development. This is being recognized within the Aboriginal Community, as well as the Communities at large where we provide service and supports. There continues to be an outcry from Aboriginal organizations in the Niagara Region for expansion of the Health Centre, and we are beginning to plan for the anticipated expansion.

Capital Planning

The Board Chair and I have been meeting with local politicians and stakeholders to begin the engagement process. All of the meetings have been positive and are supportive of the capital project.

In December we underwent a competitive bidding process to hire a Consulting firm to assist us with the completion of the first three (3) stages of the Ministry Capital Planning Submissions.

Community Engagement



Staff attended the Drum Socials in Brantford and Hamilton and surveyed the participants on what are the facilitators and barriers to individual, family and Community health. As well, we asked the participants to describe their vision for health care.

We also had the children in attendance at the socials draw pictures to identify what keeps them, their family and the Community healthy. We also asked them for their vision of health. The information gathered is very powerful as it represents the voice of the future.



Exercising with my family

My footprints when I dance

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



DEPARTMENTS

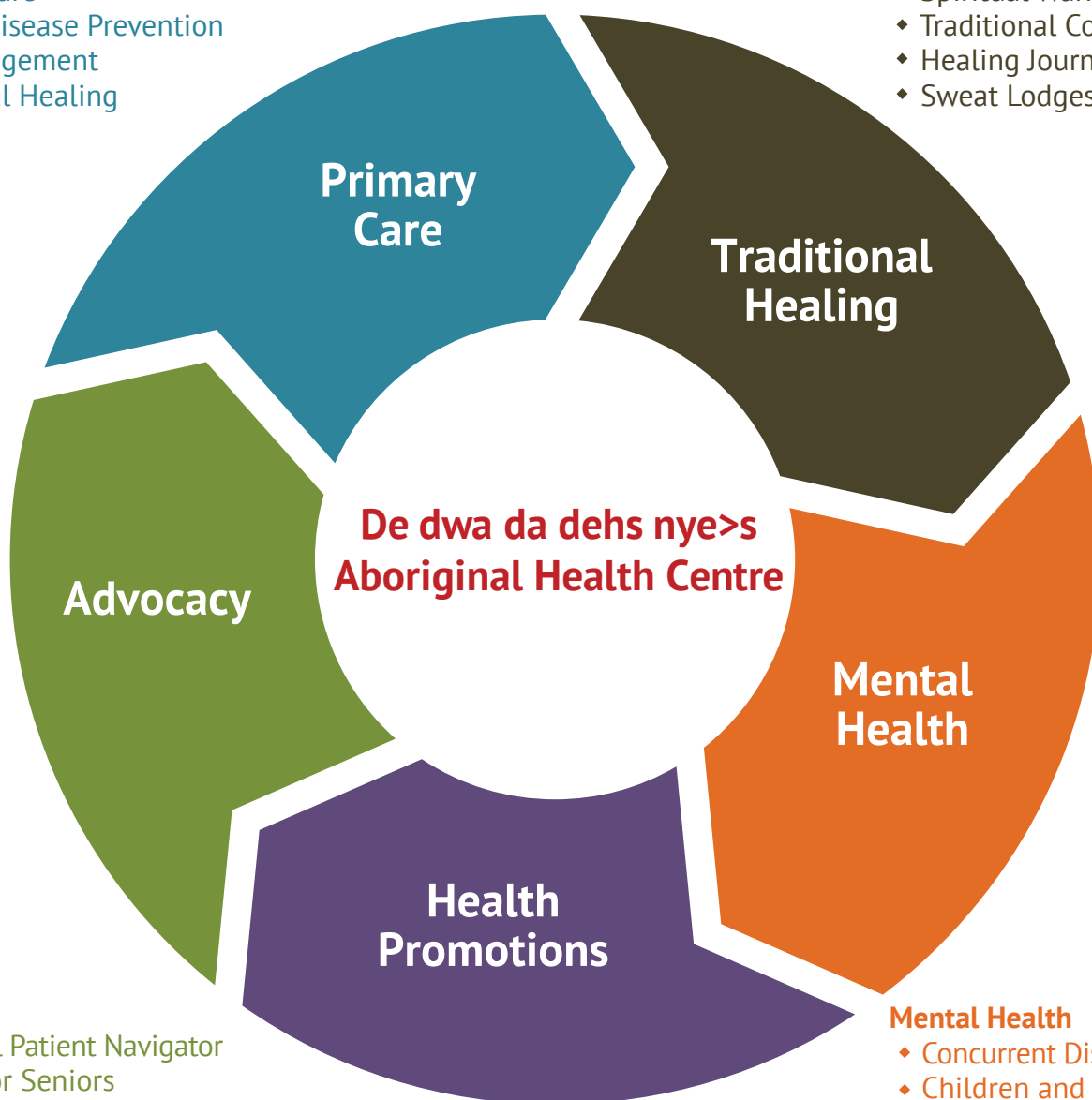
PROGRAMS 2014-2015

Primary Care

- ♦ Pre & Post Natal Care
- ♦ Primary Care
- ♦ Chronic Disease Prevention and Management
- ♦ Attitudinal Healing

Traditional Healing

- ♦ Full Moon Ceremonies
- ♦ Reiki
- ♦ Grief Recover
- ♦ Attitudinal Healing
- ♦ Spiritual Warriors Roadway
- ♦ Traditional Counselling
- ♦ Healing Journey
- ♦ Sweat Lodges



Advocacy

- ♦ Aboriginal Patient Navigator
- ♦ Wheels for Seniors
- ♦ Advocacy Services

Health Promotions

- ♦ Fetal Alcohol Spectrum Disorder (FASD)
- ♦ Ontario Diabetes Strategy
- ♦ Healthier you
- ♦ Healthier Kids

Mental Health

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

PRIMARY CARE

Clinical Placements

In the 2014-15 fiscal year, De dwa da dehs nye>s provided a clinical placement experience for eight (8) Nurse Practitioner students, seven (7) students from McMaster University and one (1) student from the University of Toronto. Total Nurse Practitioner student placement(s) hours = 2150.

Providing clinical placements for nursing students is an opportunity for us to share the way we provide holistic culturally appropriate primary 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.

In addition to nursing student clinical experiences, De dwa da dehs nye>s partnered with Canada World Youth to provide a learning opportunity for youth from Nicaragua. The students learned how the Aboriginal Health Centre provides western medicine combined with traditional knowledge programs and services to support the health and well-being of our Communities. Using the Medicine Wheel teachings our services and programs support the four components our physical, mental, emotional and spiritual health and well-being. One of the students, José Daniel, took the time to provide a thank you note before he returned to his home in Nicaragua.

These past three months that I have shared with all of you kind, friendly people at the Aboriginal Health Centre have been very special. Thank you for sharing your time and helping me to learn more about your culture. I will always remember you and keep you in my heart. My experience here will be an example for me to help others in their struggle to keep their traditions alive.

Thank you very much.

Holiday Food Hampers

De dwa da dehs nye>s provides holiday food hampers to individuals and families from our Hamilton Community. The non-perishable food hampers include all of the traditional holiday



meal essentials that our clients receive delivered to their doorstep. We received a generous donation from Mattel which provided our children with a toy that we provided in the holiday hampers. With help from local and client volunteers the holiday food hampers were distributed to 80 adults with 48 children and seven single men in transitional housing.

Smoking Treatment for Ontario Patients (STOP) Program



The STOP program is a joint program between our Primary Care Clinic and Health Promotions Department. It is funded by the Centre for Addiction and Mental Health (CAMH) and based on a program that the CAMH created. CAMH has partnerships with multiple health centres and municipal public health departments. The program provides an evidence-based, comprehensive and culturally-relevant smoking cessation intervention to participants. The program includes one-on-one counseling, group counseling and cognitive behavioral therapy.

The program will provide registered patient participants with free Nicotine Replacement Therapy (NRT), and includes culturally relevant intervention tools. Participants are encouraged to join our cultural arts classes to provide alternatives to smoking as a way to retrain hand behaviour. The Cultural Arts classes are provided by our Health Promotion team and include workshops that participants learn how to make various traditional items including moccasins, mandelllas, medicine bags, durodango, pointillism art and beading sessions.

One of the participants in the program previously smoked 60 cigarettes daily for 20 years and was able to successfully quit smoking with the STOP program.

Reflection from a Nurse Practitioner

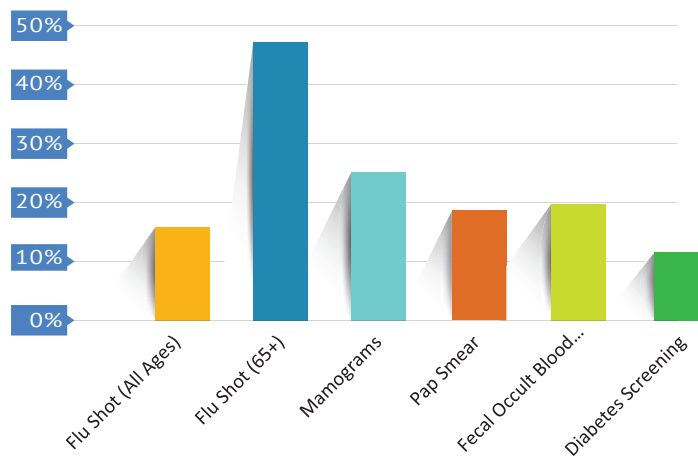
Working as a Nurse Practitioner at the Aboriginal Health Centre is more of a gift than a job. I am honored and privileged to have the opportunity to share in the lives of so many beautiful people. One of the most beautiful teachings I have learned from working at De dwa da dehs nye>s is to honor and be thankful for all that is around us. Everyday is precious and each day is a gift from our Creator. Not taking anything for granted and appreciate all that is surrounding us, is such a wonderful lesson that I have embraced while being a part of this family. I look forward to coming to work every single day and feel as though I am coming home when I return to work after being away for any length of time.

Feedback from a Community Member

I am writing this letter to you I want to say what a wonderful clinic we have in Brantford...I have been very sick over the year and a shut in. A bad face and many things have happened to me - And I was taken care of and got better many times. Thanks to the wonderful care I had. This clinic is one in a million and my daughter and I are so lucky to be part of it. There is no other one in Canada like it and so many great people working in it.

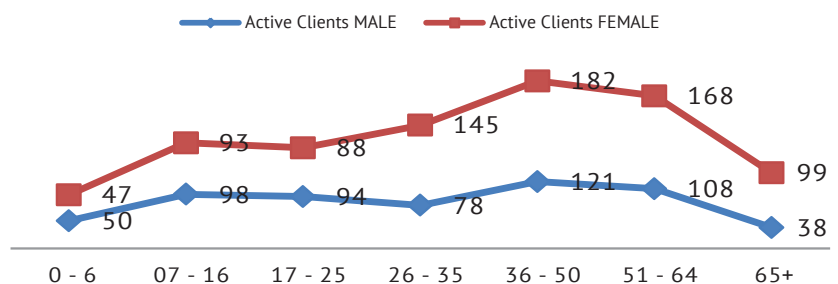
Chronic Disease Screening

% of Active Clients Screened



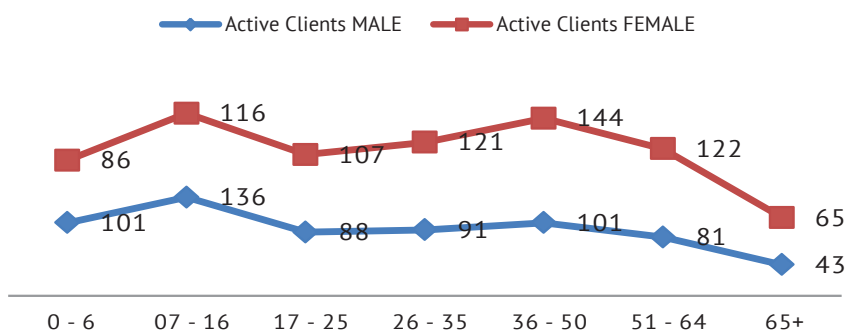
Active Clients- Hamilton Site

by Age



Active Clients- Brantford Site

by Age



QUARTERLY TOTAL PRIMARY CARE 2014 - 2015

Indicators	Q1	Q2	Q3	Q4	TOTAL
Clients Visits - Hamilton	896	536	601	1092	3125
Clients Encountered - Hamilton	1403	1068	1197	1671	5339
Clitents Visits - Brantford	1193	1096	960	638	3887
Clients Encountered - Brantford	1536	1645	1750	1524	6455
Total No Shows Hamilton	145	160	114	248	667
Total No Shows Brantford	170	172	194	228	764
Individuals Served in 2014 - 2015	2011				

TRADITIONAL HEALING

The 13 Moon Ceremonies



In February 2015 De dwa da dehs nye>s entered into a research agreement with University of Waterloo and Community member Nancy Rowe. This project was initiated to monitor the effects of the 13 Moon Ceremonies on women attending these sessions. 15 women have volunteered to participate in this study. Their progress will be followed for a one year period to determine the impact the program has had on their spiritual and emotional health and well being.

The 13 Moon Ceremonies are based on Ojibwa traditions. The ceremonies are conducted in a round house healing lodge located on the New Credit reserve. The ceremonies provide participants with an opportunity for sharing of experiences/feelings and provides emotional and spiritual support for the participants. The ceremonies include prayers, teachings, group sharing opportunities, blessing of the water and is concluded with offerings to Grandmother Moon.



The project is funded by the Women's College Hospital, Women's Xchange. Dan McCarthy of the University of Waterloo is responsible for the collection and analysis

of the data from the research project. It is anticipated that a video will be created that will document the participant's experiences through the study.

Women's Sweatlodges



In 2014-15, the Health Centre has added women's Sweatlodges to our programming. The Sweatlodges are held monthly and are also hosted by Nancy Rowe. Sweatlodges, also known as a purification ceremony is an integral way

of life for many indigenous cultures and is a means to reconnect with the whole of life. The Sweatlodge has been called "the Womb of Mother Earth" and is connected to all directional powers of the universe: above, below, east, south, west and north.

Participating in sweats bring us closer to the true essence of our nature and as a result, we experience peace and the joy of rebirth, will give you more clarity and direction in your day to day life and can help you overcome fears in a place of safety and gentleness. It will teach you to hear the voice of nature. It will still your heart and help you listen to your inner voice.

Hamilton Children's Aid



Through a partnership with the Children's Aid Society, the health centre offers cultural circles for Aboriginal Youth in foster care. The circles are designed to reconnect the youth back to their culture through a series of circles. These circles are held twice per month and as part of these sessions, participants are provided with a healthy meal, cultural teachings and cultural arts projects.

Elder Services



We are very fortunate at the Health Centre to have an Elder on Staff. Walter Cooke, has been providing the traditional counseling and various other traditional based services with the Health Centre since it opened

in 1999. He is often called upon by hospitals to provide end of life ceremonies for patients and to provide comfort, guidance and support for families through his prayers and songs. Walter is also called upon by varying organizations within the city of Hamilton for speaking engagements or to facilitate openings for events or meetings.

He also facilitates a program called, "Walter's Healing Journey". This program is built around the seven grandfather teachings.



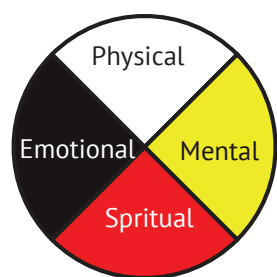
Other Traditional Healing Programs Available Include:

Attitudinal Healing:	14 week course consisting of exploring 12 spiritual principles with exercises designed to give the participant the experience of putting the principles to use in their daily lives.
Grief Recovery:	Clients are taken through a seven week process designed by the Grief Recovery Institute to move beyond loss toward recovery through a process of action oriented exercises.
Men's Sweatlodge:	Offered four times per year to coincide with the four seasons.
Spiritual Warrior's Roadway:	20 week course held once per year. Teachings offered come from universal truths and facilitate the integration of spirit, body and mind.
Reiki:	Jane Burning is a traditional practitioner who facilitates healing utilizing traditional guidance from her ancestors as well as other alternatives.

Elder Services:

PROGRAMS	NUMBER OF INDIVIDUALS RECEIVING SERVICE
One on One Visit	364
Healing Journey Circles	490
Big Drums	300
Jail Programs	172
Workshops/Presentations/Teachings	1053
TOTALS	2379

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 Aboriginal people that ensures Aboriginal people have culturally appropriate mental health services and programs,

and to promote empowerment of Aboriginal 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 strengths 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

In 2014-15, De dwa da dehs nye>s was successful in receiving funding from the Hamilton Niagara Hal-dimand Brant (HNHB) Local Health Integration Network (LHIN) for an Aboriginal Mental Health Youth Patient Navigator position. This position will provide 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 Aboriginal youth reconnect with the Communities of Hamilton and Brantford; especially those who are crown wards of the child welfare system. The intent of this program is to develop and guide youth to engage in a support system similar to a traditional family unit.

Impact of the Aboriginal Mental Health Youth Patient Navigator on the Community

The Youth Patient Navigator assisted a young lady, on a journey of loneliness and desperation, and obtained a glimpse of her daily struggles of survival techniques she used to get her through to a place to lay her head to sleep each night.

The 16 year old teen, was pregnant as a result of rape. She played a game of survival and she holds the key to this journey of survival and that key is her identity.

The complexity of her story begins to surface as the roadblocks begin in our world of systems and that system based on proving identity. A toll of distress on youth begins to poke at the health issues, physical and mental. Her words in an emotional breakdown, "...all I want is to be a part of something".



Working with the young lady, the daily plan of care consisted of not getting kicked out of shelter and to stay safe with self and health. As time goes the validity in identity and circumstance was brought to light which only confirmed that this young lady clearly needs sup-

port. After making connections for her with partnering mental health supports has helped to bring to light the truth of disorders. However, the difference, in her words, was that her current blanket of supports provided by De dwa da dehs nye>s are still walking with her without judgment.

Her success is that she knows that she can face the truth and when she is ready to walk that truth it will be with the supports who are truly invested in her best interest!

QUARTERLY TOTAL MENTAL HEALTH 2014 - 2015

Indicators	Q1	Q2	Q3	Q4
Clients Visits	231	282	214	439
Clients Encountered	421	657	579	681

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 Aboriginal Community members on their wellness journey and 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



Relapse Prevention Program

The relapse prevention program was implemented in late 2014-15. The program incorporates self awareness, anger management, identification and management of triggers and cravings. As well the program offers addiction counseling based on the Matrix Drug Program.

HEALTH PROMOTIONS



A place of belonging: Community is good medicine

Circles are very important symbols: everyone who is a part of the circle, belongs in the circle. At De dwa da dehs nye>s, we make it our priority to make circles an integral part of the programs that we offer. In 2014-15 there were literally hundreds of circles that took place between both of our sites. The continuum of this momentum has spilled over into the present-continuous tense; as we continue to offer a men's drum circle, a Community drum circle, a women's circle and a Community circle.

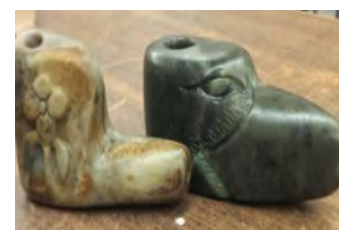
The circles that we offer are a place for people to meet their peers and unburden themselves through an experience of sharing. Drumming is good medicine. Laughter is good medicine. Community is good medicine. The health centre is a place for our Community to come and be with like-minded friends. Our circles are made

possible through the Healthier YOU program, funded by the Ministry of Health and Long-Term Care, as well as the Fetal Alcohol Spectrum Disorder (FASD)/ Child Nutrition program, funded by the Ministry of Children and Youth Services.

Connections to Culture

In 2014-15, we acted upon the feedback we received from the Community and committed our programs to promoting a wealth of opportunities to learn about and experience the Indigenous cultural arts. We facilitated different opportunities for people to connect to the powerful and therapeutic healing offered through the modality of cultural arts.

This past year we offered many cultural arts workshops, these included: soap stone carving, cornhusk doll-making, loom beading, raised beading, drum-



building, moccasin-making, rattle-making and drum-bag making. The participants that completed these programs, left with a finished piece of work that they learned to complete. These workshops were predominantly funded through the New Horizons for Seniors project entitled “STRONG: Strengthening The Resilience Of Our Next Generation”.

Vitality and Playfulness



We want our Community to have fun. There are several health benefits to engaging in an experience of playfulness, such as stress reduction and increased creativity and brain function. Throughout

2014-15 we hosted several Community events for people to come and participate. We hosted socials in November in recognition of Diabetes Awareness month, as well as Spring Socials in the month of March. The Healthy Eating Active Living Program delivered the annual Family Camp program in the Haliburton Highlands at the YMCA Camp Wanakita, as well as a cultural retreat for adults in the serenity of Five Oaks.

Keep the Waters Clean: September 9th Symposium



September 9th is the International day to recognize FASD. This day is symbolic of the nine months spent in the womb. FASD is permanent brain damage that occurs when alcohol is consumed

during a pregnancy. On September 9, 2014, we hosted a symposium to promote the awareness and prevention of FASD. The key note speaker was FASD expert Dr. Barry Stanley. The symposium also gave a voice to the caregivers of children that are living with FASD.

Diabetes Education Program



We have a specialized program that is open to the public that connects people with tools to optimally manage their risks in terms of diabetes. This could range from a person that is living with diabetes to a person that is at high risk of developing diabetes. Our Diabetes Education Program offers the services of a registered nurse and dietitian, as well as a variety of foot care services (reflexology, registered practical nurse and chiropodist) and assorted healthy

lifestyle programming. 2014-15 marked the launch of our Diabetes Education course. This is a comprehensive eight-session class that teaches the essential mechanisms to understanding diabetes for the purpose of empowering people with the knowledge to manage the best that they can.

What we continue to offer in Health Promotions:

- Smoking cessation supports
- Physical activities and fitness
- Diabetes education.
- Community and cultural events
- Family programming
- Nutrition and cooking classes
- Weight management supports
- FASD education
- Health Fair interactive booths
- Circles
- Arts and Crafts
- Socials

For more information on any of our programs, please call;

519.752.4340 or 905.544.5430 ext. 357



ADVOCACY AND OUTREACH



Aboriginal Patient Navigators (APN)

On April 1, 2014, the APN program was implemented. There is a Patient Navigator located in the Hamilton and Brantford Communities as well as one in the Niagara Region. Upon the start of the program, the interest of the Community was so great that there was a two week waiting period. The program is designed to assist Aboriginal persons navigate the healthcare system. The Patient Navigation program is quickly becoming a best practice program.

Impact of the APN Program in Our Communities

Niagara Community

The Spiritual Care for many Aboriginal people is, “a way of life” rather than a faith affiliated with a church or denomination.

The APN in the Niagara Region was cordially invited to facilitate an Opening Smudge Ceremony at the 50th Anniversary for the Canadian Association of Spiritual Care (CASC). The CASC is a national multi-faith organization which is committed to professional education, certification and support of people involved with pastoral care and counseling. In attendance at the conference were over 250 members from across Canada representing various ministries and workplace environments.

The Smudging Ceremony began, as APN briefly shared a traditional teaching about the peaceful silence, connection to our Universal Family of Creation and living in the “Now” with practice and purpose of Smudging with four Sacred Medicines. The APN proceeded to invite participants to come forward, approximately three quarters of the conference members came forward to experience practice of smudging, many for the first time. Our spirits were awakened by the power of spirituality, healing, music and balance. This event was truly an honor and privilege and for this we are all so thankful for our “Way of Life”.



Hamilton Community

The Hamilton APN worked with an individual for a number of months, this woman living with advanced lung disease and being a potential candidate for lung transplant surgery. The screening process for this surgery is quite involved and includes rehab work/physical strengthening and an in depth assessment of the patients social supports and family functioning. It was initially determined that the patient would not be a candidate as there were significant concerns about the stress post-surgery support would place on the family members. The APN attended a meeting with the social worker, psychologist and attending doctors and presented the formal supports that had been put in place for the patient. The supports that were in place included mental health support (home/hospital visiting therapist), home care supports, assistive devices (scooter) and emotional/social supports for the dependent child. At this time, the patient’s life partner agreed to referrals for emotional support for himself and this was also offered to other family members within her home. Upon review of the supports in place, it was decided that she did meet the criteria for lung transplant surgery and is now officially on the wait list for a suitable organ.



Brantford Community

A young mother had a beautiful baby who required a hospital stay and was on morphine. The Children’s Aid Society (CAS) was involved in the case. The mother was on her own with no family support and she needed support and guidance. The mother was ready to give up as it seemed that everything and everyone was against her.

The APN helped connect the mother to Brantford Native Homes (BNH) pre/post natal nutrition program, moms and babes, parenting, healthy babies and healthy children and counselling. She was very determined to what was best for her and her child. The APN helped her over come the barriers of food and transportation and helped her to stay with the baby overnight to encourage the bonding and nurturing between mom and baby.

After three weeks she was discharged by the CAS and everyone was very pleased with her progress including her family. A few days later both mother and baby were discharged home to continue on their journey. The APN wished her the best of luck and she was very grateful for everything and all the support to get on the right path for her and her baby. She said thanks for not giving up on me too!

Transportation Services

De dwa da dehs nye>s, through the Wheels for Seniors program, provides transportation services to Seniors in the Brantford and Hamilton Communities for health related appointments.

Impact of the Transportation Program on the Community
An elderly client of transportation program was experiencing vision loss. The individual was missing medical appointments due their vision loss impacting their ability to take public transportation to specialist appointments. The individual was referred to the Wheels for Seniors program and since has not missed a schedule appointment.

With transportation no longer an issue, the client was at ease and through the regular appointments with eye specialists, the client’s eye sight has improved and is not going to the appointments as frequently.



Advocacy

The Advocacy Program’s objectives are:

- To ensure that Aboriginal people have access to culturally appropriate health care services and programs
- To promote the empowerment of Aboriginal people in determining their own needs
- To assist Aboriginal people in the areas of education, income, employment/training, housing and life skills

QUARTERLY TOTAL ADVOCACY & OUTREACH 2014 - 2015				
Indicators	Q1	Q2	Q3	Q4
Clients Visits	152	82	68	203
Clients Encountered	562	100	129	561



BOARD OF DIRECTORS

2014 2015

Chair

Pat Mandy

Vice Chair

Terry Ramirez

Treasurer

Kevin Sulewski

Secretary

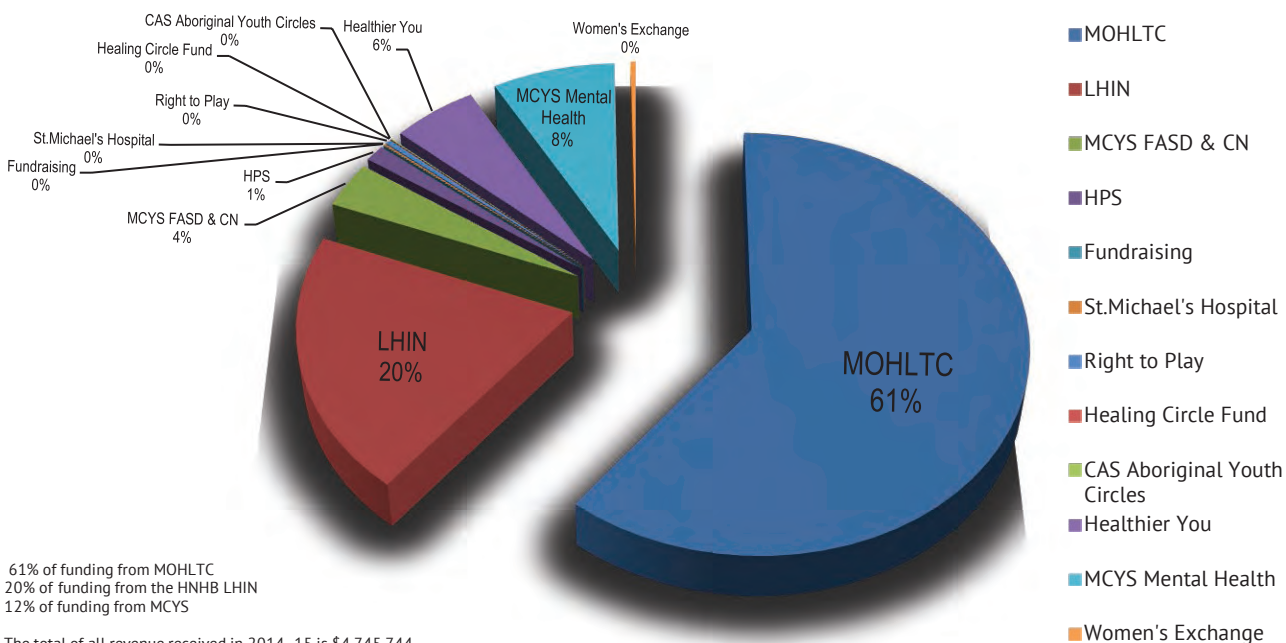
Bernice Downey, PhD

Members at Large

Jeff Cooper
Bradley Johnson
Amos Key
Janice Kahehti:io Longboat, PhD
Lina Rinaldi

FINANCIAL SUMMARY 2014-15

REVENUE

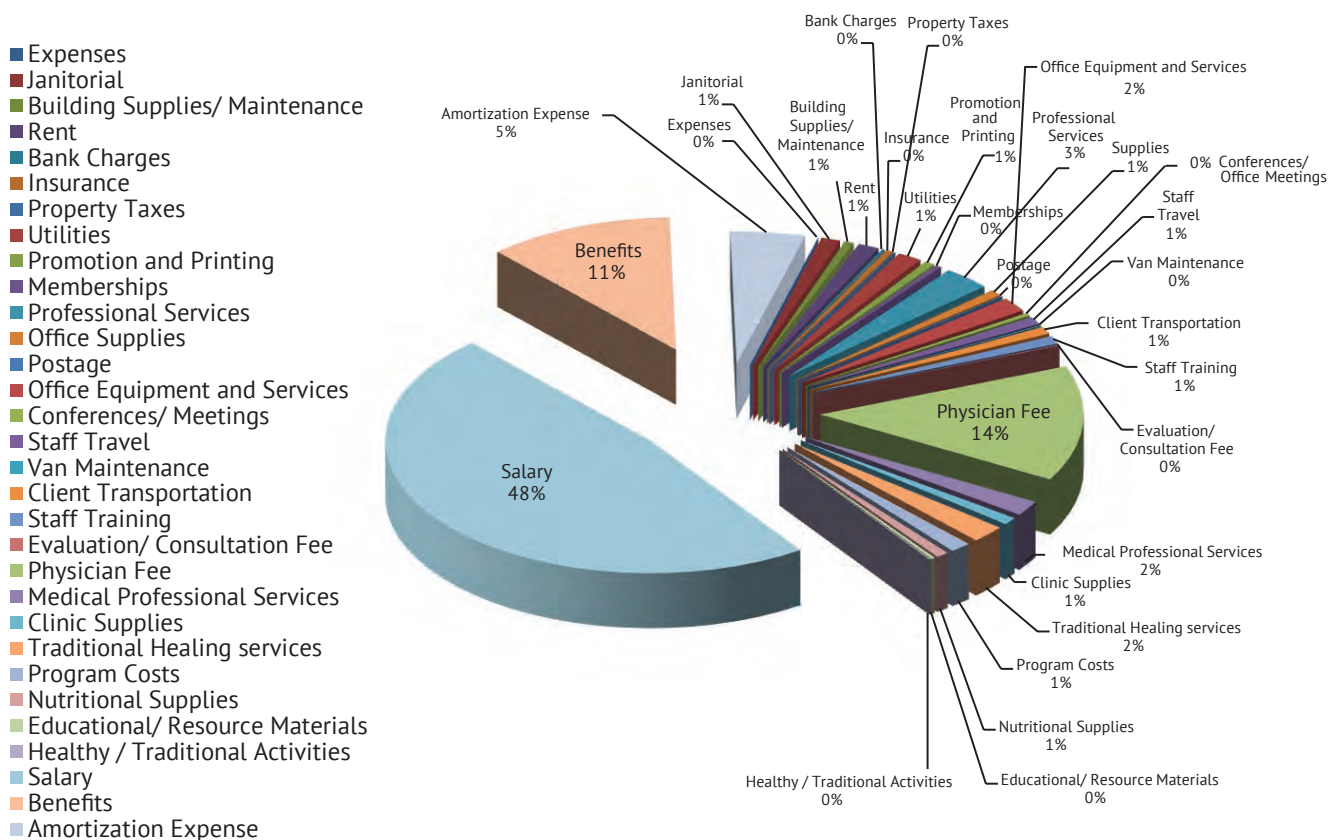


61% of funding from MOHLTC
20% of funding from the HNBH LHIN
12% of funding from MCYS

The total of all revenue received in 2014 -15 is \$4,745,744

The 2014-15 Financial Statements of De dwa da dehs nye's Aboriginal Health Centre have been externally audited by BDO Canada LLP

EXPENSES



VENDORS/STAKEHOLDERS/PARTNERS

- 1255784 Ontario Ltd
- 1887217 Ontario Inc.
- 2137430 Ontario Limited
- 487223 Ontario Limited
- 4 Imprint
- A1 Plumbing & Mechanical
- Abbot Paving And Concrete
- Aboriginal & Treaty Rights
- Action Pest Control Services Inc.
- Adventuremania Inflatables
- Afoa Canada
- Al Beck's Key Shop
- Allegra Print & Imaging
- All Electrical Inc.
- Allen Carr Canada
- All Season Landscaping And Maintenance
- Allstream Inc.
- Ancestral Voices Healing Centre
- Anpa
- Antone - Federici, Rose
- Ascy
- Assa Abloy Entrance Systems Canada Inc.
- Association Of Ontario Health Centres
- Attachment And Trauma Treatment Centre For Healing
- Autoclave Testing Service
- BDO Canada LLP
- Bell Canada
- Bell Conferencing Inc.
- Bell Mobility Inc.
- Best Western Plus Brant Park Inn
- BFI Canada Inc.
- Bob's Lock & Alliance Locksmiths
- Branches Of Native Development (B.O.N.D.)
- Brant Community Healthcare System
- Brantford Family TMCA
- Brantford Lock & Security System Co.
- Brantford Native Housing
- Brantford Public Library
- Brown Consulting Group
- Bullivant & Associates Inc.
- Cambridge Elevating Inc.
- Canadian Diabetes Association
- Canadian Mental Health Association
- Canadian Pharmacists Association
- Canadian Public Health Association
- Canadian Red Cross Society
- Can-Ar Coach
- Can Fit Pro
- Canon Canada Inc.
- Carestream Medical Ltd.
- Ceeit Video Services
- Centre For Addiction and Mental Health
- Chantlers Environmental Services
- Charity Village Ltd
- Checkers Fun Factory Inc.
- Chicopee Tube Park
- Children's Aid Society Of Brant
- Children's Aid Society Of Hamilton
- Choices Association Inc.
- City Of Brantford
- City Of Hamilton
- City Taxi
- Classic Party Rentals Inc.
- Cogeco Cable Canada Inc.
- College Of Physicians & Surgeons
- Complete Rentals
- Concord Elevator (London) Ltd.
- Conservation Halton
- Copy Dog
- CPC Healthcare Inc.
- Crock-A-Doodle
- C & S Water Systems
- Custom Color T-Shirts and Apparel
- D'Angelo And Sons Roofing Ltd
- Darlington Investments Inc
- Dennis Evans Fire Equipment Ltd.
- Desjardins
- Diabeters Inc.
- Discount Tent Rentals
- Doo-A-Little Enterprise
- Drugs And Addiction Magazine Ltd
- Drug Test Kits
- Drumbo-Richwood Coffee Time
- Durrani Pharmacies Ltd.
- Earth Healing Herb Garden & Retreat Centre
- Echo Bowl
- Edu-Therapy Solutions
- Embassy Suites By Hilton Niagara Falls - Fallsview
- Everlast Windows And Doors
- Express Vac Delivery
- Family Traditions Of The Grand
- Five Oaks Centre
- Foley's Refrigeration
- FreshCo
- Fundamental Fitness Conditioning
- Garlow Media
- Get Pumped Septic Services Inc.
- G & K Services Canada Inc.
- Good Shepherd NonProfit Homes Inc.
- Government of Canada
- Government of Ontario
- Grand River Community Health Centre
- Grand & Toy
- Graphixflo
- Great West Life
- GT French Paper Limited
- Hamilton Cab Company Inc.
- Hamilton Executive Directors' Aboriginal Coalition (HEDAC)
- Hamilton Fire Control Company
- Hamilton Health Sciences Corporation
- Hamilton Niagara Haldimand Brant Local Health Integration Network
- Hamilton Police Services, FARU
- Hamilton Regional Indian Centre
- Hamilton Street Railway
- Hamilton Urban Core Community Health Centre
- Hamilton Wentworth Catholic District School Board
- Hamilton Wentworth Chapter Of Native Women Inc
- HARRRP Community Centre
- Heartspeak
- Heritage United Church
- HIROC Insurance Services Limited
- HOOPP-Healthcare Of Ontario Pension Plan
- Hotinohsioni Incorporated
- Hunt Personnel
- Inforce Security Corp.
- Inspired Perspectives Coaching
- Iroqrafts
- Johnston Motor Sales Co. Limited
- La Bottega
- Loblaw companies Ltd.
- Lowe's Home Improvement Warehouse
- Martins Craft Shop
- Mattel Canada Inc.
- Maxima Tours
- McCallum Sather Architects Inc.
- MCC Group Inc
- McHugh Mowat Whitmore Ionico Macpherson LLP
- McMaster University
- Medical Mart
- Mediclave
- Métis Women's Circle
- Mobile Communication Services
- Mohawk College
- Mohawk Moving & Storage Ltd.
- Mountainview Christian Reform Church
- MTS Native Services
- Native Women's Centre
- Nebs Business Products Limited
- Niagara Peninsula Aboriginal Area Management Board
- Native Canadian Centre
- Niagara Chapter of Native Women Inc.
- Niagara Region Transit
- Niagara Regional Native Centre
- Niagara Region Public Health
- Niagara Falls Transit
- Nike Canada Corp
- Niwasa
- Norstar Windows & Doors Ltd
- North Hamilton Community Health Centre
- O.H. Multimedia
- OMEX Office Maintenance Experts
- Ontario Federation Of Indigenous Friendship Centres
- Ontario Hospital Association
- Ontario Ministry of Children and Youth Services
- Ontario Ministry of Health and Long-Term Care
- Ontario Ministry of Transportation
- Ontario Telemedicine Network
- Ottawa Key Shop
- Pita Pit
- Practice Solutions
- Praxair
- Purolator Inc.
- Putney's Brake And Alignment Service
- Quality Footcare Products Ltd.
- Ras System & Communications Inc.
- Red Cross
- Rees Plumbing And Heating Ltd.
- Reliance Security Alarms Inc.
- Ricoh Canada Inc.
- Rogers Business Solutions
- Ross & McBride LLP
- Royal Bank
- Savaria Sis
- Sharp Bus Lines
- Shoppers Drug Mart
- Shred-It International
- Six Nations Health Foundation
- Six Nations Mental Health
- Social Planning & Research Council Of Hamilton
- Soul Water Plus
- Source Office Furniture and Systems Ltd.
- Southcentral Foundation
- Southern Ontario Aboriginal Diabetes Initiative
- Stat Healthcare Corporation
- St. Catharines Transit
- St. Joseph's Healthcare Hamilton
- St. Michael's Hospital
- Stericycle Inc.
- Stevens
- Superior Medical Limited
- TD Canada Trust
- Tekawennake Publications
- Teletron Communications Inc
- Telus Communications Company
- The Cleaning House
- The College Of Family Physicians Of Canada
- The D.A.M. Studio Inc.
- The Drugs & Addiction Magazine Ltd
- The Foundation For Medical Practice Education
- The Hamilton Spectator
- The Healthy Aboriginal Network
- The Teach Project
- The University Of Toronto
- Thompson Promotions
- Thyssenkrupp Elevator
- Tony's Submarine
- Tribal Thunder
- Tribal Vision
- TSSA
- Tundra Leather
- Turtle Island News
- Union Gas
- UPS Canada
- Urban Native Homes
- Wabano Centre For Aboriginal Health
- Wade Tech
- Welcome Inn Community Centre
- Welland Transit
- Willow Tree Health Corporation
- Women's College Hospital
- Women's Xchange
- Woodland Cultural Centre
- Xerox Canada Ltd.
- YMCA Of Hamilton Burlington Brantford

BALANCED SCORECARD FOR 2014-15

HEALTH SERVICE PROVISION

Q1	Q2	Q3	Q4	TARGET	INDICATOR
0	0	0	8	0	# of Persons Waiting for First Service (New Clients - BRANTFORD)
0	0	0	0	0	# of Persons Waiting for First Service (New Clients - HAMILTON)
17	20	19	17	12	# of No Show Patients in Primary Care - BRANTFORD
20	26	23	21	12	# of No Show Patients in Primary Care - HAMILTON

FINANCIAL HEALTH

Q1	Q2	Q3	Q4	INDICATOR
15	13	14	15	% of Budget Spent on Administrative Salaries and Benefits
9	7	6	7	% of Budget Spent on Administrative Operation Expenses
76	81	80	78	% of Budget Spent on Clinical and Social Planning and Programming
Yes	Yes	Yes	Yes	Is the Aboriginal Health Centre projecting a balanced budget

PATIENT/CLIENT PERSPECTIVE

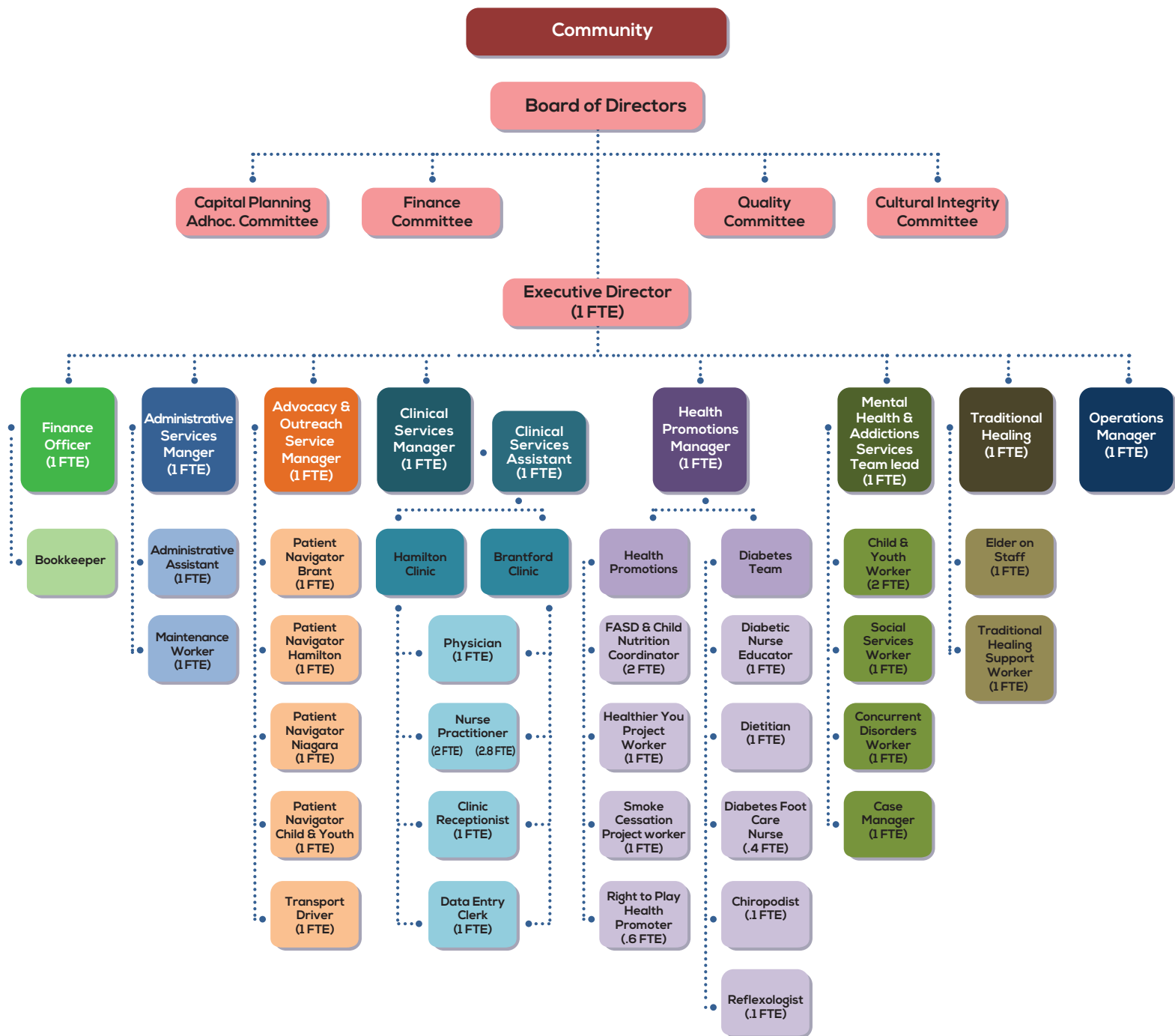
Q1	Q2	Q3	Q4	INDICATOR
—	—	—	94	% of Staff Reporting High to Moderate Job Satisfaction
9	4	4	3	% of Staff Turnover
100	78	100	100	% Performance Assessments Completed
50+	100	100	100	% of Board Positions Filled
85	85	67	63	% of Board Member Attendance at Meetings in 2014-15

PATIENT/CLIENT PERSPECTIVE

Q1	Q2	Q3	Q4	INDICATOR
91			92	% of Clients Satisfied with Service
81			90	% of Clients Recommending Service to Others
96			88	% of Clients Reporting Reasonable Wait Times
6			7	% of Clients Reporting Difficulty in Accessing Service
89			92	% of Clients Reporting That Service Provided Met Their Needs

ORGANIZATIONAL CHART

As of March 31st, 2015





**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 Wellness of Aboriginal individuals and of the Aboriginal community by providing services which respect people as individuals with a distinctive cultural identity and distinctive values and beliefs.



Hamilton Location

678 Main Street East
Hamilton, ON, L8M 1K2
Tel: (905) 544-4320

Brantford Location

36 King Street East
Brantford, ON, N3T 3C5
Tel: (519) 752-4340