

ANNUAL REPORT

2016-2017



CONTENTS

3	Message to Our Community
4	Report from the Chair
5	Report from the Executive Director
6	Department Reports:
7	Clinic Services
8	Primary Health Care
9	Healthy Living
10	Health Promotions
11	Traditional Healing
12	Navigation Services
13	Advocacy and Outreach
14	Homeward Bound
15	Mental Health
18	Board of Directors
19	Financial Summary
20	2016-2017 Donors
21	Strategic Plan
22	Balanced Scorecard for 2016-17
23	Organizational Chart

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, as well as 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 Counseling, 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.

In the fiscal year 2016-17, 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. This has resulted in an increase of service being provided to our Community; such as the expansion of Adult Mental Health Services in Niagara Region.

JS Woodsworth Award for Human Rights and Equity Nomination

We were nominated for the JS Woodsworth Award. Although we didn't receive the award, it was a success to be nominated; particularly from a nomination that came from outside of the organization. The nomination signifies the work that we are doing in the community to end the racism and inequity experienced by the Indigenous Community is making an impact.



October Moon Extravaganza Gala

On October 21, 2016, we held our second Annual October Moon celebration. This year the Ontario Lottery and Gaming Corporation was the official sponsor of the gala. The gala was held in the Brantford community and was a success. The proceeds of the extravaganza will be used to support our Capital Projects.

The award recipients were:

Starfish Award

Elaine Lee

Walter Cooke Wisdom Keeper Award

Renee Thomas-Hill

Partnership Award

Choices Association Inc.



Report of the Chair

In 2016-17, the Board of Directors began a three year Strategic Planning Process. The 2016-17 - 2018-19 Strategic Plan has four pillars: Breaking Ground, Quality, Cultural Reclamation and Enhanced Leadership.

Breaking Ground

The Breaking Ground pillar focuses on the Capital Projects in process for Hamilton and Brantford. At the end of the 2016-17 year, we are still awaiting Stage 1 approval of our project.

In Hamilton, we have received significant support from Hamilton Anchor Institute Leadership (HAIL) whose members include Hamilton Health Sciences, St. Joseph's Healthcare Hamilton, McMaster University, Mohawk College, Hamilton Police Services, the City of Hamilton and the Hamilton Wentworth Catholic District School Board. In addition, the Hamilton Community Foundation is also supporting the Hamilton hub development. In Brantford, we continue to work with other community agencies and the City of Brantford to determine land opportunities and potential hub partners.

Quality

We have contracted with the Canadian Centre for Accreditation to complete a readiness assessment for accreditation. Staff are reviewing current policies and procedures to ensure that they meet accreditation standards.

Cultural Reclamation

At the Annual General Meeting in June 2016, the Board of Directors formally adopted the United Nations Declaration on the Right of Indigenous People and the Truth and Reconciliation Commission's Call to Action. As part of every Board of Directors meeting and Staff meeting, sections of the Calls to Action are reviewed. We are committed to providing Indigenous Cultural Safety training to all De dwa da dehs nye>s Board and Staff members.

Enhanced Leadership

De dwa da dehs nye>s began the planning for the "Building on Our Roots Conference: Indigenous Health Practice and Research Conference" which will be on October 17 and 18, 2017. The conference will bring together researchers, policy makers and health practitioners to learn about wise and

promising practices in place, and current research that is being conducted that impacts Indigenous Communities.

During 2016-17 we said good-bye to our esteemed colleague, Bernice Downey on the Board of Directors. We wish Bernice well in her future endeavours.

In addition, we welcomed Hayley Moody, Kathleen Randle and Elizabeth (Beth) Gray to the Board of Directors. Hayley attended her first meeting in April 2016. Unfortunately due to personal conflicts, Hayley was not able to continue with the Board of Directors. Hayley submitted her resignation in November 2016. Kathleen attended her first meeting in September 2016 and Beth attended her first meeting in February 2017.

Chi miigwetch to Elder Walter Cooke for his guidance and wisdom in supporting the Board of Directors over the years. Walter has made a significant contribution to the spiritual health and cultural richness of the Hamilton Indigenous Community and the City of Hamilton. Walter has worked within the City of Hamilton for more than 30 years and has been a part of De dwa da dehs nye>s Aboriginal Health Centre for the past 16 years.

Finally, I thank 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 Indigenous individuals and the Indigenous Community is evident in the services which are provided that respect people as individuals with a distinctive cultural identity and distinctive values and beliefs.

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 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.

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 (SOADI). This expansion has been in response to the unmet needs of the Indigenous Population in the Niagara Region. We further expanded our services late in the 2016-17 fiscal year. We are now offering Adult Mental Health Services in Niagara. Although staff are housed at SOADI, there will be outreach to the municipalities in the Niagara Region.



Homeward Bound Program

The Homeward Bound 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. In 2015-16 we exceeded our performance target of 30 individuals. We housed 33 individuals in the program's first year. The City of Hamilton was recognized federally for the impact the Housing First Initiative is having on the homeless population in Hamilton. The City of Hamilton reported that almost 70 homeless individuals were housed in 2015-16. De dwa da dehs nye>s represented almost 50% of the City of Hamilton's housed statistics. The performance target for 2016-17 remained at 30 and once again the Homeward Bound

program exceeded its performance targets and housed 60 Indigenous homeless individuals. This represents 43% of the City of Hamilton's annual Housing First target.



Healthy Kids Community Challenge

The Healthy Kids Community Challenge continues to engage school aged Indigenous children in healthy lifestyle activities. In 2016-17 the Healthy Kids Community Challenge produced two videos: **"Run, Jump, Play Everyday"** and **"Water Does Wonders"**. They can be accessed on our website at: <http://aboriginalhealthcentre.com/hkcc>

Retirement of Walter Cooke

Walter Cooke retired late in the 2016-17 fiscal year. Walter has been a part of De dwa da dehs nye>s since its inception. On behalf of the staff I would like to thank Walter for his dedication and commitment to De dwa da dehs nye>s.

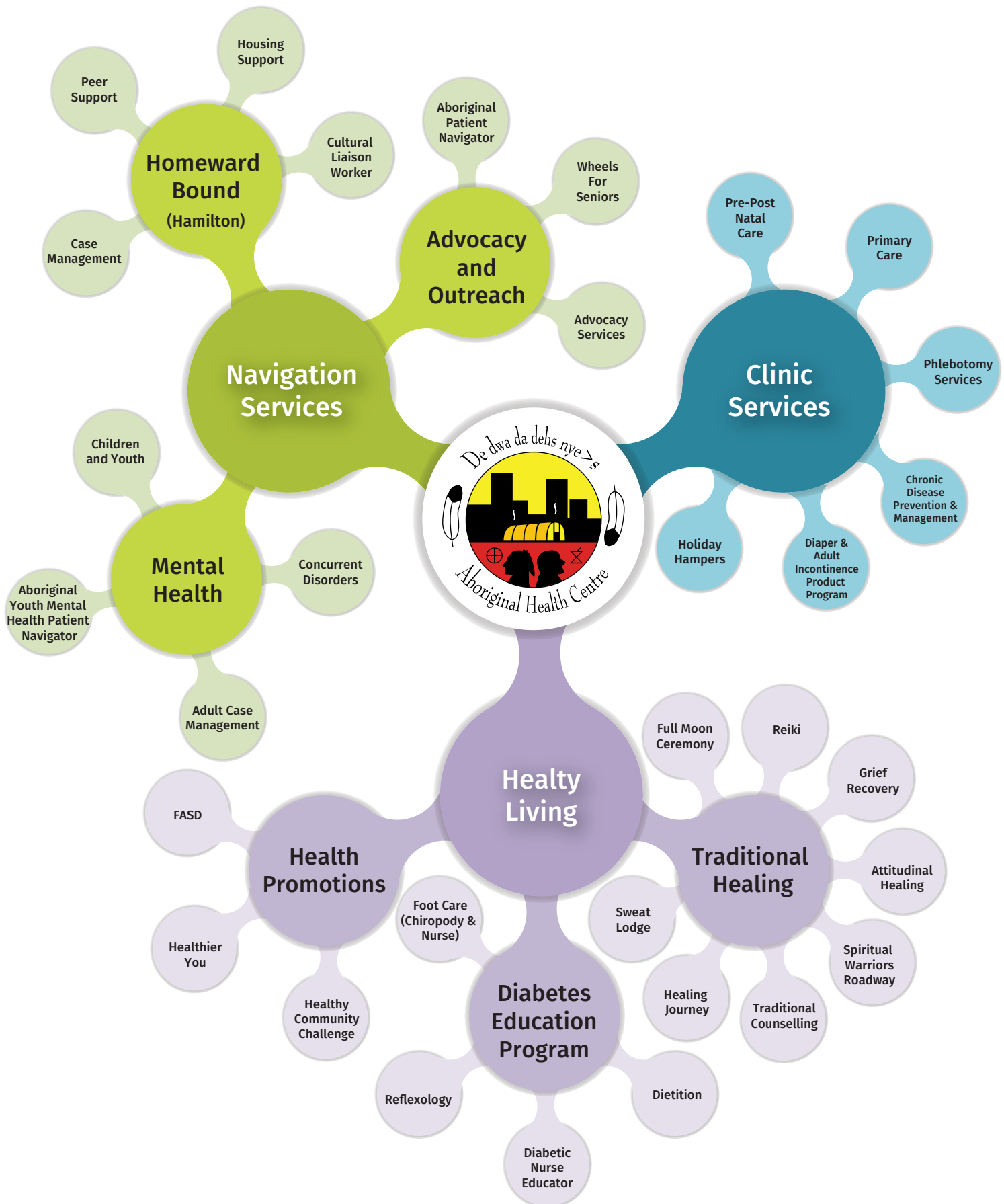
Acknowledgements

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 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



Clinic Services

In 2016-17 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 supported 3 students from McMaster University. The Hamilton clinic supported 2 students from McMaster University and 1 student from Conestoga College. In addition, we supported one medical student from Australia. This represents a total of 922 Nurse Practitioner Student placement hours.

Breathe Easy Clinics

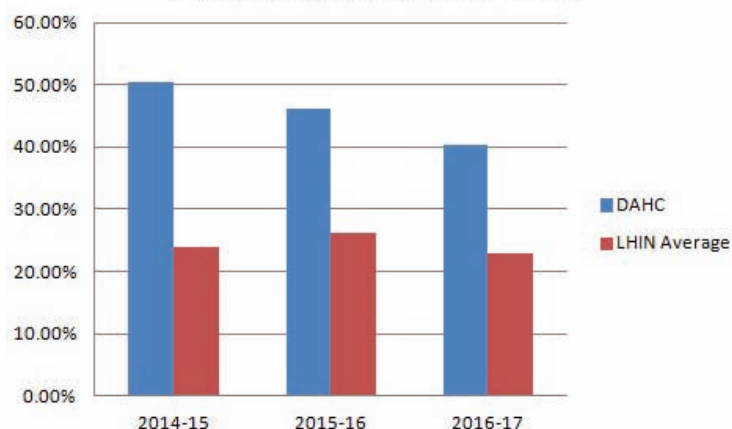
De dwa da dehs nye>s held Spirometry clinics at both the Brantford and Hamilton clinics. Spirometry is a common test used to assess how well a person's lungs are working. It is used to diagnose asthma, chronic obstructive pulmonary disease (COPD) and other conditions that affect breathing. In Brantford there were 121 and in Hamilton 33 clients who received the test.

Indicator	Q1	Q2	Q3	Q4	TOTAL
Clients Seen - Brantford	1107	960	1094	969	4130
Clients Seen - Hamilton	950	819	928	838	3535
Clients Encountered - Brantford	1681	1548	1690	1470	6389
Clients Encountered - Hamilton	1546	1431	1581	1409	5967
No Shows - Brantford	242	237	199	280	958
No Shows - Hamilton	186	208	206	216	816

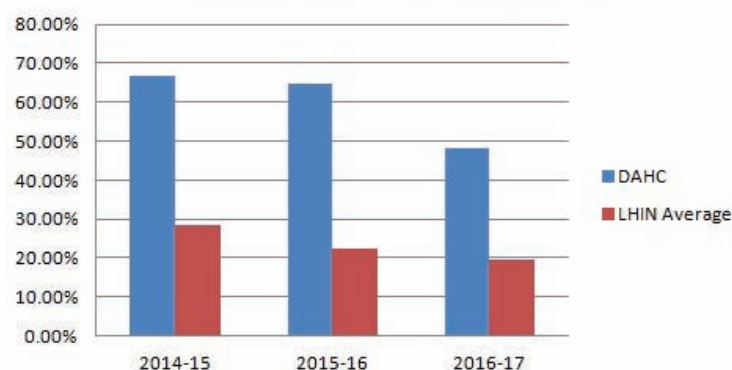
2016 Holiday Hamper Program

The mission of the Holiday Hamper Program is to secure healthy non-perishable food items, hygiene items, warm winter wear and baby/toddler food/products to support our clients and families during the time of year when they experience the most financial stress and/or struggle with basic necessities and food security. The holiday hamper items are delivered to our families with children who have been identified as living in poverty or at risk of homelessness.

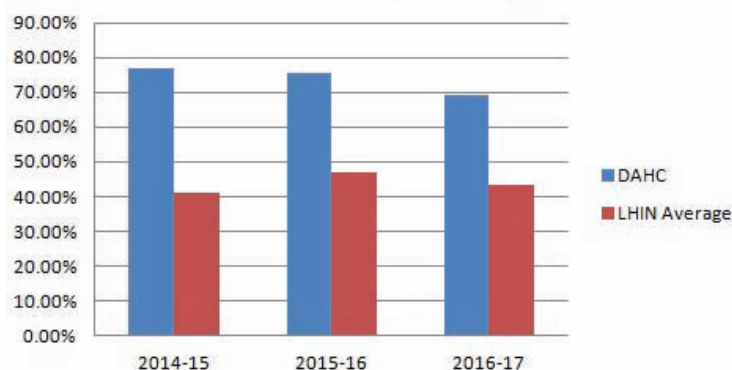
Influenza Vaccination Rate



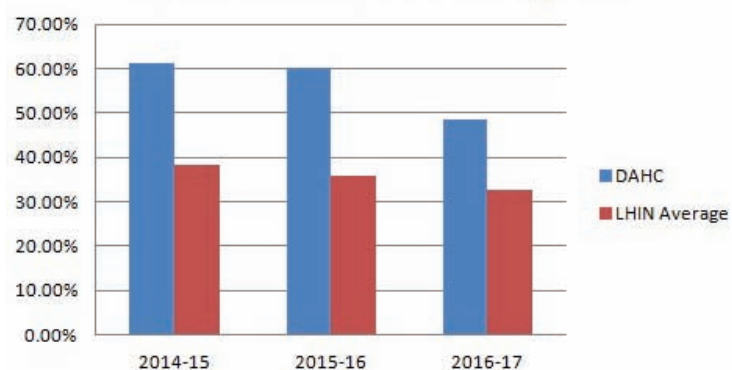
Breast Cancer Screening Rate



Cervical Cancer Screening Rate



Colorectal Cancer Screening Rate



Clinic Services

Breakdown of Hampers Provided

Total # of Hampers Provided.....	82
Total # of Individuals Served.....	224
Total # of Adults.....	131
Total # of Children.....	93

De dwa da dehs nye>s 2016 Holiday Hamper Program received financial support from AHC Health Promotions program (FASD/MCYS), sponsorship, private donations from community members and generous donations received from external groups and partners. This year we were fortunate to receive toy donation(s) and thankfully, we were able to provide a toy to every child who was registered in the program.

Each food hamper contains all of the staple food items needed to provide a holiday meal, and a gift card for the family to purchase a turkey or ham or food items of their choice.

2016 Hamper Sponsors & Donations:

AHC FASD (MCYS) Program
Bonnie Morningstar
E.D Smith LTD.
Coffee Time
Choices Paper Products
Hamilton Battalion Services
Kenny Caron
Roots Canada
Richwood United Church
2016 October Moon Gala (fundraising/private donations to sponsor a food basket for a family or individual or child toy).

Diaper & Adult Incontinence Program

The mission of the Diaper/ Adult Incontinence Program is to provide below-cost baby diaper and adult incontinence products (Huggies diapers, pull ups, baby wipes, Depends and Poise pads) to our low-income patients and families.

Diaper Program Clinics are offered once per month, in Hamilton and Brantford and can be accessed by registered patients only.

Diaper Program

Total # of Diaper Boxes Provided	132
Total # of Children.....	16

Incontinence Program

Total # of Incontinence Products Provided (Bags).....	88
Total # of Clients.....	5

De dwa da dehs nye>s 2016 Diaper Program / Adult Incontinence Program was supported by Choices Paper Products with generous donations of diaper and incontinence products.

Baby Box University Report

Baby Box University is an educational service provided by The Baby Box Co. in coordination with committed medical professionals, maternal health advocates and child development specialists, for the purposes of reducing infant mortality and empowering parents.

De dwa da dehs nye>s Aboriginal Health Centre initiated a partnership with Baby Box in July 2016. We began promoting and distributing Baby Boxes in August 2016.

Baby Box Clinic

We hosted Baby Box distribution clinics in coordination with our Diaper Program Clinics 1 time per month, per site:

Number of Baby Boxes Distributed

Brantford	2
Hamilton.....	42



Healthy Living – Health Promotions

Healthy Living Department 2016-2017

The main objective of the Healthy Living Department is to provide programs and services that facilitate community vitality. Strong community relationships are our steadfast priority while delivering a variety of different recreational and cultural programs.

The Healthy Living Department is composed of: Traditional Healing; Healthy Kids Community Challenge; the Diabetes Education Program; the Fetal Alcohol Spectrum Disorder

(FASD) and Child Nutrition Program and the Healthier YOU Program.

Our funders include the Ministry of Health and Long-Term Care and the Ministry of Children and Youth Services. Last year, we received a grant from Service Canada under the New Horizons for Seniors project to offer a one year “Food for the Spirit” program.



Healthy Living – Health Promotions

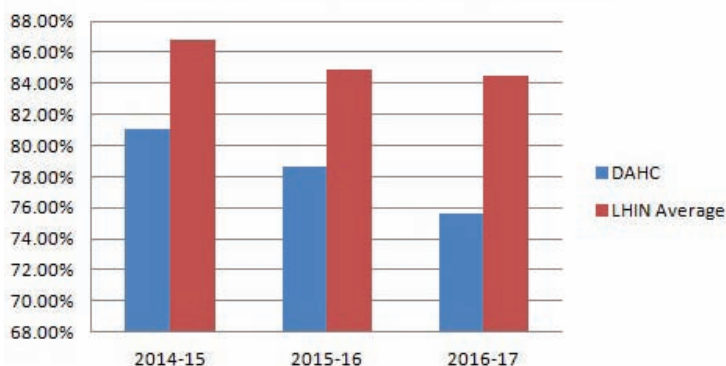
Healthy Kids Community Challenge: Water Does Wonders

The mandate of the Healthy Kids Community Challenge is to promote healthy behaviors in children (ages 0 to 12) and their families. Every nine months, a different theme is highlighted. For the majority of 2016-2017, the theme was “Water Does Wonders”. This theme was dedicated to promoting water as the drink of choice for kids and families; choosing water over sugary, sweetened beverages. To promote the theme of “Water Does Wonders”, the Healthy Kids Community Challenge led the following initiatives:

- Installation of two hydration stations at our Brantford site
- Traditional water teachings, depicting water as medicine
- Education series for parents.
- PA day programming
- Waterfall hikes for the whole family
- Produced a promotional video/resource
- Poster and coloring book contests
- Drinking water challenge

Diabetes Education Program

Inter-Professional Diabetes Care



The Diabetes Education Program is composed of a multidisciplinary team including a Registered Dietician, Registered Nurse, Registered Nurse Practitioner, Chiroprapist and Reflexologist. The Diabetes Education Program helps people with diabetes to stay healthy and to promote healthy habits and behaviours, supporting lifestyle changes and better management of chronic conditions. Using their clinical expertise, the Diabetes Education Program provides diabetes education and management services. The Diabetes Education Program at De dwa da dehs nye>s accepts self-referrals from the community. In 2016-2107, the Diabetes Education Program offered the following supports and services:

- Risk Assessment and Screening

- Dietetics
- Retinal Screening
- Hearing Clinics
- Foot care
- Diabetes Education Class
- Educational Seminars
- Cooking Workshops
- Exercise Classes

FASD and Child Nutrition Program

The FASD and Child Nutrition Program provides culturally-appropriate, healthy lifestyle programs that promote the awareness and prevention of FASD, as well as providing opportunities to bolster the nutritional status of children in the communities that we serve. The FASD and Child Nutrition Program offers consistent programming that offers a cornerstone of supports and a safe place for people to build healthy relationship in a safe environment. The FASD and Child Nutrition Programs consistently offers the following programs:

- Men’s Drumming Circle
- Women’s Circle
- Community Circle
- Cultural Time
- Kids and Family Program
- Community Events for Children and Families
- Food Programs: Community Kitchen, Nutrition Bingo, Good Food Box Program
- Sewing and Craft Programs
- Outreach at schools, community events and health fairs

Healthier YOU Program: Smoke Free Ontario, Healthy Eating Active Living and Diabetes Prevention

The Healthier YOU program encompasses three programs: Smoke Free Ontario, Healthy Eating Active Living and Diabetes Prevention. The Healthier YOU program offers support for our community to lead healthier lives. Healthier YOU provides education, resources and supports for people to learn about and mitigate their risk factors in developing chronic illnesses. It is our goal to increase people’s knowledge and improve their longevity and quality of life. The Healthier YOU program offers many different types of programs and services:

- Smoking Cessation Supports
- Youth Champions Program
- Fitness Classes and Physical Activity Recreation

Healthy Living – Health Promotions

- Cultural Arts Classes
- Indigenous Language Classes
- Cooking programs and food workshops
- Family Camp Program
- Summer Camp Program for youth
- Cultural Retreats
- Family Socials
- Drum Circles



Food for the Spirit

De dwa da dehs nye>s was successful in receiving a grant from Service Canada's New Horizons for Seniors program. The grant allowed us to have several food workshops in both sites, taught by seniors and elders in the community. This program puts seniors in their rightful place as teachers and mentors, teaching life skills to peers, and the younger

generations. There was exploration of cooking with the medicines, traditional recipes, as well as contemporary favourites. It was an honour and a privilege to deliver this program at our sites and deliver this service.

Healthy Living – Traditional Healing

Traditional Healing continues to offer culturally appropriate alternative healing opportunities for the Indigenous communities of Hamilton and Brantford, it's what allows us to be unique in our approach to healing and wellness. Traditional practitioners combine cultural methods with some newer contemporary modalities such as Reiki, Therapeutic Touch, and Focused Intention. We have a dedicated team, some of whom have been with us since our program's infancy.

This past year (March 2017) saw the retirement of Elder Walter Cooke. Walter contributed 16 years of service with the Aboriginal Health Centre, as Resident Elder within our Traditional Healing department. He served the Indigenous communities by providing teachings, counselling services and by responding to numerous requests from the communities for Elder services, i.e.: openings, smudging ceremonies, circle facilitation. He was often called upon to offer prayer and comfort for many Indigenous families who had loved ones in palliative care or who were passing into the spirit world. We would like to take this opportunity to extend heartfelt acknowledgment and appreciation to Walter Cooke for his dedication and commitment to sharing and preserving Indigenous culture. We hope you enjoy your retirement Walter!

Traditional Healing services:

- Women Sweats monthly
- Men Sweats monthly
- Full Moon ceremony (monthly)
- Traditional Practitioners
- Spiritual Warrior's Roadway (16 week course)
- Attitudinal Healing (14 week course)
- Grief Recovery (individual)
- Access to traditional medicines
- Smudging ceremonies
- Openings at gatherings
- Traditional Support to the Board of Directors and organizational committees
- Cultural Counselling
- Circle Facilitation



Navigation Services - Advocacy & Outreach

Our Advocacy & 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), and people with complex physical disabilities, within the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) catchment area. This program provides 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	427
Individuals Served	94

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	1125
Individuals Served	232
Brief Encounters	2049

Advocacy Services

Areas of service include, but are not limited to:

- Assisting with issues regarding education, income, employment training and life style.
- Providing client case management services using a holistic Approach (internally & externally within the communities)
- Supporting/providing services in area hospitals to address language barriers, ensure patient and family understanding of diagnosis and treatment and accommodate Cultural and Traditional Barriers.
- Arrange Cultural & Traditional Services requests in area hospitals i.e.: Elders, Traditional Healers, Traditional Midwives, Medicine people, Language and 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 & Material Library.

Advocacy Services Stats for 2016-17

- Over the Counter Medication Assistance Program - 110 individuals serviced
- Home Visits - 20 visits
- Hospital Visits - 30 visits
- Consultation to Health Care Providers/Social Service Agencies - 150 consultations
- Outreach and Networking - 1800 contacts
- Mobile Legal Clinics at Hamilton Site - Held 10 clinics (November to March)
- **16 Participants** accessed Legal consult from Hamilton Community Legal Clinic Lawyer and Legal Aid Lawyer
- TRC Art Project with NYA:WEH Students from Sir John A. Macdonald S.S and Sir Winston Churchill S.S - **4 Sessions - 17 Student Participants**
- Provided healthy Snacks and Beverages for students

Navigation Services - Advocacy & Outreach

Indicator	Yearly Total
Visits	113
Brief Encounters	172
Individuals Served	56



Events:

- Celebration of Growth Gathering – May 12, 2016, Hamilton, ON – **280 Participants**
- National Aboriginal Day Celebrations- Health Centre & APN Display –June 25, 2016, Gage Park, Hamilton, ON – **1300 Participants**
- Launch of “I AM AFFECTED” (TRC Calls to Action) Poster & Bus Shelter Campaign – June 30th, 2016- Hamilton City Hall – **300 Participants**
- Attended Blanket Exercise (TRC Calls to Action) Presentation/Event & Support – September 27, 2016 Laurier University, Brantford, ON – **60 Participants**
- Intimate Conversations “I AM AFFECTED” Campaign September 28th, 2017 Hamilton, ON – TRC Calls to ACTION Event, **100 Participants**
- Sisters In Spirit (Honouring Murdered & Missing Indigenous women and Girls) – Flag Raising September 30, 2016, Hamilton City Hall – **120 Participants**
- Sisters In Spirit Candlelight Vigil – October 4, 2016, 21 Rosedene Honouring the Circle – 125 Participants
- Take Back The Night Event – October 13, 2016 – Hamilton City Hall – 1600 Participants
- Mobile Legal Clinic Launch- Community Event – October 24, 2016 – 4 Participants
- Front line Workers – **18 Participants**
- “I AM NOT A NUMBER BOOK LAUNCH & TRC Indigenous Students Art Project Show” – January 20, 2017 – **120 Participants**
- TRC Report Hamilton Community Legal Clinic Launch and Traditional Sharing of Report with Community Partners at City Hall, Hamilton, ON – February 23, 2017 – **30 Participants**

Presentations/Training/Workshops

- June 10, 2016 – Full Day Co- Facilitation of Workshop (CCL, YENE TENE, Homeward Bound Cultural Worker) – Impacts of Indigenous Homelessness & Visit/Tour at Mohawk Institute – **30 Participants** of Mainstream frontline workers and supervisors and managers
- June 14, 2016 – Panel Discussion – Addictions/Mental Health & Law from Indigenous Perspective at Crown Summer Law School – Ministry of the Attorney General at McMaster University – **60 Participants**
- July 2016- Presentation at Brant CAS, Brantford, ON re: Historical Timeline and Impacts on Indigenous people, families and communities – **40 participants**
- September 9, 2016 – Historical Impacts Indigenous people – Co-facilitation with Hamilton Community Legal Clinic for North Hamilton Community Health Centre – Pathways Youth Program Coordinators – 13 Participants
- October 2016- AHC Presentation & APN Presentation at CCAC Hamilton, ON – (LIHN) Clinical Managers – **18 Participants**
- October 6, 2016 – Halton Community Legal Clinic Staff - Historical Impacts Indigenous People – Co-facilitation with Hamilton Community Legal Clinic & Homeward Bound Cultural Worker – **15 Participants**
- November 2016 – workshop/Training Historical Impacts to LHIN Board Of Directors – 8 Participants
- March 20, 2017 – Workshop/Training at Art Gallery of Hamilton staff - Historical Impacts of Indigenous people – **40 participants**

Navigation Services - Homeward Bound

The challenge with statistics is that they tend to miss out on the human element. For each number on a chart, we must remember that it is representative of a person. The numbers alone can't measure the challenges that an individual faces when they have no place to call their own. Homeward Bound keeps this in mind at all times.

In the 2016-17 fiscal year, our team successfully housed 60 individuals. What does that actually mean? In simple terms, our team walked the journey from homelessness to appropriate housing with sixty people. The path was not straight in most cases, yet it was always wide enough for the individual and the team to walk together.

The first step is connecting with the team, usually in the form of a referral. These come in via fax, phone, email, or in person. Our sister Indigenous agencies, mainstream partners, shelters, and even other street involved people will provide basic information that allows our team to connect with an individual experiencing homelessness. We also provide street outreach, and our team actively seeks out people who may not have otherwise connected with our service. Our community partners with the Mental Health and Street Outreach Team from the City of Hamilton (Public Health) walk with us on the streets, trails, parks, and other areas to engage and provide access to service. During the last year, we had referrals or interactions with over 450 people through all of these methods.



Once we have a referral, or connect with someone through outreach, we work with them to complete an intake package. This includes an agreement to work together in the spirit of the Seven Grandfather Teachings. Team members help with a common assessment tool which measures the chronicity (length of time homeless) as well as their acuity (other factors that determine the level of need). This assessment tool helps us determine which intervention is best suited to the individual. If the tool shows a need for a Housing First approach, we give the person the option of working with us, or another program of their choice.

Once an individual chooses to work with us, we find out what their needs are and develop a plan to help them secure housing and gain access to the supports that will help them be successful at retaining that housing. It's important to remember that the Housing First model includes both housing and support, but they are independent pieces. The support is there regardless of the housing situation; the housing is secured with a standard tenancy agreement and not tied to the supports. One of the keys to success is the introduction (or reconnection) to community and to cultural supports. Our programming takes place in various locations throughout the city and allows participants to engage with other members of Hamilton's Indigenous community.

Homeward Bound continues to work toward ending chronic Indigenous homelessness in Hamilton, while sharing our story and model with other communities and programs.

Navigation Services – Mental Health

Nya weh skennon oniyohthohhatye?
(Pronounced as N-yow-way scone-on
Oh-n-yoht doe HAH d-yeah)
Greeting, how are you?

During the 2016-2017 fiscal year, the department underwent some changes that supported our commitment to improving the quality of service delivery.

We welcomed to our team five (5) new team members: Child and Youth Counsellor- Hamilton; Child and Youth Counsellor- Brantford; Aboriginal Mental Health Youth Patient Navigator; Concurrent Disorders/Case Manager; Mental Health Administrator - Niagara Region.

In December, the Mental Health Department was approved for funding to expand our mental health services to the Niagara Region for two new positions, Mental Health Administration and Adult Concurrent Disorders/Case Manager. It is with the partnership with SOADI that these positions are housed.

The Mental Health team has been very busy in meeting the needs of the community. Across the Hamilton and Brantford sites, the team combined saw 352 individuals, providing a total of 1,908 documented encounters and had a total of 207 participants attend various programs. Throughout the year we have been working to improve the amount of time it takes access our services and we are continually adapting our service delivery model. We would like to thank the community for their feedback and will continue to monitor the intake process and wait times to improve services.



Mental Health Youth Patient Navigator

Indicator	Yearly Total
Visits.....	112
Individuals Served.....	37
Group Participation.....	61

Child and Youth Mental Health

Indicator	Yearly Total
Visits.....	932
Individuals Served.....	95

Adult Case Management

Indicator	Yearly Total
Visits.....	576
Individuals Served.....	140
Group Participation.....	146

Adult Concurrent Disorders

Indicator	Yearly Total
Visits.....	288
Individuals Served.....	80

Certified Trauma Integration Clinician Training

Within this fiscal year, the department was successful in receiving funding to allow for professional development and team building. The team was able to attend two-day core training at Attachment and Trauma Treatment Centre for Healing (ATTCH) towards becoming Certified Trauma Integration Clinicians. It is important for the department to be trauma-informed when working with our clients as trauma is a part of history as Indigenous peoples. We have begun to focus on working with our clients from a Trauma-Informed lens. We have learned that mental health and addiction behaviour(s) are often related to unresolved traumatic event(s). Our goal is to help guide the clients through a process that allows them to address the trauma in a safe and supportive environment, and at a time when they are ready to do it.

Navigation Services – Mental Health

Exploring Self Esteem and Identity Program

Child and Youth staff from the Mental Health and Addictions department facilitated “Exploring Self Esteem and Identity” in October and November of 2016. This was a 6 week group for Indigenous youth ages 14-21. The group consisted of 7 participants who were interested in understanding and developing greater self esteem and increasing personal identity. Over the 6 weeks, youth learned about self esteem, identity, how they relate, ways of approaching self concept with an Indigenous worldview, how to deconstruct perfectionism and ideal images in the media and how to create a “vision” for themselves based on their individual strengths and interests. Highlights of the group included: youth making their own medicine bags, and receiving a session in mindfulness and yoga practice from Markus Schneider from Moksha Yoga Brantford who graciously volunteered his time. Feedback from the youth who attended was overwhelmingly positive and requests for “more programs like this” were reported on the program evaluation forms. The team looks forward to the possibility of running another program sometime during the new fiscal year.



Navigation Services – Mental Health

Mental Health Youth Patient Navigator (MHYPN)

The MHYPN provides support to youth, families, community and service providers, to ensure that the individualized needs of youth are addressed with suitable supports. This program is crucial to helping Indigenous youth, from 15 to 24 years of age to connect with community, and to assist with guiding youth to engage in a support system similar to a traditional family unit. The MHYPN helps with providing pathways to promote healing and wellness through a wholistic approach (spiritual, mental, emotional, physical).

The MHYPN works and partners with community agencies to provide outreach to youth with the shared goal of building relationships between youth and community supports. The MHYPN provides cultural programming that connects youth back to their identity and supports them with their mental health needs. Programming has included; drumming, self esteem course, craft making, and sweat lodge ceremonies.

Future programming will include a youth program night, when youth can drop in to learn traditional teachings, crafts, and activities. The MHYPN focuses on supporting youth, by working with them on their Mental Health, helping them to understand the medicine wheel, and by supporting them in their journey as they are taught how to walk their life in balance.

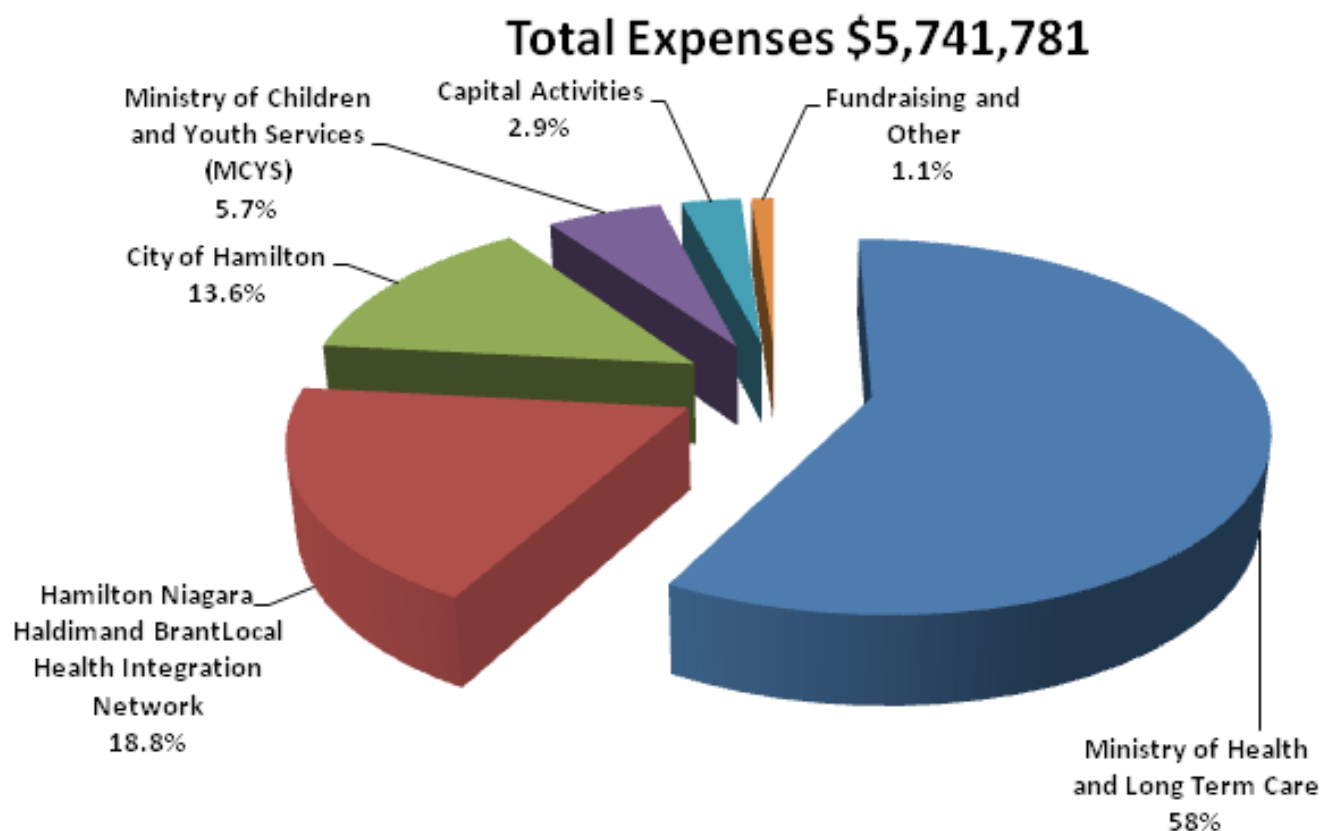
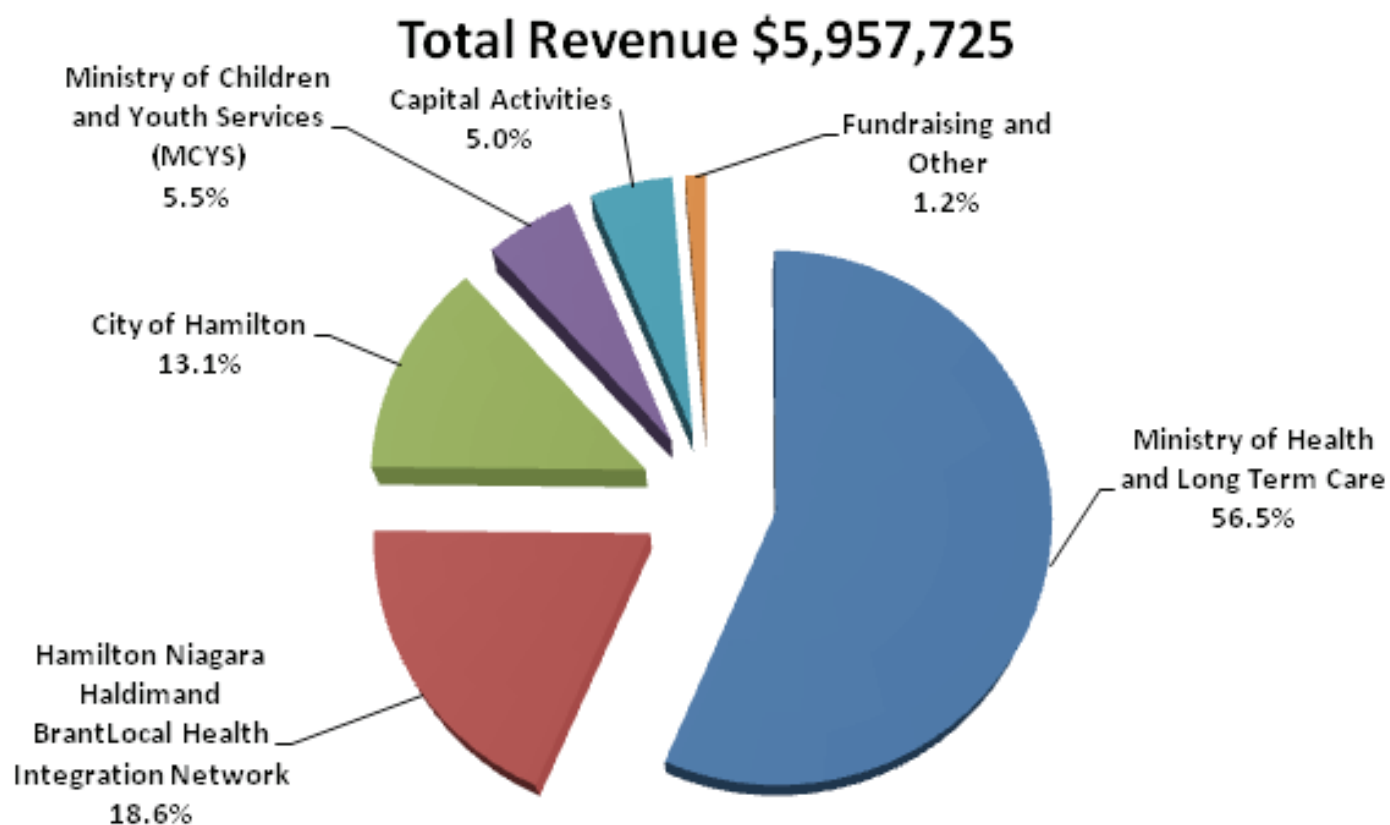
Mental Health and Addictions Services are available to all Indigenous people who self-identify as being Indigenous, status, non-status, Métis and Inuit. To access services simply call De dwa da dehs nye>s Aboriginal Health Centre and extension 215 to be connected with our Intake Line Please leave a message and the appropriate worker will contact you within 72 business hours to schedule an intake appointment. Self-Referral is preferred.

Nya:weh Kowa from the
Mental Health Team.



**CHAIRPERSON****Pat Mandy****VICE-CHAIR****Terry Ramirez****TREASURER****Amos Key Jr.** (March 2016 to May 2016)**Frances Roesch** (June 2016 to March 2017)**MEMBERS
AT LARGE****Bernice Downey**, PhD (April to May 2016)**Dr. Bradley Johnson**, MD**Elizabeth (Beth) Gray** (First meeting February 2017)**Hayley Moody** (April to November 2016)**Kathleen Randle** (First meeting September 2016)**Lina Rinaldi**

2016-17 Financial Summary



2016-17 Donors

Beverly Doxtater

Brant Community Healthcare System

Canadian Tire

Constance McKnight

Costco Ancaster

Debra Doxtater

Dinner at Pat Mandy's

Eat This Catering

Earl Lambert

Joy Pekar

Juanita Gledhill

Farmers Market Vendors Association

Freshco

Gayle Myke

Grand River Spa and Wellness

GraphixFlo

Hon. Dave Levac

Irocrafts

Laura Workman

Main Street Yarns

Marilyn Wright

Nicol Florist

Obsessions Hair Salon

Ontario Lottery and Gaming Corporation

Painted Turtle Soap Shop

Sanderson Centre

Sarah Awdish

Secret Garden Tattoo

Shelley Niro

The Keg Restaurant

Theatre Aquarius

Thompson Promotions

Toronto Rock

Wayne Gretzy Sports Complex

HOLIDAY HAMPERS

Andrea Cherry

Aric Rankin

Beth Burney

Bonnie Morningstar

Chel Niro

Choices Paper Products

Coffee Time

De dwa da dehs nye>s Fetal Alcohol
(Spectrum Disorder Program)

Diane Luke

E.D Smith LTD.

Fred Reader

Hamilton Battalion Services

Hulleah J. Tsinhnckyinnie

Jeanne Hebert

Jo-Ann Mattina

Joanne Webb

Ken Weatherhill

Kenny Caron

Kristen Krull

Laura Williams

Linda McKaig

Lisa Connolly

Marilyn Neufeld

Neasa Martin

Pat Mandy

Roots Canada

Richwood United Church

Sue Bradley



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.

Breaking Ground

Finalize and implement the plan for the Capital project

STRATEGIC OBJECTIVE S:

- Ensure Engagement throughout the Capital Project
- Develop an executable Community Engagement Strategy
- Invoke and utilize the strategy.

Access funding for the Capital Project's timely completion

- Identify and engage potential funders
- Access funding from all levels of government.

Ensure there is a fundraising strategy in place to support the Capital Project

- Create a fundraising strategy
- With support from board and staff, access funding and support from community

Support partnership development for the Capital Projects

- Create a Community Partnership Development Strategy.
- Develop an ideal governance structure for the Hub - Invoke and utilize the strategy

Quality

Continuous improvement to ensure client and community needs are met and achieve excellence.

STRATEGIC OBJECTIVES:

- To foster the expansion, identification and implementation of culturally relevant and mainstream indicators.
- Develop and utilize a quarterly scorecard
- Annual Quality Improvement Plan.
- Quarterly review of gaps in service and involving an action plan to address it.
- Quarterly review of culturally relevant indicators

To ensure client, volunteer, and staff safety and satisfaction.

- The Board advocates for competitive salary and benefits for staff.
- There are policies that support emotional, physical, mental and spiritual health of staff and clients.
- A safe and welcoming environment is essential for clients, volunteers and staff at De dwa da dehs nye>s.
- There is continuous engagement of community members in planning for services and programs.

Secure a partner to direct the readiness assessment and implementation of the accreditation process.

- Put out a RFP and choose partner to oversee the readiness assessment process and accreditation.
- Complete readiness assessment.
- Complete accreditation.

Cultural Reclamation

Strengthen and promote diverse Indigenous within all aspects of governance and operations.

STRATEGIC OBJECTIVES:

- DAHAC to formally adopt the UNDRIP through a Board motion
- Develop a communication strategy specific to adoption of UNDRIP articles #20, #23 & #24
- Develop an UNDRIP implementation workplan with key sub-activities identified
- Develop a culturally-based protocol with respect to community engagement
- Review and adapt existing DAHAC governance and operational policies to ensure inclusion of the spirit and intent of UNDRIP and TRC relevant to our mandate.

Foster, promote and support the Truth and Reconciliation Commission 'Calls for Action' as relevant to our mandate.

- DAHAC formally adopts the TRC Calls to Action through a Board motion.
- DAHAC through a public statement formally
- Develop an implementation workplan with key sub-activities identified.
- Review and adapt existing DAHAC governance and operational policies to ensure inclusion of the spirit and intent of TRC relevant to our mandate.

Enhanced Leadership

The organization is a recognized leader in Indigenous knowledge and excellence in improvement strategies.

STRATEGIC OBJECTIVES:

Advance respectful, culturally appropriate services for Indigenous populations.

- Mandatory cultural safety training
- Educate external stakeholders
- Develop a standard communication's protocol for funders and influencers

Build capacity to improve the health of the communities we serve.

- Host a Board to Board meeting with other Indigenous agencies
- Initiate and foster academic and research partnerships
- Host a National Conference for emerging wise practices and research in Hamilton for 2017

2016-17 Balanced Scorecard

HEALTH SERVICE PROVISION

Q1	Q2	Q3	Q4	Target	Indicators
87	91	78	100	0	# of persons waiting for first service (new clients) - Primary Care - Brantford
9	10	25	43	0	# of persons waiting for first service (new clients) - Primary Care - Hamilton
15	22	21	38	0	# of persons waiting for first service (new clients) - Mental Health - Brantford
19	29	21	32	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton
18	13	18	28	12	% of No Show Patients in Primary Care - Brantford
16	15	24	24	12	% of No Show Patients in Primary Care - Hamilton
31	54	73	103	100	# of Internal Referrals - Brantford
48	48	91	126	100	# of Internal Referrals - Hamilton
7	4	20	11	42	# of New Circle of Cares - Brantford
26	18	11	22	77	# of New Circle of Cares - Hamilton
55	39	47	68	209	# of New Circle of Cares - Other Disciplines - Both Locations
1947	3694	5844	7637	8000	# of Clients Engaged with Health Promotions

FINANCIAL HEALTH

Q1	Q2	Q3	Q4		Indicator
18%	17%	17	15%	15%	% of Budget Spent on Admin Salaries and Benefits
9%	8%	7	8%	8%	% of budget Spent on Admin Operating Expenses
74%	75%	76	79%	79%	% spent on Clinical and Social Planning and Programming
Yes	Yes	Yes	Yes	Yes	Is the Health Centre projecting a balanced budget?

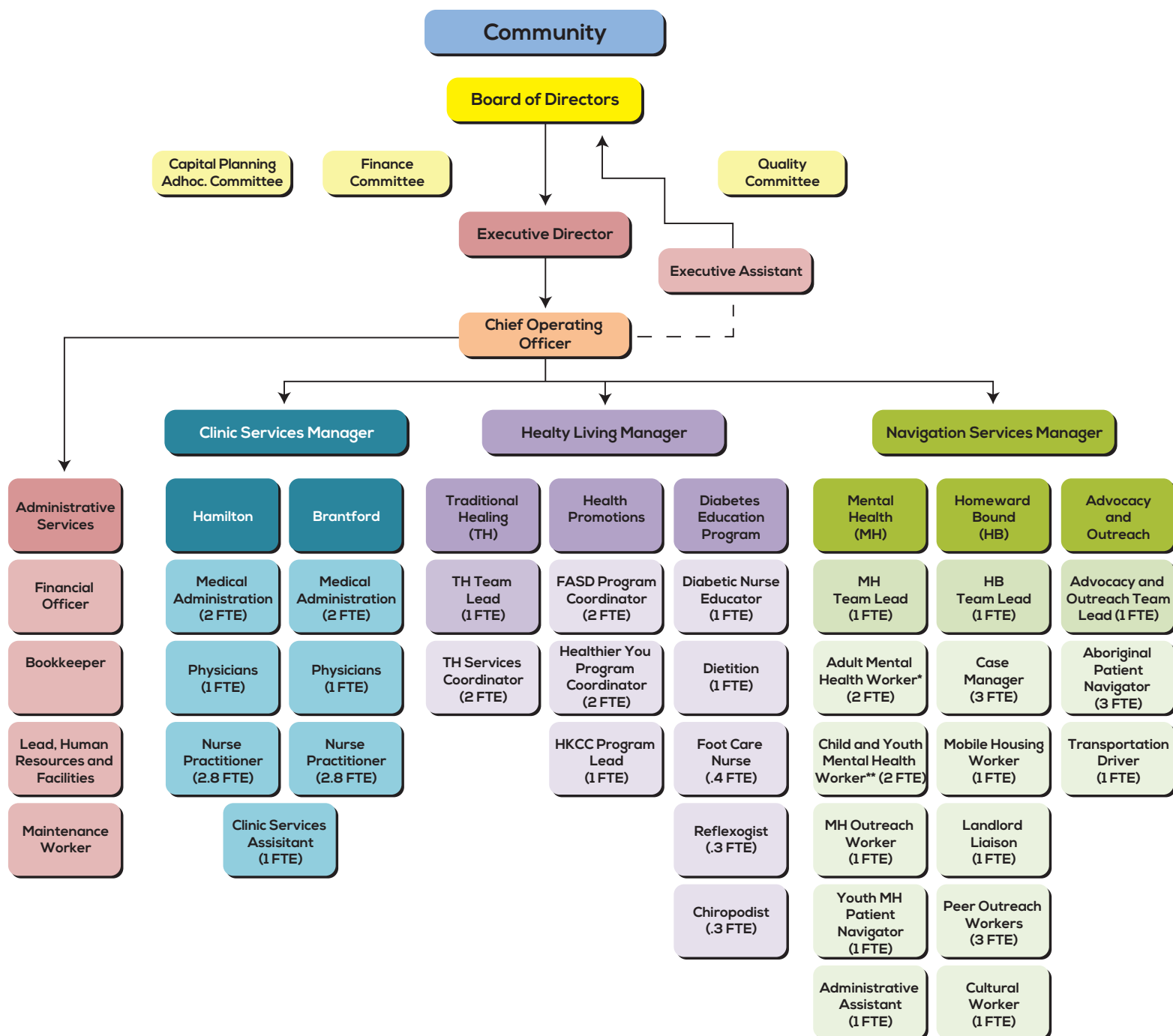
ORGANIZATIONAL HEALTH

Q1	Q2	Q3	Q4		Indicator
			93	95	% of staff reporting moderate to high job satisfaction (to be completed in Q4)*
5.4	7.7	0	7.3	10	% of staff turnover
0	0	96	100	100	% of performance assessments completed
89	100	89	96	100	% of board positions filled
89	89	67	85	80	% attendance at board meetings - 2016-17 Fiscal Year

PATIENT/CLIENT PERSPECTIVE

Q1	Q2	Q3	Q4		Indicator
		87		89	% of clients satisfied with service (responding Very Good or Excellent on the Participation Feedback Survey)
		99		81	% of clients recommending service to others (responding at Definitely Yes on the Participation Feedback Survey)
		77		54	% of clients reporting reasonable wait time (within 20 days)
		13		46	% of clients reporting difficulty in accessing service (greater than 20 days)
		87		89	% of clients reporting that services provided met their needs (responding Very Good or Excellent on the Participation Feedback Survey)

2016-17 Organizational Chart



**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.



Brantford Location

36 King Street East
Brantford, ON N3T 3C5
Tel: (519) 752-4340
Fax: (519) 752-6096

Hamilton Location

678 Main Street East
Hamilton, ON L8M 1K2
Tel: (905) 544-4320
Fax: (905) 544-4247

Niagara Satellite Office

3250 Schmon Pkwy
Unit #1b
Thorold,
ON L2V 4Y6

Toll Free 1-877-402-4121 **Email** info@aboriginalhealthcentre.com

www.aboriginalhealthcentre.com