



2018-2019 Annual Report



CONTENTS



4	Message to Our Community
5	2018 October Moon Gala
6	Report from the Chair
7	Report from the Executive Director
8	Department Reports
9	Clinic Services
9	Primary Health Care
12	Healthy Living
12	Health Promotions
13	Traditional Healing
14	Navigation Services
14	Advocacy and Outreach
16	Housing Services
19	Mental Health
21	Board of Directors
22	Financial Summary
23	2018-2019 Donors
24	2016-19 Strategic Plan
25	2019-22 Strategic Plan
26	Balanced Scorecard for 2018-19
27	Organizational Chart

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

Message to our Community



First announced in 1995, Aboriginal Health Access Centres were established to model the approach of Community Health Centres, which was a one-stop shop for providing a variety of supports and services designed to improve health and well-being. The largest ever consultation between First Nations, Inuit and Métis took place in 1994 through the Aboriginal Healing and Wellness Strategy.

In service to the Indigenous communities of Hamilton and Brantford since 1998, De dwa da dehs nye>s Aboriginal Health Centre continues to provide culturally appropriate care through a wholistic model of well-being that recognizes the dynamic balance of mental, emotional, physical and spiritual health.

We offer a comprehensive variety of services that include primary care, traditional healing, health promotions programming, mental health supports, advocacy and navigation services, and homelessness support and case management.

Over the years, our programs have continued to grow and evolve in response to the needs of the community.

De dwa da dehs nye>s translated from the Cayuga language embodies the concept of “taking care of each other amongst ourselves”. As an organization we live this translation and put it into action as the only urban Indigenous primary health care provider in Brant County and Hamilton region. Serving over 4,500 individuals each year, the Health Centre supports the whole person – body, mind and spirit. In the Niagara Region our Mental Health and Advocacy programs have served approximately an additional 250 clients.

De dwa da dehs nye>s Aboriginal Health Centre is a place where we believe that community is good medicine. It is a place where we work hard to ensure that people feel a sense of warm belonging and the comfort of kinship.

At the 20 year mark, we are at a pivotal moment in our growth as we stand perched on the cusp of our capital campaign goals. Sometimes the road is long and sometimes the journey is arduous, yet it is very fulfilling to continue on

our journey to affect positive change in the lives of those we serve. It is our intention to continue to build on our organization’s foundational roots, as we work hard provide a place of healing that is welcoming and provides those who enter our doors with a sense of belonging.

At the 20 year mark - we celebrate the spirit of this community - where we have been, and where we are headed.



Left to right: **Constance McKnight, Pat Mandy, and Adrianna Tetley**
(Alliance for Healthier Communities)

Reaching the milestone of 20 years of service provided an opportunity to engage with our community, celebrate with our staff and participate with our stakeholders. It was a milestone to be celebrated.

In Brantford, approximately 75 people attended. Adrianna Tetley, Chief Executive Officer of the Alliance for Healthier Communities presented De dwa da dehs nye>s with a certificate acknowledging our 20 years of service.

In Hamilton, we had approximately 125 people attend our celebration that included a large presence of dignitaries and key stakeholders.



Left to right: **Pat Mandy, Chief Stacey Laforme, Andrea Horwath, and His Worship Fred Eisenberger**

2018 October Moon Gala

On October 10, 2018, we held our fourth Annual October Moon celebration. This year's gala was once again emceed by Jace Martin and well renowned comedian Ryan McMahon was the Key Note Speaker. We are happy to report that the gala was a success. The proceeds of the event will be used to support our Capital Projects.

The award recipients were:



Starfish Spirit Award

In recognition of your caring spirit, commitment and dedication to making a significant impact in the quality of life of many individuals within the Indigenous community.

Awarded to:
Conrad Prince



Walter Cooke Wisdom Keeper Award

In recognition of one's capacity to exemplify significant and continuous service to our community by demonstrating integrity, generosity of spirit, humility, courage, collaboration, "The Good Mind", and traditional ways of knowing and being.

Awarded to:
Stacey Laforme



Partnership Award

In recognition of outstanding commitment to collaboration for the benefit of the health and well-being of Indigenous peoples.

Awarded to:
The City of Hamilton



Community Social Hamilton Executive Director Aboriginal Coalition (HEDAC) – 2018 Community Leadership Award

In recognition of 25 years of leadership and dedication to providing safe, affordable housing for the Indigenous community in Hamilton.

Awarded to:
Melanie McAuley

Miigwetch, Nya:Weh, Thank you

De dwa da dehs nye>s Aboriginal Health Centre would like to thank its staff, volunteers, students, partners and community members. Without you, and your support, we could not do what we do.

Report of the Chair

Throughout the 2018-19 fiscal year the Board of Directors and Staff have worked toward completing many of the strategic objectives of the organization's 2016-2019 Strategic Plan. The Strategic Plan has four pillars: Breaking Ground, Quality, Cultural Reclamation and Enhanced Leadership.

Breaking Ground

The Breaking Ground pillar focused on the Capital Projects in process for Hamilton and Brantford. We continue to work with the Health Capital Investment Branch of the Ministry of Health and Long-Term Care to develop the Business Case for the projects.

In Hamilton, we continue to work with our partners to develop the Biindigen Indigenous Wellbeing Centre Project. We continued to receive significant support from our partners: Hamilton Anchor Institute Leadership, The City of Hamilton, Hamilton Wentworth Catholic District School Board, Niwasa Kendaaswin Teg, NPAAMB, Hamilton Regional Indian Centre, Sacajawea, Ontario Aboriginal Housing Services, Native Women's Centre and the McQuesten Planning Team. Chi miigwetch!

In Brantford, we continue to work with community agencies and the City of Brantford to determine land opportunities and potential partners.

Quality

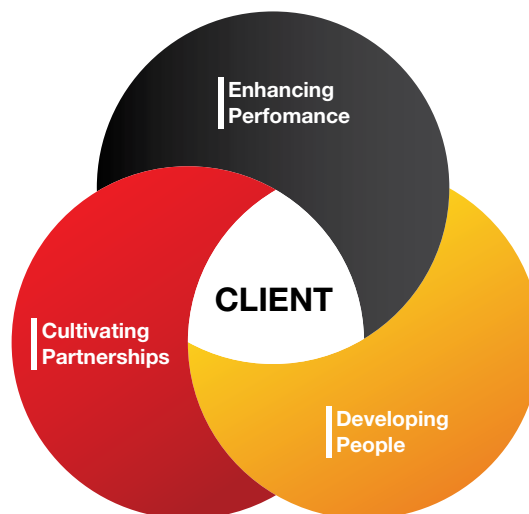
We are partnering with the Canadian Centre for Accreditation. Staff have completed the Readiness Assessment process and have started to prepare for a late fall 2021 Accreditation Site visit. We anticipate that we will be fully accredited by the February 2022.

Cultural Reclamation and Enhanced Leadership

The Board of Directors and staff have substantially completed all the strategic objectives identified for these two pillars.

2019 - 2022 Strategic Plan

In February 2019, the Board of Directors held a Strategic Planning retreat. At the retreat, three strategic objectives were identified: Enhancing Performance, Cultivating Partnership and Developing People. Staff engagement on the Strategic objectives began in late March and will continue through the spring. The Board will also be



engaging members of the community throughout the spring. During the 2018-19 fiscal year we said good-bye to our esteemed colleagues, our Board Members: Dr. Bradley Johnson, Lina Rinaldi, James Knibb-Lamouche and Georgia LaForme. We thank them for their time and commitment to De dwa da dehs nye>s Aboriginal Health Centre.

At the Annual General Meeting, the Board of Directors welcomed new Board Members and Jeff Cooper. Jeff attended his first meeting in October 2018. Joel Voth and Peter Bieling joined the Board of Directors in December 2018 and attended their first meeting in February 2019. In addition, I am pleased to announce that Grandma Renee Thomas-Hill has graciously agreed to be the Elder support to the Board of Directors. Chi miigwetch Grandma Renee!

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 their decisions that respect people as individuals with a distinctive cultural identity, 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 I reflect on this past year, I am pleased that De dwa da dehs nye>s Aboriginal Health Centre has continued to solidify partnerships and build new relationships within the communities we serve, regionally, and across the province.

Our organization is recognized within the Indigenous community, as well as the mainstream community at large, for culturally appropriate safe care. As the place of first choice and last resort for Indigenous peoples, we continue to strive to meet the highest standards of health care delivery in an atmosphere couched in culture and resiliency.

Transformative Change Award

In June 2018, the Alliance for Healthier Communities (formerly the Association Ontario of Community Health Centres) presented De dwa da dehs nye>s Aboriginal Health Centre's Housing Services program with a Transformative Change award. The award recognizes the team's efforts in ending homelessness of the Indigenous populations in Hamilton. To view the video, please visit our website at www.aboriginalhealthcentre.com.

Save the Children



We would like to acknowledge and thank Save the Children Canada for selecting De dwa da dehs nye>s Aboriginal Health Centre to receive a generous donation of almost 850 pairs of Tommy Hilfiger infant, toddler and youth shoes for back to school! In addition to this generous donation, they provided more than 1,500 pairs of Tommy Hilfiger socks and 600

hygiene kits for toddlers and youth! This donation supported our families with the cost of back to school items needed for children returning to school. The shoes and socks have been provided to families of De dwa da dehs nye>s Aboriginal Health Centre in Hamilton and Brantford, the families of Niwasa Kendaaswin Teg, the Hamilton Regional Indian Centre and other local and regional Indigenous organizations.

Thank you Save the Children Canada!

2018 Holiday Hamper Program

Staff from across the organization came together to coordinate the 2018 Holiday Hamper Program. The program



received generous support from our Fetal Alcohol Spectrum Disorder program donors, community members, external groups and community partners.

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 individuals and families who need it most.

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

Breakdown of Hampers Provided

Total # of Hampers Provided	183
Total # of Family Hampers	116
Total # of Single Hampers	67

Thank you to our generous sponsors and benefactors who help make this program happen. We couldn't make the impact we do without your generous support.

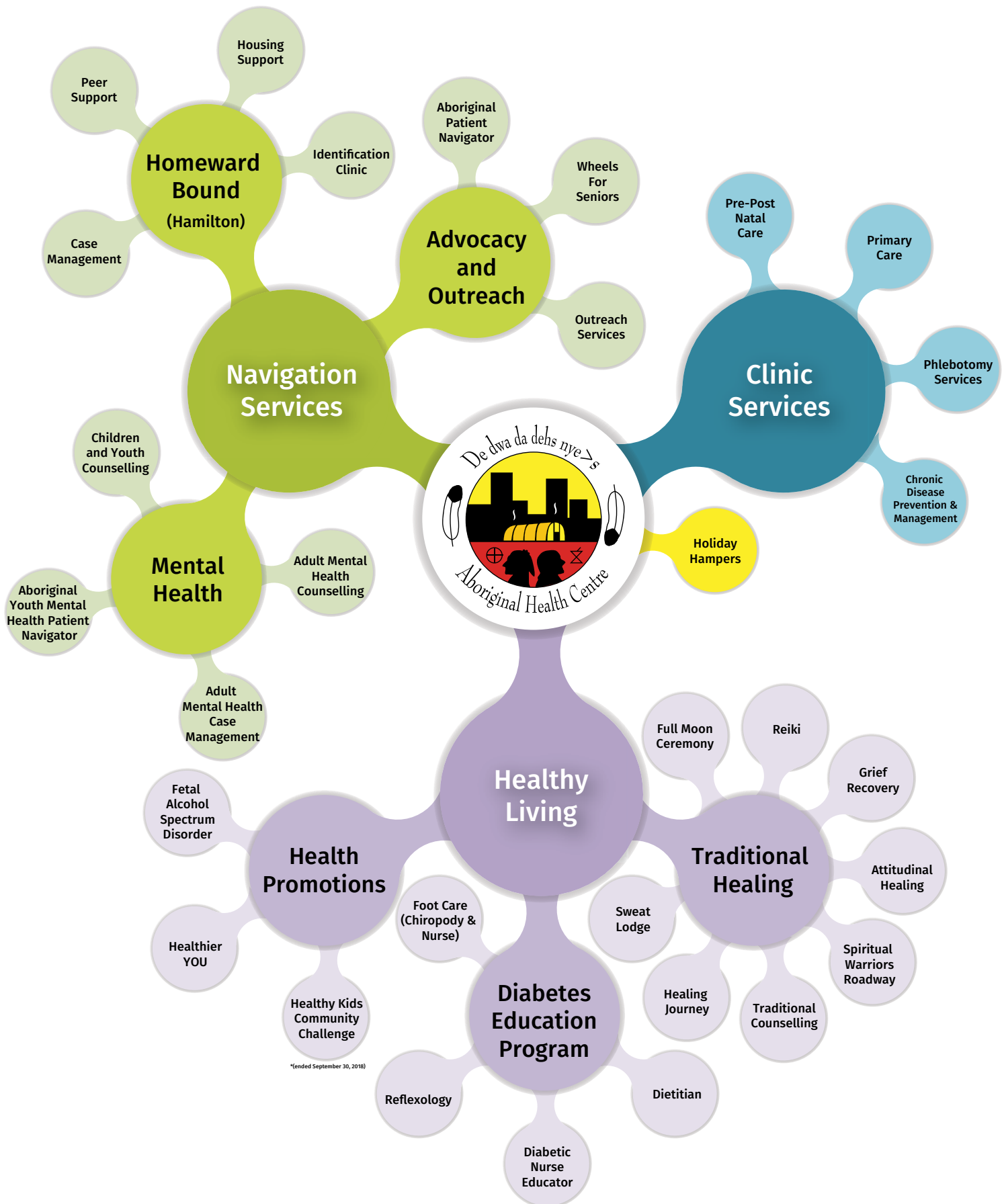
Acknowledgements

All of what we do would be impossible to accomplish without the support of our community, the leadership of the Board of Directors, dedication of numerous volunteers, and dedication of those employed by De dwa da dehs nye>s Aboriginal Health Centre. 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

2018-19 Program Tree



Clinic Services

Primary Health Care



From Left to Right: **Dr. Garway Wong and Anastasia Blackey**

De dwa da dehs nye>s Aboriginal Health Centre offers a full service medical clinic in Brantford and Hamilton that works closely with patients to help them lead healthy lives throughout their health journey. Our clinic team provides primary and wholistic medical care integrated with traditional Indigenous approaches to our First Nations, Métis and Inuit community members within the Brant and Hamilton regions.

Indicator	Total
Visits - Brantford	6,449
Rostered Clients - Brantford	1,277
Visits - Hamilton	4,242
Rostered Clients - Hamilton	997

Michael G. DeGroote Pain Clinic

In 2017-2018 De dwa da dehs nye>s and the Michael G. DeGroote Pain clinic began working together to develop a new approach to pain management. Our integrated comprehensive chronic pain management strategy aims to support and enhance the quality of life for our patients living with chronic pain. In January 2018 we introduced culturally safe, patient-centered Chronic Pain Management clinics at both of our locations in Hamilton and Brantford. The Pain Clinics are a collaboration between our primary care team and the Michael G. DeGroote Pain Management Specialists, Dr. Ramesh Zacharias, Dr. Norman Buckley and Dr. Greg Hariton. With the support of the Michael G. DeGroote team we have introduced patient self-management tools and resources and increased our primary care capacity to identify and manage chronic pain.

Total 2018-19 Pain Clinics: 4 (2 at each site):

Hamilton: 2 Clinics with a total of 4 patients seen

Brantford: 2 Clinics with a total of 4 patients seen



From Left to Right: **Dr. Ramesh Zacharias, Dr. Vikas Parihar, Dr. Sonya Altena, Dr. Monica Borkar, Dr. Garway Wong, Dr. Ada Ho, Erika Flaherty, and Dr. Saquib Ansari**

Baby Box University

Baby Box University is an online 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.

In 2018-19 De dwa da dehs nye>s distributed a total of 75 Baby Boxes to new or expecting parents who completed the online education session for Baby Box University. We have recently implemented a new online system for Baby Box graduates that creates flexibility for families to visit our Hamilton clinic during regular business hours to pick up their Baby Box.

Caring for our Elders

Geriatrics is a specialty that focuses on health care of elderly people. The term geriatrics originates from the Greek word 'geron' meaning "old man", and 'iatros' meaning "healer". Dr. Christopher Patterson specializes in Geriatric Medicine at Hamilton Health Sciences and provides clinics to De dwa da dehs nye>s, and northern communities including Wikwemikong on Manitoulin Island. Our 'Caring for our Elders' Geriatric Medicine clinics provide compassionate, patient-centered, culturally safe, holistic care for our elderly and aging.

Clinic Services

Total # of Clinics:

Hamilton: 4 clinics @ 3 hours per clinic

Brantford: 4 clinics @ 3 hours per clinic

Total # of Patient Consults: 15

Breathe Easy Clinics

Breathe Easy Clinics are offered bi-weekly in Hamilton and Brantford.

Spirometry is a test of the air capacity of the lung. Spirometry is used to determine how well your lungs work by measuring how much air you inhale, how much you exhale, and how quickly you exhale.

Spirometry is used to diagnose asthma, chronic obstructive pulmonary disease (COPD) and other conditions that affect your breathing. Spirometry may also be used to monitor a lung condition and check whether a treatment for a chronic lung condition is helping you breathe better, or breathe easier.

2018-19 Breathe Easy Clinics

Brantford

Total # of Breathe Easy Clinics.....18

Total # of Patient Appointments58

Hamilton

Total # of Breathe Easy Clinics.....12

Total # of Patient Appointments41

Registered Nursing Association of Ontario Workshop on Addressing Substance Abuse

On August 10, 2018 De dwa da dehs nye>s partnered with the RNAO (Registered Nurses Association of Ontario) to host a one day workshop on Addressing Substance Use. The Addressing Substance Use Level 1 (Foundational) workshop provided nurses and other allied health professionals with the tools and skills to provide safe, ethical and competent care to persons in all clinical settings who use substances. Participants learned concepts related to stigma, licit and illicit drugs, social determinants of health, harm reduction and to explore best practices related to screening, brief interventions and referral to treatment. This content from the training will be integrated with key content from the **RNAO Toolkit: Implementation of Best Practice Guidelines, Second Edition.**



From Left to Right: **Aric Rankin and Tori Cronin (BPSO)**



From Left to Right: **Barb Loeprich and Aric Rankin (BPSO)**

Same Day Urgent Access Walk-in Availability

In the second quarter we introduced same day/urgent access walk-in availability at both of our sites. Same day access is available to patients who require urgent access/care for non-life threatening illnesses. The same day access appointments allow us to manage the episodic health needs of our patients within our clinic environment and avoid ER visits for non life threatening illness.

Aboriginal Children's Hurt and Healing Initiative

The ACHHI youth engagement sessions and participant conversations were a success. In December 2018, Rachel Bomberry, ACHHI Research Assistant, completed the final (youth) conversations. The research team is now focused on analyzing the data to better understand how Indigenous Children's pain is experienced, expressed, interpreted, assessed and treated. The ACHHI team has embraced the strengths of Traditional and Western knowledge holders

Clinic Services

to continue to work on the project with a Two-Eyed Seeing Approach, which embodies both Traditional, and Western worldviews.

As an organization we are interested in understanding the pain related experiences of our Indigenous children and youth. Children and youth often present with a history of unaddressed (mental, emotional, spiritual, physical) pain related conditions that include inter-generational trauma, historical trauma, and loss of cultural identity.

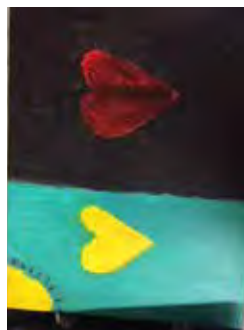
De dwa da dehs nye>s embraces any opportunity that will improve the health care outcomes and healthcare journey experience for our children, who are our future generation.

ACHHI Research Project Participants:

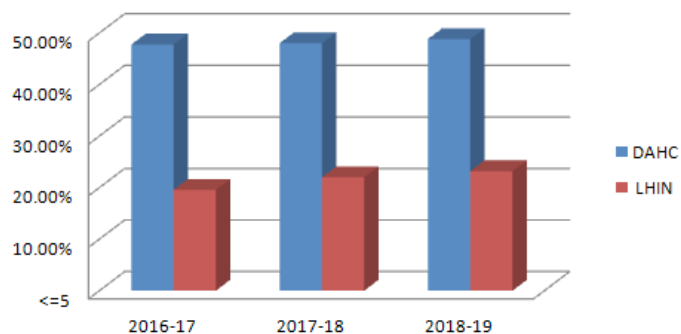
6 – Elders/Knowledge Keepers

6 – DAHC Clinicians

23 – Indigenous Youth



Breast Cancer Screening Rate



Colorectal Cancer Screening Rate (FOBT)



Cervical Cancer Screening Rate (PAP)



Influenza Vaccinations



Healthy Living Department

Living a healthy lifestyle is our best defense to meeting the challenges and stresses that come with life. The Healthy Living Department at De dwa da dehs nye>s offers an output of programming, services and community events that are geared to promote living a healthy lifestyle, offer education and create cultural experiences for the communities of Brantford and Hamilton.

The Healthy Living Department is composed of four departments:

- **Traditional Healing Services** (Hamilton- Ext. 258/ Brantford Ext. 245)
- **The Diabetes Education Program** (Registered Nurse- Ext. 230/Registered Dietitian- Ext. 298)
- **FASD and Child Nutrition Services** (Hamilton - Ext. 246/ Brantford - Ext. 355)
- **Healthier YOU: Healthy Eating Active Living, Smoke Free Ontario, Diabetes Prevention** (Hamilton- Ext. 260/ Brantford - Ext. 348)

Last year the Healthy Living Department output 383 programs in Hamilton and 387 programs in Brantford. Every month, we offer a variety of programming for individuals and families to participate in at both catchment areas.

Our typical monthly programming consistently includes cooking programs, cultural programs, physical activity initiatives, family programming and education sessions that offer contemporary insight into reducing risk factors in either managing or developing chronic conditions. By accessing programming, it is our hope that community members can gain experiences and education that promote longevity and wellness.



Traditional Healing at De dwa da dehs nye>s

In the spirit of “taking care of each other amongst ourselves”, De dwa da dehs nye>s recognizes the spiritual, mental, emotional and physical significance of practicing culture as medicine. The Traditional Healing department delivers programming and services that are aligned with our Indigenous ways of knowing and being.

Indicator	Yearly Total
Visits	80
Individuals Served	56
Group Participation	1077

Many people that seek out services at De dwa da dehs nye>s are looking for culture. Traditional Healing offers a meaningful connection for the way our community practices health. It is the cornerstone of the approach that makes De dwa da dehs nye>s unique and the thread that runs throughout the whole organization.

The Healthy Living Department Offers:

- Cooking classes and Food Workshops
- Monthly Sweat and Moon Ceremonies
- Family Camp and Summer Camp Programs for Youth
- Community and Cultural Events
- Physical Activity and Recreation Initiatives
- Cultural Arts and Traditional Teachings
- An Assortment of Healthy Lifestyle Classes
- Free Vision and Hearing Screening Clinics
- Weight Management Programming and Registered Dietitian Services
- Diabetes Education & Management One on One Consultation



Healthy Living Department

- Support Circles
- Family Programming
- Lifestyle Education Classes
- Monthly Lunch and Learn Information Sessions
- Smoking Cessation Supports and Programming
- Peer Support
- Bereavement Programming
- Outreach to Schools
- Upcoming details about Healthy Living programming is current on our webpage.
- The Healthy Living Department is funded by the Province of Ontario through the Ministry of Health and Long Term Care, as well as the Ministry of Children, Community and Social Services.



Healthy Kids Community Challenge (HKCC)

September 2018 saw the conclusion of the Healthy Kids Community Challenge (HKCC). This was an initiative that took place for three years that was geared to improve the health of kids from age 0 to 12. The HKCC took place in Brantford, Hamilton and Niagara. The Challenge promoted four different themes that lasted the duration of nine months.

The themes of The Challenge were as follows:

Run, Jump, Play Everyday! This theme dealt with the promotion of natural play and participation in physical activities for kids.

Water Does Wonders This theme was about choosing water as the drink of choice and promoting the education and awareness about the high concentrations of sugars that can be hidden in sweetened beverages.

Choose to Boost Your Veggies and Fruits This theme output programming that promoted nutritional education and opportunities to access fruit and vegetables through interactive ways that appealed to kids.

Power Off and Play This theme promoted the education about how the increasing screen time in kid's lives can have a negative effect on health. This initiative provided programming that encouraged kids to power off their devices and go outside in the fresh air.

Diabetes Education Program

Indicator	Yearly Total
Diabetic Nurse Educator	
Visits	353
Individuals Served	115
Group Participation	207
Dietitian	
Visits	241
Individuals Served	106
Group Participation	499
Footcare	
Visits	995
Individuals Served	288

Interprofessional Diabetes Care



Navigation Services - Advocacy & Outreach

The Advocacy & Outreach program consists of patient navigation, senior's medical transportation, and various outreach services offered through partner organizations such as legal clinic and tax clinic. Through these services we advocate, support and connect Indigenous community members to health and social services throughout the Hamilton, Niagara, and Brant area including Haldimand). Our goal is to empower our clients to determine their own health care needs and assist them in achieving physical, mental, emotional, and spiritual well being.

Wheels for Seniors

The senior's transportation program aims 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) area. We offer door to door service for medical appointments and other related wellness appointments. In 2018-19, the Wheels for Seniors program was expanded to include a second transportation driver which has allowed us to increase services in Hamilton, Brantford and surrounding areas as requested. Please provide at least 48 hours notice when booking transportation for your medical appointment as we often encounter a high volume of calls and require advance notice for scheduling purposes, and for medical appointments located beyond the Hamilton and Brantford area.

For more information about the Wheels for Seniors Program or to schedule transportation, please contact 905-544-4320 ext. 234 or ext. 212

Indicator	Yearly Total
Visits	1,078
Individuals Served	112

Aboriginal Patient Navigator

The Aboriginal Patient Navigator (APN) program provides connections to culturally appropriate resources for health care providers and individuals from hospitals to community to home. The APNs help to navigate different cultural pathways to health and healing (such as access to Traditional

Healers, Traditional Medicine Practitioners and medicines, and cultural practices), as well as western models of care that can be unfamiliar and complex.

The role of the Aboriginal Patient Navigator is to:

- Offer services to First Nations, Métis and Inuit individuals and families in the communities of Hamilton, Niagara, Haldimand-Norfolk, and Brant regions.
- Provide culturally appropriate resources for individuals and health care providers from hospital to community to home.
- Provide linkages and liaise between the health care system and community services and supports (e.g. acute care, residential treatment, mental health and addictions etc.).
- Collaborate with service providers about the needs of Indigenous people based on a number of factors including intergenerational trauma and legacies of colonization.
- Identify and address challenges and barriers across the health care system pertaining to clients individual needs.
- Assist and collaborate in discharge planning, including identification of referrals and linkages to community services.
- Support individuals and family members to understand and participate in their plan of care by fostering open lines of communication between individuals and health care providers.

In 2018-19, the Aboriginal Patient Navigators collaborated with community partners through participation in the following initiatives:

- Participation in Brantford General Hospital Patient Experience Working Group to develop an improved plan of service for Indigenous community members receiving hospital care.
- Continued planning and collaboration with Hamilton Health Sciences to improve awareness and access to Aboriginal Patient Navigator services
- Building new connections with Social Work departments in Hamilton hospitals
- Niagara Indigenous Justice Table
- St. Joseph's Spiritual Care Advisory Table
- Health Links Coordinated Care Planning

Navigation Services - Advocacy & Outreach

To access this service or for more information about the Aboriginal Patient Navigator Program, please contact:

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

Indicator	Yearly Total
# of Visits	1145
# of Individuals Served	281
# of Brief Encounters	960
Group Participation	62

Advocacy Services

Identification Client Advocate: New to the advocacy services is an identification client advocate which supports individuals to apply for, renew or recover various forms of identification such as birth certificate, status card, health card, driver's license, passport etc. Without these important forms of identification, many clients would be unable to access vital health and social services or financial aid supports to improve their health and wellbeing.

Indicator	Yearly Total
# of Visits	43
# of Individuals Served	32

Legal Clinics: In partnership with Hamilton Community Legal Clinic and Legal Aid Ontario, the Advocacy program hosted 24 legal clinics to provide community members direct access to free legal advice and consultation in areas of law such as tenant rights, criminal law, mental health law, family law, refugee law, human rights law, workplace safety, employment insurance, Canada pension plan, Ontario works, Ontario disability support program, and criminal injuries compensation board.

Free Community Tax Clinics: In 2018-19 the Advocacy program hosted six free community tax clinics through Canada Revenue Agency's Community Volunteer Income Tax Program for community members to get assistance completing their 2018 and prior year's income tax submission.



Community Events, Gatherings, and Presentations: Advocacy services continue to participate in various community events, gatherings, education sessions, and committees to bring awareness to Indigenous health issues and voice to the needs of our community. Participation has included events such as Women's Health, Child and Family Services, Patient Experience Working Groups, Justice, Mental Health and Addictions, Youth Transitions, Cultural Safety, Sexual Assault and Violence Against Women, Employment and Training, Health Research and much more.



Navigation Services - Housing Services

Housing Services (formerly known as “Homeward Bound”) works directly with Indigenous individuals who have been identified as either episodically or chronically homeless in the City of Hamilton, using a “Housing First” approach. Through this approach we aim to provide Indigenous individuals experiencing homelessness with direct access to housing regardless of identifiable barriers. These identifiable barriers include, but are not limited to; addictions, mental health, trauma, family breakdown and cultural disconnection.

Housing First Principles

1. Immediate access to housing with no housing readiness conditions
2. Client choice and self-determination
3. Recovery orientation
4. Individualized and person-driven supports
5. Social and community integration

programs providers as well as broader community programs and services.

Housing Services thrives to champion change through the reduction of homelessness within the Indigenous community in the City of Hamilton. This includes a focus on two components; homelessness prevention and homelessness intervention. We work together to not only retain housing for individuals who are experiencing homelessness, but also to maintain housing and prevent homelessness, through rapid re-house, rental arrear assistance, and eviction prevention supports.

In 2018-2019, Housing Services identified an annual target to actively seek and obtain housing for 53 individuals/families experiencing homelessness. By December 2018, the program had exceeded this target by successfully housing and providing case management support to over 92 individuals/families.

In June 2018, De dwa da dehs nye>s Housing Services was one of three programs recognized for the “Transformative Change Award” through the Alliance for Healthier Communities. The Transformative Change Award celebrated our department’s exceptional model of wholistic health and wellbeing in action and recognized De dwa da dehs nye>s Housing Services as a champion for transformational change in a community health care field.



Our team consists of housing and wellness case managers, peer outreach worker, housing advocate, intake and identification coordinator, landlord liaison, and life skills coordinator. Together we are dedicated to providing program participants with outreach supports, life skills and cultural programming, case management, housing advocacy and wrap around services. Depending on each individual’s unique needs, we often facilitate connections to other health centre



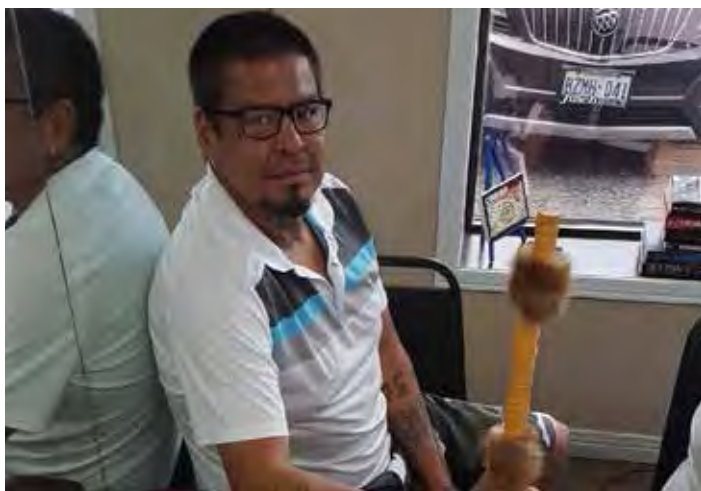
Housing Services Team, Recipients of the Alliance for Healthier Communities ‘2018 Transformative Change Award’

Housing Services has continued to grow and enhance community supports in a positive way through community partnerships, additional funding and program opportunities, and the enhancement of our street outreach program. Areas

Navigation Services - Housing Services

of growth and partnership included:

- Expansion to include the facilitation of life skills programming that assists individuals in their future growth and development. Groups facilitated included Working Through Triggers, Seven Grandfather Teachings, Sobriety Life Skills, Who Am I? – Self Identity.
- Addition of an Intake and Identification Coordinator (in partnership with Advocacy Services) to streamline the abundance of incoming referrals, decrease wait times for access to housing, and support individuals to obtain important identification such as status card, birth certificate, health card, etc.



- Redevelopment of supportive housing programs and services through wellness case management at Koo gaa da win Manitou Senior's Residence and Odrohekta Men's Residence. This includes regular one on one case management support for residents as well as weekly group programming. Group programs include: Arts and Craft, Storytelling, Coffee and Tea Socials, Cooking/ Recipe Sharing, Bingo, Health Matters Group, Breakfast Circles, Breakfast Program, Evening Games, Anger Solutions, Naloxone Training, and Social Circles.
- Partnership with Six Nations Health Services (SNHS) through which SNHS Supportive Housing Case Manager operated from within the Housing Services office in Hamilton and participated in regular case conferencing to coordinate services.
- Partnership with Charity Chicks Hamilton to organize and host a Summer Community BBQ and Thanksgiving Dinner. Both events provided community with food and activities such as collaborative community painting for adults and

kids, makeup classes by Mary Kay, clothes donations, Ti-Cat Football Team giveaways, Ti-Cat player meet and greet, and live music.



Charity Chicks Hamilton Volunteers, Housing Services is grateful for the generosity and support of this amazing group of individuals.

- Partnership with students, "The Agency" at Mohawk College to host a Landlord Appreciation Event. This event was a great way to celebrate the many landlords who have become allies in the community as they work with us to identify and maintain housing for our program participants.

In March 2019, Housing Services received the results of a Housing First fidelity review through which the program was evaluated under five domains: Choice in Housing and Services, Separation of Housing and Services, Service Philosophy, Service Array, and Program Structure. The goal of the fidelity review was to discuss program opportunities, gather feedback from staff and community, and gain a better understanding of our role in the community and how we are effectively supporting individuals experiencing homelessness. Overall Housing Services received an excellent score of 86%, with notes of strength that included:

- Clients are housed quickly upon intake and a high number of individuals are successfully housed each month.

Navigation Services - Housing Services

- Client's sense of choice is maximized even though housing choices are restricted by vacancy and affordable units.
- Relationships between case managers and clients are open and honest, allowing for conversations that promote growth and forward progress
- Housing Services has direct access to health centre services such as primary care, mental health and addiction supports, and Traditional healing services.

We are extremely fortunate, proud, and honored to be delivering this service to our community and acknowledge the tremendous work of our housing services team. From homelessness to community, Housing Services will continue to help reduce homelessness and walk the journey alongside our Community.

Indicator 2018-19	Yearly Total
Individuals Served through Housing First	202
Individuals Housed through Housing First	92
Medical Outreach Support Visits	597
Rapid Re-house	17
Arrears Assistance and Eviction Prevention	819

Program Area 2018-19	# of Group Sessions	Total Group Participation
Senior's Wellness Programs	62	278
Men's Wellness Programs	49	177
Life Skills Programs	66	662



Navigation Services – Mental Health

Nya:weh skennon oniyohthonhatye?

(Pronounced as N-yow-way scone-on Oh-n-yoht doe HAH d-yeah) Haudenosaunee Language meaning: Greetings, how are you?

Mental Health Services provides one on one counselling, group programs, and outreach services for children, youth, adults and seniors across the Hamilton, Brantford and Niagara region. Our program takes a trauma-informed and strength based approach by using various modalities and techniques depending on the needs of each client. Collectively the mental health services team consists of individuals with training and/or certifications in social work, trauma-informed care, cognitive behavior therapy, addictions, child and youth therapy, play therapy, narrative therapy, adult counseling, grief and coping, anger solutions, focused intention technique, Reiki, and cultural teachings and storytelling.

Program Area 2017-18	# of Visits	# of Individuals Served	Group Participation
Mental Health Youth Patient Navigator	224	54	170
Child and Youth Mental Health Counselling	898	138	—
Adult Case Management	1022	214	35
Adult Mental Health Counselling	467	109	188

Relocation of Niagara Satellite Office

In January 2019, De dwa da dehs nye>s Niagara mental health and advocacy services relocated to 145 Queenston St., Suite 105 in St. Catharines. This office is located in a medical building that is also home to Quest Community Health Centre. Our new location is conveniently located near the St. Catharines downtown area and is easily accessible by Niagara bus transportation routes. We would like to acknowledge and thank Indigenous Diabetes Health Circle for housing these services over the past number of years, and we look forward to continued collaboration with their staff and programs.

Brantford Rapid Access to Addictions Medicine (RAAM) Clinic Outreach

In September 2018, De dwa da dehs nye>s engaged in a partnership with the Brantford Rapid Access to Addictions Medicine (RAAM) clinic whereby a De dwa da dehs nye>s mental health outreach counselor works on site at the clinic two days per week. This partnership involved De dwa da dehs nye>s, Brant Community Healthcare System, two mainstream mental health organizations, and addictions physicians, who have come together to deliver wrap-around service for individuals in need of rapid, comprehensive assessment,

diagnosis and treatment for all substance-use disorders. Currently the RAAM clinic operates two days a week, and approximately 29% of clients are Indigenous. The clinic has supported 103 individuals in the first three (3) months of operation.

The Mental Health Youth Patient Navigator position has been beneficial to successfully engage our Indigenous youth. The Mental Health Youth Navigator connects Indigenous youth to available programs and supports that enhance their wellbeing. Participation in the Youth Navigation program varies dependant on Individual requirements. Some youth join the program for a short time while others are part of the program for extended periods. Through the Mental Health Youth Patient Navigator, relationships have been built within the hospital and they work closely with social workers in advocating and supporting discharge planning to ensure youth are connected once discharged from hospital. In addition, the Mental Health Youth Patient Navigator will also work closely with other programs within De dwa da dehs nye>s to create a circle of care that includes multidisciplinary approach to care. This approach offers great benefits towards helping youth to feel part of a community. This is the greatest success we see amongst youth – connecting back to community and culture that supports purpose and belonging. Finding one's own identity has contributed to decreased anxiety and fears, and increased self esteem.

Mental Health Success Story

A client (pseudonym: Sam) through the Brantford RAAM clinic was recently hospitalized and relocated to a hospital in Hamilton for kidney care. Sam is an elderly individual, who lives with their son and 2 grandchildren. Last November Sam was evicted from their home. It has been very difficult for the family and it has been even harder on Sam's personal health, which has been neglected since becoming homeless. I connected Sam with the Aboriginal Patient Navigator, who began visiting at the hospital to offer support. Initially Sam was very insistent that they return to live with their family – but we knew that this would be putting their health at risk. While staying with their family, personal and medical care was being neglected and food was scarce. When Sam was admitted to the hospital, they were very thin, malnourished and had sores on their body from the cold and lack of care. Although Sam's family was trying their best, they were not in a position to care for Sam. Recently Sam agreed to relocate to a care facility in Brantford, where they could be close to their family and also receive the much needed care and medical attention required. As a team providing wrap around service for Sam, we were all pleased to see them come around and acknowledge that they are worth caring for too. The family is happy with this solution and is now focusing on ways they can secure better housing for themselves.

Youth Groups Focus on Animal Therapy

Animal-assisted therapies have demonstrated positive

Navigation Services – Mental Health



outcomes related to the reduction and management of mental health issues such as anxiety, depression, grief, and coping. Animals carry and exert an energy that can be felt by humans and bring with them a sense of peace and calm. In partnership with Therapy Tails Ontario, our youth mental health program

hosted a series of therapy dog visits where individuals could meet with Marla, a four year old Australian Shepherd and certified therapy dog. Participants were able to interact and play with Marla as a way to manage stress or feelings of being overwhelmed.

In March 2019, the child and youth mental health program hosted an equine youth workshop that provided youth a day of interaction with horses to explore mindfulness. Throughout the day youth learned about mindfulness and emotional regulation in a fun and relaxed environment. Youth also learned of teachings and stories about horses from a local knowledge keeper.



In addition to facilitating the above mentioned groups, our Mental Health Youth Patient Navigator works with the local schools and Indigenous and mainstream agencies to facilitate mental health group programs and link Indigenous youth ages 15 to 24 to services that will help improve their social determinants of health. The Mental Health Youth Patient Navigator also supports youth/emerging adults to transition more smoothly between youth and adult mental health services. Additional youth programs in 2018-19 included Youth Skills Groups, Youth Drumming and Drum Workshop, Youth Sweatlodge, Youth Circle and Medicine Wheel Teachings. These

groups offer a safe place for youth to come and participate in crafts, activities, learning, sharing and discussing certain topics related to living a balanced life.

Adult Mental Wellness Groups

Throughout 2018-19, the Adult Mental Health Outreach program facilitated 25 group sessions which included topics such as Anger Solutions for Men, Anger Solutions for Women, Dodah's House: Traditional Teaching Workshops, Manifestation Workshops, and General Mens Wellness Groups. These groups provide an opportunity for learning, sharing and socializing to further develop a sense of community and connection for our clients. We continue to schedule new series of each workshop and continue to introduce new topics of interest to participants. Indigenous health, mental health and Culture.

Mental Health and Addictions Services are available to all Indigenous people who self-identify.

Wilfrid Laurier University – BSW Student Placements

Building on the partnership established in 2017-18, the Mental Health program welcomed a new BSW student to the Child and Youth Services program for a part-time eight month placement throughout 2018-19. This individual was able to quickly develop a strong rapport with clients and offer alternate approaches to engaging with youth. We are grateful for her time spent with our program and clients, and wish her continued success in future endeavors.

Access to Psychiatry

Both patients and staff of DAHC continued to benefit from onsite access to psychiatry throughout 2018-19. Patients are able to receive child, youth, or adult psychiatry assessments and care within the familiar environment of the health centre, while staff are able to consult with psychiatry on complex cases; this has contributed to improvements in the quality and timeliness of care. Our partner psychiatrists function as an integral member of the circle of care, alongside the patient, family, and other De dwa da dehs nye>s clinicians and staff such as primary care, mental health, Traditional Healing and others. As a result, patients are able to receive comprehensive mental health services within a community setting.

Mental Health and Addictions Services are available to all Indigenous people who self-identify.

To access services, call **905-544-4320 ext 251** to be connected with our Intake Line to schedule an appointment. This is not a crisis line and is only answered Monday to Friday 8:30am to 4:30pm. If calling after hours, please leave a message and your call will be returned within 72 hours. Self-Referral is preferred.

Nia:wen Kowa from the Mental Health Team



CHAIRPERSON Pat Mandy

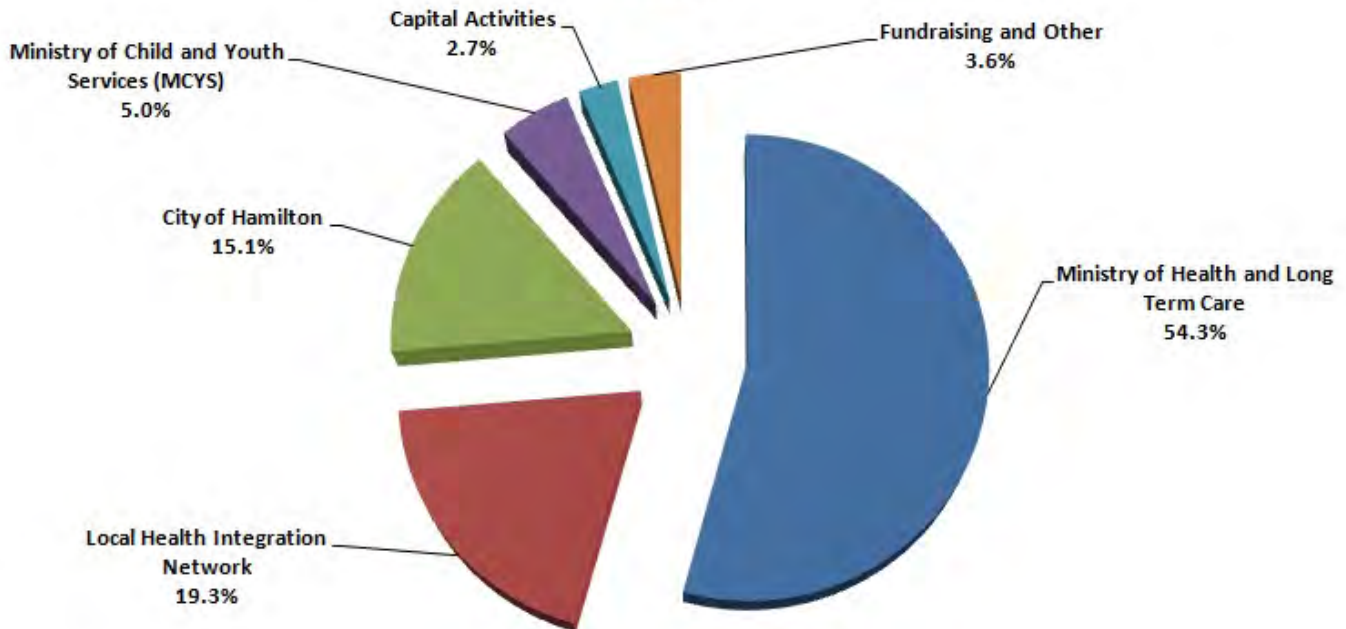
VICE-CHAIR Elizabeth Gray

TREASURER Frances Roesch

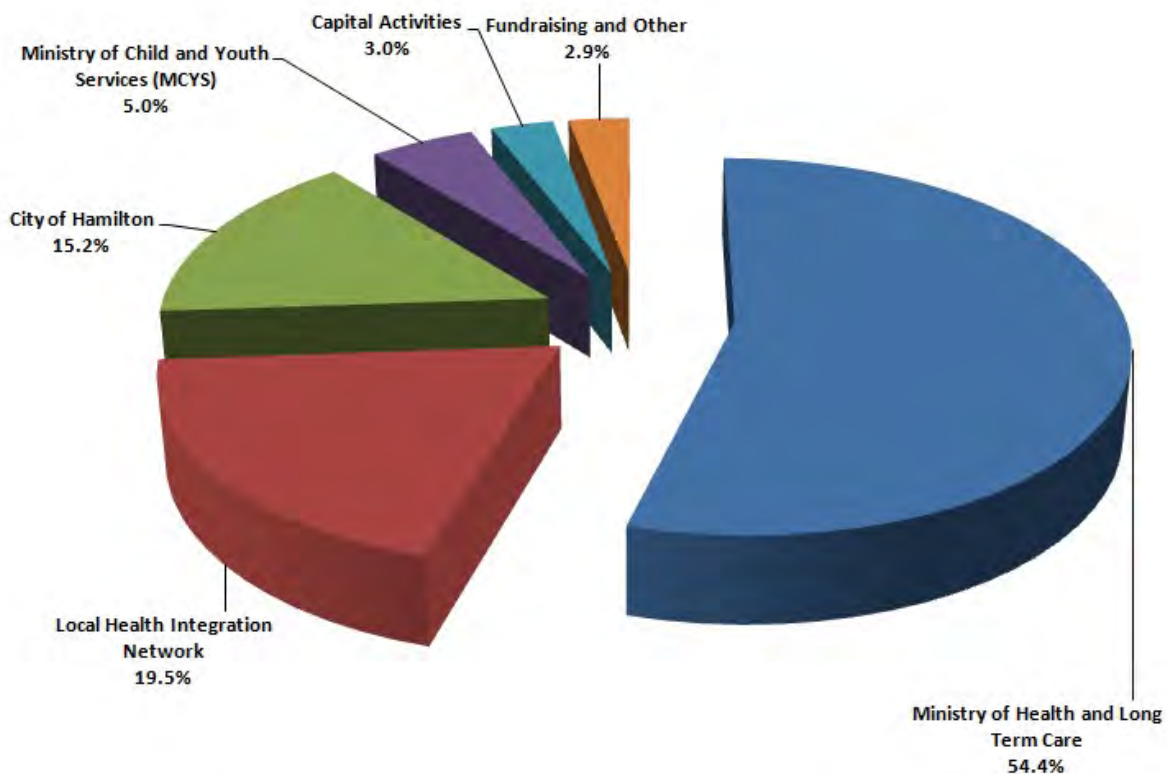
MEMBERS AT LARGE Dr. Peter Bieling (First meeting February 2019)
Jeff Cooper (First meeting October 2018)
Dr. Bradley Johnson, MD (Last meeting November 2018)
James Knibb-Lamouche (Last meeting April 2018)
Terry Ramirez
Kathleen Randle
Lina Rinaldi (Last meeting June 2018)
Bryanne Smart
Shari St. Peter (First meeting October 2018)
Joel Voth (First meeting February 2019)

2017-18 Financial Summary

De dwa da dehs nye>s Total Revenue \$6,894,622 2018-19



De dwa da dehs nye>s Total Expenses \$6,840,267 2018-19



2018-19 Donors

Alan Iskiw

Anastasia Blackey

Ashley Watson

BATL

Beanermunky Chocolate

Canadian Tire - Brantford

Christian Reform Church in North America

Christine Walker-Petriw

Dominos Pizza

Eugenia Zuroski

GraphixFlo - Flo Cotiga

Grand River Spa

Hamilton Tiger-Cats

Healthcare Supply Chain Network

Isabel Trueman

Jennifer Powell-Fralick

Laurier University

Linda Novick

Mandy Family Foundation

Maple Leaf Sports and Entertainment

Marlene Romano

Modern Telecom

Mohawk College

Nicola Winstanley

Painted Turtle Soap Shop

Rebecca Swirsky

Robin Cameron

Terry Ramirez

Theatre Acquarius

Thompson Promotions

Twin Valley Zoo

YMCA

HOLIDAY HAMPERS

Aric and Michelle Rankin

Christina Vlahopoulos

Dave Wright

Deborah Neshkiwe-Fox

Elizabeth Bader

Gordon Neufeld

Grace Mattheson

Jim Gaudry

Joan & Joseph Mattina

Jo-Ann Mattina & Martin Copeland

Joanne Webb

Kathryn Macdonald

Kathy Allan-Fleet

Lisa Connolly

Luis Fierro

Marion Emo

Mona Bourassa

Nadine Fournier

Nicole Goodbrand

Pat Mandy

Ruth Chen

Savanah Smith

Shylo Elmayan

Stacey Marjerrison

Teresa Chan

Tracey Akitt

STRATEGIC PLAN 2016-2019

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 Board of Directors



BREAKING GROUND

Finalize and implement the plan for the Capital project to create new Community Hubs in the City of Hamilton and Brant County.

STRATEGIC OBJECTIVES:

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 invoking 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 for staff and clients.
- A safe and welcoming environment is essential for clients, volunteers and staff at De dwa da dehs nye>s (DAHAC).
- 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 an RFP and choose partner to oversee the readiness assessment process and accreditation.
- Complete readiness assessment.
- Complete accreditation.

CULTURAL RECLAMATION

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

STRATEGIC OBJECTIVES:

Foster, promote and support the spirit and intent of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) as relevant to our mandate.

- 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 relevant to our mandate.
- Develop a culturally-based protocol with respect to community engagement.

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

- DAHAC formally adopts the TRC Calls to Action through a Board motion.
- Adopt a definition for the term 'reclamation' that is aligned with the TRC and acceptable to the Board, and Staff.
- Develop a TRC Calls to Action implementation workplan with key sub-activities identified relevant to our mandate.
- Develop a culturally-based protocol with respect to community engagement.

ENHANCED LEADERSHIP

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

STRATEGIC OBJECTIVES:

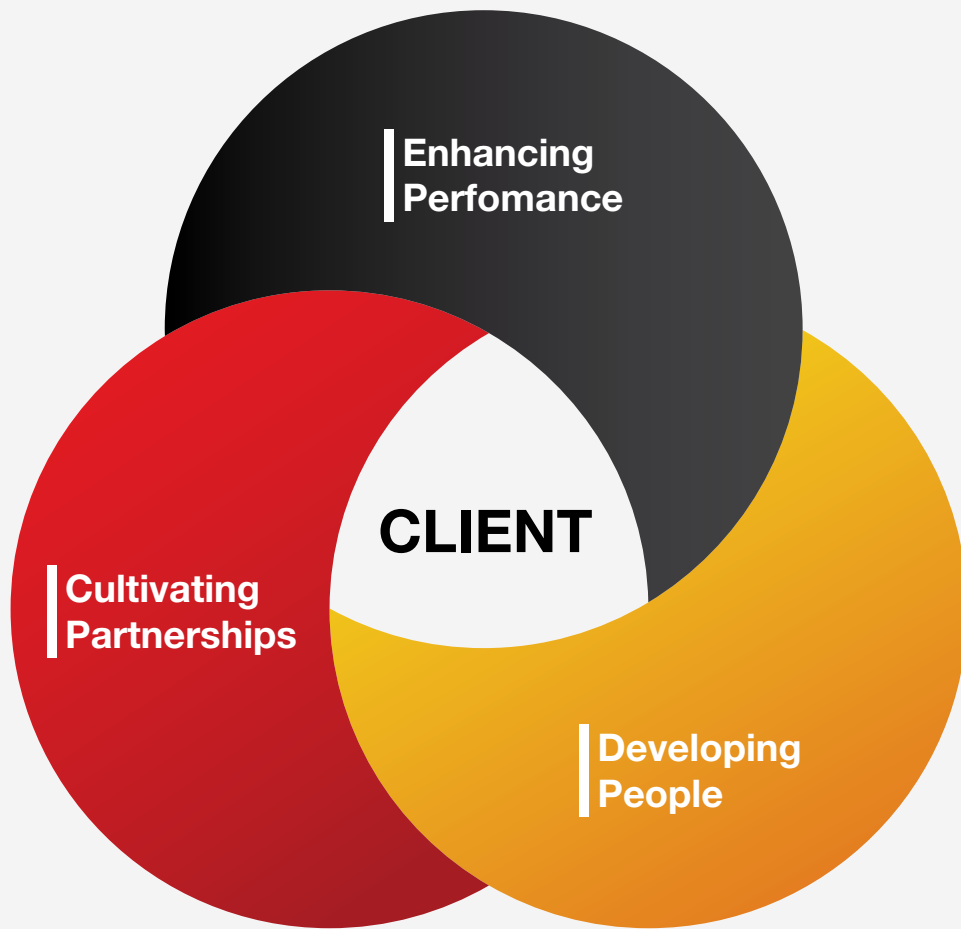
Advance respectful, culturally appropriate services for Indigenous populations

- Mandatory cultural safety training.
- Educate external stakeholders.
- Develop a standard communications 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.

2019-22 Strategic Plan



Vision:

Vibrant, healthy Indigenous communities.

Mission:

Improving the health and well-being of Indigenous individuals, families and communities through wholistic Indigenous, Traditional and Western health care.

Values:

The organizational values remain to be the Seven Grandfather Teachings of Truth, Love, Respect, Courage, Honesty, Humility and Wisdom

2018-19 Balanced Scorecard

HEALTH SERVICE PROVISION

Q1	Q2	Q3	Q4	Target	Indicators
71	94	95	98	0	# of persons waiting for first service (new clients) -Primary Care- Brantford
86	105	85	89	0	# of persons waiting for first service (new clients) -Primary Care- Hamilton
53	52	32	32	0	# of persons waiting for first service (new clients) - Mental Health - Brantford
71	44	21	21	0	# of persons waiting for first service (new clients) - Mental Health - Hamilton
32	35	28	38		# of persons waiting for first service (new clients) - Mental Health - Niagara
22%	18%	19%	20%	12%	% of No Show Patients in Primary Care - Brantford
29%	22%	20%	21%	12%	% of No Show Patients in Primary Care - Hamilton
34	59	76	100	100	# of Internal Referrals - Brantford
22	48	66	84	100	# of Internal Referrals - Hamilton
6	12	21	29		# of New Circle of Cares - Brantford
8	13	22	41		# of New Circle of Cares - Hamilton
91	150	238	309		# of New Circle of Cares - Other Disciplines - Both Locations
2771	4585	6549	8323	8000	# of Clients Engaged with Health Promotions

* **Note:** The Wait List and No Show rates are closely monitored by the Quality Committee. However, these indicators represent the need for an increased investment in staffing and space to meet the needs of the community we serve.

FINANCIAL HEALTH

Q1	Q2	Q3	Q4	Target	Indicators
8%	7%	8%	10%	15%	% of Budget Spent on Admin Salaries and Benefits
8%	8%	8%	9%	8%	% of budget Spent on Admin Operating Expenses
84%	85%	85%	81%	79%	% spent on Clinical and Social Planning and Programming
Yes	Yes	Yes	Yes	Yes	Is the Health Centre projecting a balanced budget?

ORGANIZATIONAL HEALTH

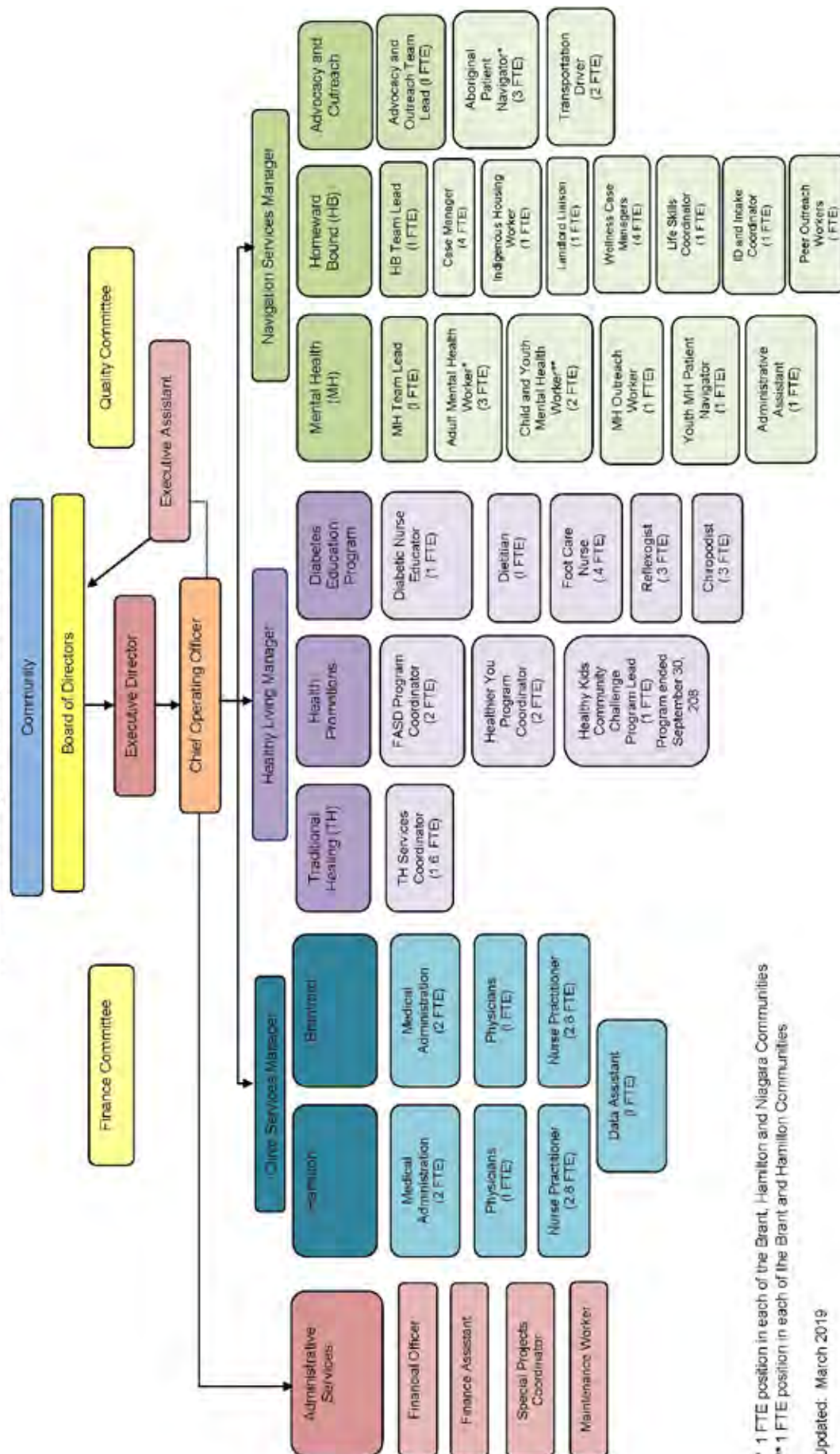
Q1	Q2	Q3	Q4	Target	Indicators
			88%	95%	% of staff reporting moderate to high job satisfaction (to be completed in Q4)*
4%	12%	21%	25%	10%	% of staff turnover
78%	100%	100%	100%	100%	% of performance assessments completed
94%	91%	91%	91%	100%	% of board positions filled
67%	55%	52%	82%	80%	% attendance at board meetings – 2018-19 Fiscal Year

PATIENT/CLIENT PERSPECTIVE

Q1	Q2	Q3	Q4	Target	Indicators
		71		89	% of clients satisfied with service (responding Very Good or Excellent on the Participation Feedback Survey)
		79		81	% of clients recommending service to others (responding at Definitely Yes on the Participation Feedback Survey)
		73		54	% of clients reporting reasonable wait time (within 20 days)
		27		46	% of clients reporting difficulty in accessing service (greater than 20 days)
		99		89	% of clients reporting that services provided met their needs (responding Very Good or Excellent on the Participation Feedback Survey)

2017-18 Organizational Chart

De dwa da dehns nye>s Aboriginal Health Centre



* 1 FTE position in each of the Brant, Hamilton and Niagara Communities

** 1 FTE position in each of the Brant and Hamilton Communities

Updated: March 2019

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

Improving the health and well-being of Indigenous individuals, families and communities through wholistic Indigenous, Traditional and Western health care.



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

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

www.aboriginalhealthcentre.com