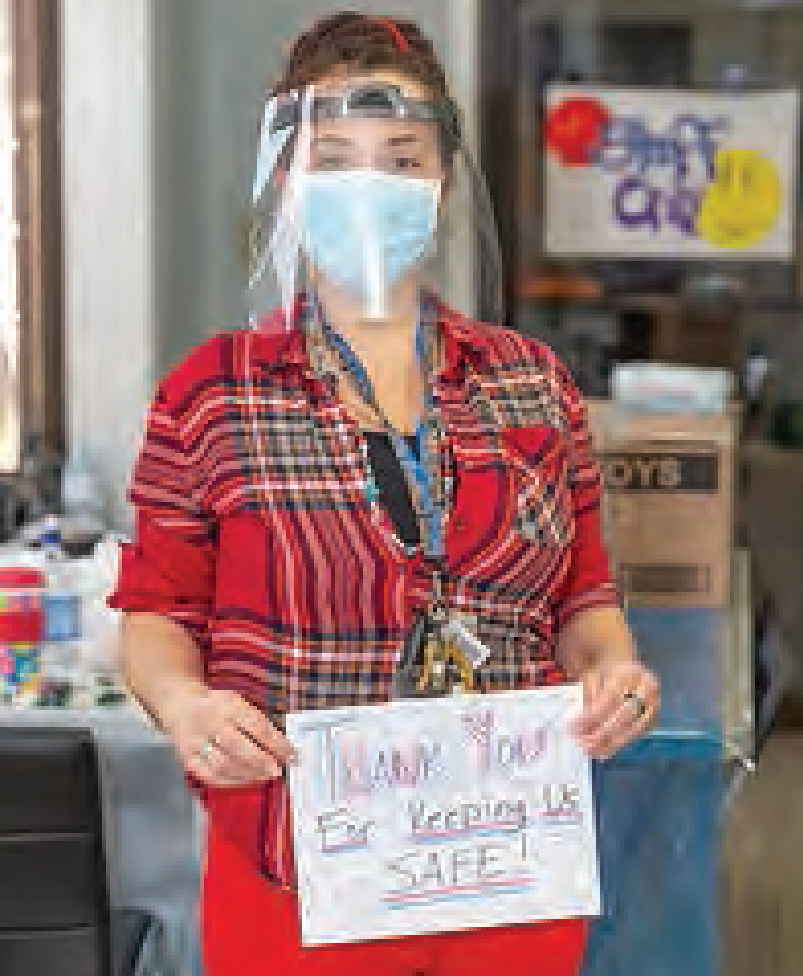




2019

Annual Report





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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.

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 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.

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 daily. The only urban Indigenous primary health care provider in Brant County and the Hamilton region for over 20 years, De dwa da dehs nye>s Aboriginal Health Centre continues to provide culturally appropriate care through a wholistic model of well-being. Our model recognizes the dynamic balance of mental, emotional, physical and spiritual health.

Over the years, programs have continued to grow and evolve in response to the needs of the community. Throughout the 2019-20 fiscal year there were investments in our Mental Health Program in Brant, Haldimand-Norfolk and Niagara Regions. These investments have provided De dwa da dehs nye>s with opportunities to develop a new Child and Youth Mental Health Program in Niagara, and respond to the opioid crisis in Ontario by providing Community Opioid Services in Brant County and the Niagara Region. Across all sites, we serve and support over 5,200 individuals each year, the Health Centre supports the whole person – body, mind and spirit.

At the end of the 2019-20 fiscal year funding for the Street Outreach Program was not renewed and the program ended. The Street Outreach program provided housing assistance for community members with lower acuity, including those who were not ready to enter the Indigenous Housing Services

Program and individuals living in encampments.

At De dwa da dehs nye>s we believe that community is good medicine. We focus our energy and work to ensure that people feel a sense of warm belonging, and the comfort of kinship.

Back to School Backpacks

De dwa da dehs nye>s Aboriginal Health Centre hosted two very successful back to school backpack events, one each in Brantford and Hamilton.

The event was designed to encourage the students to come and “shop” for their back to school needs, allowing folks the opportunity to choose the items and colours they want and/or need.



De dwa da dehs nye>s provided the students of all ages with back to school essential items, appropriate to their need. Children, youth and adult learners take part in this unique and empowering program. Appreciation goes out to our partners at Save the Children, PVH and Korn Ferry, all of whom came together to provide the backpacks for our learners. A previous donation from PVH allowed a small back to school clothing section that included winter hats and scarves, cardigans, shoes and socks. Based on the need and success of the addition of the clothes in Brantford, the Hamilton event was expanded to include gently used clothing and coats.

Overall, both events were very successful and many community members were supported with their back to school needs. We continued to provide backpacks with supplies available to those who have reached out and were not able to attend the events.

MESSAGE TO OUR COMMUNITY



Backpacks Distribution at the events were as follows:

Grade	Brantford	Hamilton	TOTAL
Preschool	2	2	4
JK/SK	15	25	40
1 - 8	73	103	176
9 -12	26	41	67
12+	3	3	6
TOTAL	119	174	293

Holiday Toy Donation

On December 18, 2020 we received a large donation of toys from a local organization that wishes to remain anonymous. The toys were distributed to community members in need, and were provided as prizes at the holiday toy bingo. Toys were also shared with other Indigenous organizations in the communities that we serve. The toys were distributed to families prior to Christmas. We would like to thank our anonymous donor; you made Christmas a little brighter for everyone this year.

COVID-19

In March of 2020, the world shifted. De dwa da dehs nye>s adapted to this new way of providing services to the community during this time of pandemic. With the COVID-19 virus, De dwa da dehs nye>s had to make some difficult decisions including the cancellation of some of our more popular programs such as the March Break Family Camp.

Telecommunication and virtual visits were initiated where appropriate. Staff adjusted to the new reality before us and most of our staff made their home environment into their new office. We provided innovative programming such as online Yoga classes and a Seed Program. Spiritual Warriors Roadway, a popular course we offer in person was adapted to be held online. This new path in our shared journey is necessary, yet it is very fulfilling to continue on together 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 to provide a place of healing that is welcoming, regardless of its platform.



We would like to acknowledge the generous support that we have received from our community during this time. We have received monetary donations and Personal Protection supplies. Your support is appreciated.

REPORT OF THE CHAIR

The 2019-22 Strategic Plan identified three Strategic Priorities for De dwa da dehs nye>s. They are: Enhancing Performance, Cultivating Partnerships and Developing People.



Enhancing Performance

This strategic priority is critical to the programs, services and operations of De dwa da dehs nye>s. The Quality Committee of the Board monitors, analyses and makes recommendations to the Board of Directors regarding quality initiatives. This includes, but is not limited to the Quality Improvement Plan submitted to Health Quality Ontario, Program Performance in alignment with funder targets, Health and Safety and Incident Reporting, and a Balance Scorecard. The Balance Scorecard monitors key indicators of the following four quadrants: Health Service Provision, Financial Health, Patient/Participant Perspective and Organizational Health.

A measure of success of the Enhancing Performance strategic priority is the progression of De dwa da dehs nye>s Aboriginal Health Centre towards accreditation.

Cultivating Partnerships

Through this strategic priority we continue to develop and strengthen partnerships with all healthcare, education, research and funding stakeholders. These stakeholders include: Indigenous and mainstream partners in the community and at municipal, provincial and federal levels of organizations and government.

The key measure of success of the Cultivating Partnerships strategic priority is the progression of De dwa da dehs nye>s Capital Projects in Hamilton and Brantford

Developing People

Supporting and developing our Patients/Participants, staff, volunteers and students is crucial to the success of De dwa da dehs nye>s.

We are focused on providing culturally relevant programs and services to support wholistic health and well-being. Feedback is sought and welcomed from the community to help identify gaps in programs and services.

For our Staff, the focus of the Developing People strategic priority is to ensure that professional and spiritual developmental opportunities are provided to staff, and the continued advocacy with funding partners for additional resources to meet the needs of our ever growing programs and services.

Board Composition

During the 2019-20 fiscal year, with regret, we said good-bye to our esteemed colleagues: Terry Ramirez, Shari St. Peter, Elizabeth Gray and Joel Voth. We thank them for their time and commitment to Board of Directors of De dwa da dehs nye>s Aboriginal Health Centre.

At the 2019-20 Annual General Meeting, the Board of Directors welcomed new Board Members: Joel Voth, Peter Bieling, Loretta Hill, Colleen Montour, and Kristin Wythe. Both Peter and Joel attended their first meeting in February 2019. Loretta attended her first meeting in May 2019. Colleen attended her first meeting in September 2019, and Kristin attended her first meeting in March 2020.

I am pleased to report that Grandmother Renee Thomas-Hill continued to provide Elder support to the Board of Directors. ChiMiigwetch Grandmother Renee!

Finally, I thank my colleagues on the Board and our Chief Executive Officer, 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. I would also like to acknowledge the unprecedented commitment and dedication shown by the staff since the start of the COVID-19 pandemic.

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.

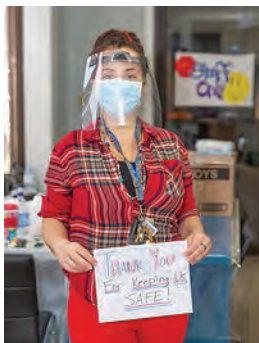


COVID-19

In mid-March 2020, the COVID-19 pandemic was declared in Canada. As a result, a number of Emergency Directives declared by the Province of Ontario have changed the way we provide care. The Primary Care Team continued to provide care to patients through tele-consult and in office visits for limited medical issues. We continue to see newborns and babies according to their immunization schedule.

One on one appointments with the Traditional Healing Coordinators, Aboriginal Patient Navigators, Mental Health Counselors, Dietitian and Diabetic Nurse Educator continued, on a limited basis, through telecommunications. Transportation rides were still available for urgent rides.

All in person group programming was cancelled and online programming was implemented. Our Indigenous Housing Services staff were at the Hub, located at 20 Kenilworth, from 9:00 a.m. to 12:00 noon daily for urgent requests, support and access to food. This service was curbside assistance only.



I would like to take this opportunity to say thank you to the staff for the unwavering commitment during these uncharted times. Your enthusiasm and willingness to provide the best quality services, under new ways of doing so, has been amazing. I would like to thank our Patients/Participants for having

patience with us as we switch the way we provide care. This is a difficult time and together we will make it through.

HOLIDAY HAMPERS

Staff from across the organization came together to coordinate the 2019 Holiday Hamper Program in Hamilton and Brantford. The program received generous support from our Fetal Alcohol Spectrum Disorder program, 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.

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

Breakdown of Hampers Provided

Total # of Hampers Provided	245
Total # of Family Hampers	108
Total # of Couple Hampers	20
Total # of Single Hampers	117
Total # for Brantford	65
Total # for Hamilton	180

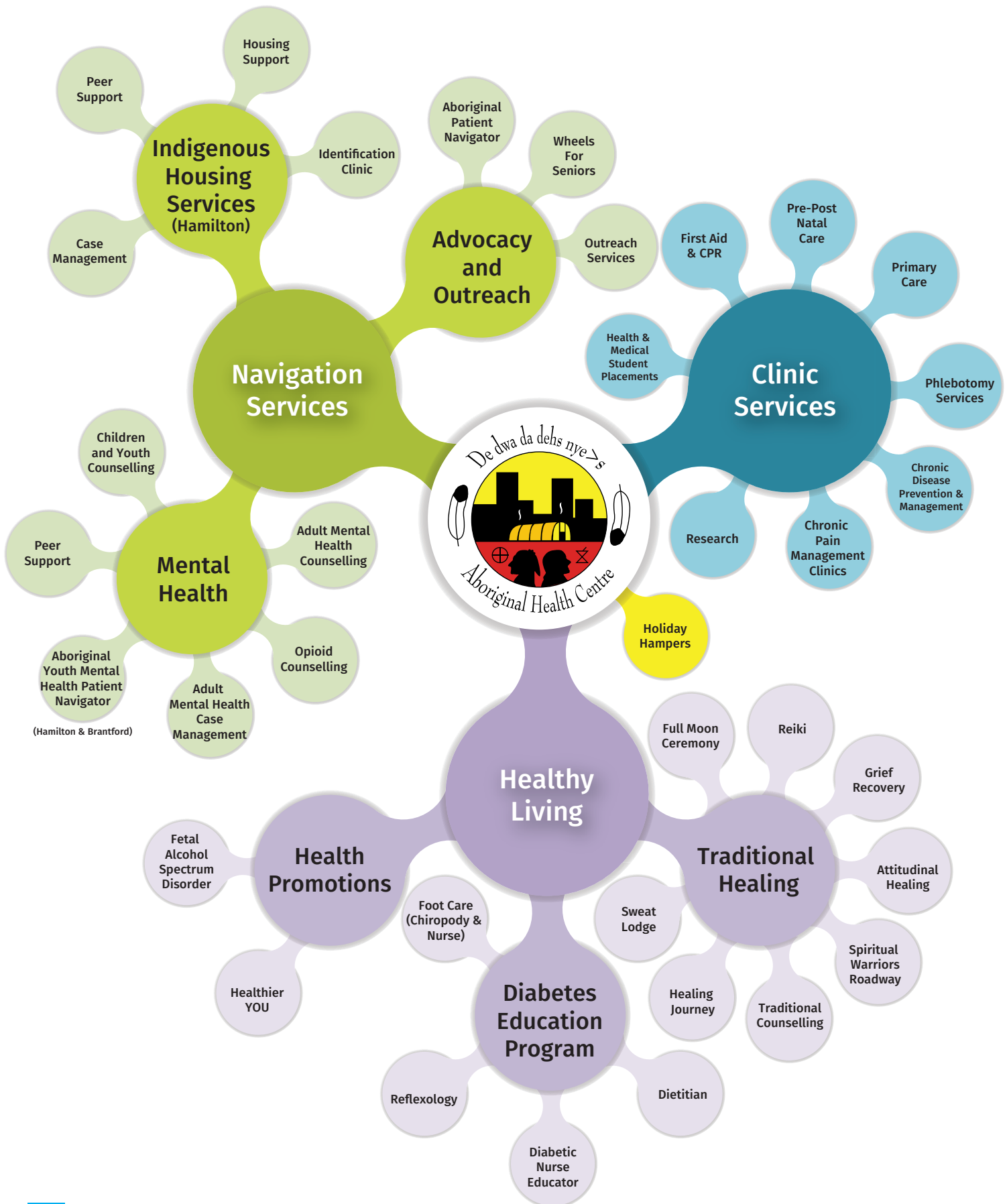
Acknowledgements

All that we do would be impossible to accomplish without the support of our community, the leadership of the Board of Directors, the dedication of numerous volunteers, and the support of many of our community partners and benefactors. The commitment and dedication of those employed by De dwa da dehs nye>s Aboriginal Health Centre is beyond measure, and is central to our success. To each of those individuals I say Chi Miigwetch. Chi Miigwetch A Big thank you, for giving us the opportunity to be "Taking care of each other amongst ourselves".

Respectfully,
Constance McKnight, CAE
Executive Director

DEPARTMENTS

2019-20 PROGRAM TREE



CLINIC SERVICES

The foundation of our healthcare services is based on relationship. Our clinical team of Physicians, Nurse Practitioners and Administrative staff provide culturally safe and relevant, wholistic, primary health care that combines access to western medicine practitioners and traditional healing programs and services

Indicator	Total
Visits – Brantford	5,168
Rostered Clients - Brantford	1,296
Visits – Hamilton	2,935
Rostered Clients - Hamilton	1,029

Michael G. DeGroote Pain Clinic

Throughout the 2019-20 fiscal year, De dwa da dehs nye>s Primary Care and Michael G. DeGroote Pain Clinic, continued to work together to provide onsite culturally safe, patient-centered, chronic pain management consultation, and pain clinics to our Indigenous community. With the support of the Michael G. DeGroote team, we have introduced patient self-management tools, resources and increased our primary care capacity to identify and manage chronic pain.

Total 2019-20 Pain Clinic Consultations:

Hamilton:	1 patient consultation
Brantford:	9 patient consultations



Caring for our Elders

Taking good care of our elderly and aging community members is not only a cultural norm, but it's a priority of De dwa da dehs nye>s.

We have continued our relationship with Dr. C. Patterson, Geriatric Medicine Clinic to provide specialized care for our Elders.

Geriatrics, or geriatric medicine, is a specialty that focuses on health care of elderly people. Our 'Caring for our Elders' Geriatric Medicine clinics provide compassionate, patient-centered, culturally safe, wholistic care for our elderly and aging.

Total # of Patient/Family consultations:

Hamilton:	5 patient/family consultations
Brantford:	5 patient/family consultations
Total # of Patient Consults:	10

Breathe Easy Clinics

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

Spirometry, a test of the air capacity of the lung, is used to determine how well your lungs work.

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

2019-20 Breathe Easy Clinics

Brantford

Total # of Breathe Easy Clinics	19
Total # of Patient Appointments	125

Hamilton

Total # of Breathe Easy Clinics	9
Total # of Patient Appointments	10

Same Day Urgent Access Walk-in Availability

We have continued with our same day appointment access for patients who require urgent access and/or 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. Patient response has been very positive.

Primary Care Response to COVID-19

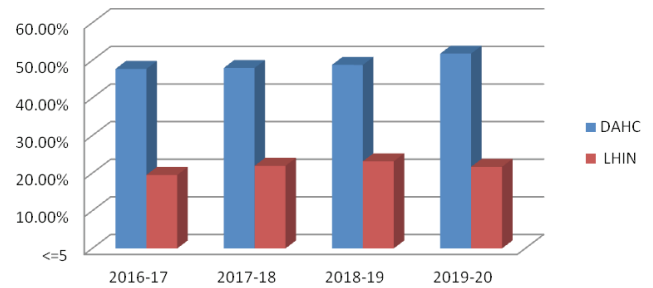


In response to Covid-19 our Primary Care Team changed to regular processes and patient visit experience. Our focus and highest priority is to ensure the health and safety of our patients, environment and staff members. Through the pandemic, our Primary Care Team continued to provide quality health care management through tele-consult and virtual care and limited onsite visits.

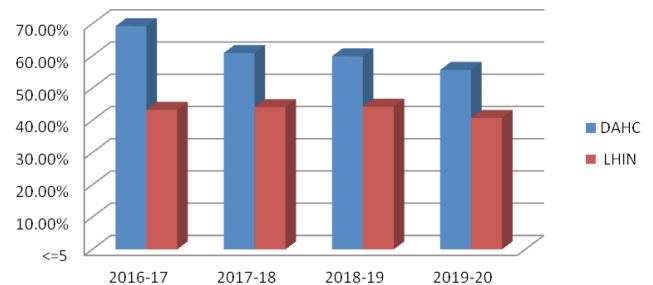
The De dwa da dehs nye>s Pandemic Planning and response to COVID-19 has enabled De dwa da dehs nye>s to be able to “take care of each other amongst ourselves”.

As we navigate these difficult and unprecedented times, our traditional knowledge and adapting to the ever changing leading practices related to COVID-19 have assured that as an organization we continue to provide quality, culturally safe healthcare.

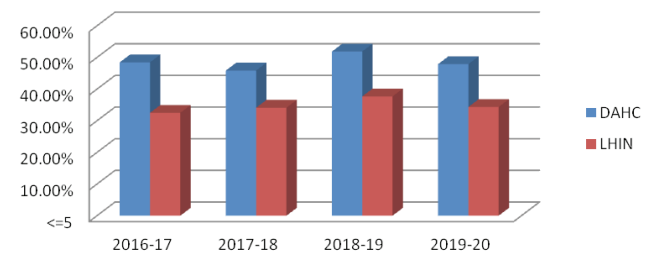
Breast Cancer Screening Rate



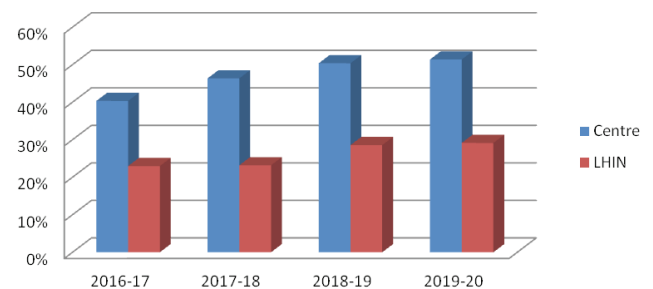
Cervical Cancer Screening Rate (PAP)



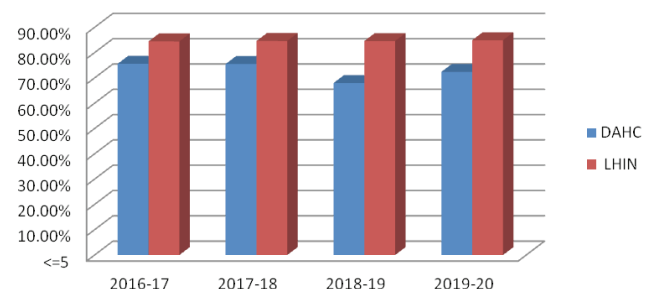
Colorectal Cancer Screening Rate (FOBT)



Influenza Vaccinations

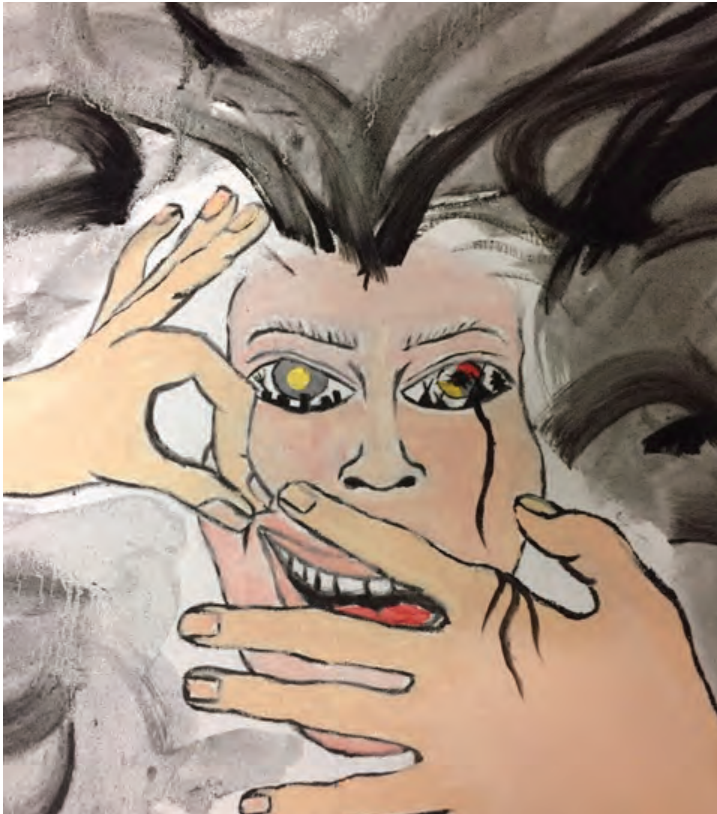


Interprofessional Diabetes Care



Aboriginal Children's Hurt and Healing Initiative

In the fall of the 2019-20 fiscal year the Aboriginal Children's Hurt and Healing Initiative (ACHHI) presented their final report.



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

Creating safe healthcare spaces to engage First Nations youth in meaningful hurt and pain conversations is an important way to promote health and mitigate the harmful impacts of intergenerational trauma as a result of social inequity. First Nations people in Canada experience higher rates of adverse health outcomes, and lower rates of specialist care referrals compounded by inequitable access to health care (Latimer et al., 2020).

Two-eyed Seeing Approach

A Two-eyed Seeing approach, coined by Mi'kmaw Elders Albert and Murdena Marshall, indicates both Indigenous and Western knowledge should be considered equally beneficial

to co-create new learning relevant to support the health and well-being of Indigenous peoples. The Two-eyed Seeing approach was utilized as a guiding principle to engage, gather, and interpret knowledge in this study.

The ways to re-establish balance was conceptualized using the acronym LISTEN. Based on the conversation sessions, all groups suggested ways clinicians could improve clinical experiences for Indigenous youth. The LISTEN approach includes (a) Language; (b) Individual; (c) Share; (d) Teach; (e) Engage; and (f) Navigate.

ACHHI Research Project Participants:

- 6 – Elders/Knowledge Keepers
- 6 – DAHC Clinicians
- 23 – Indigenous Youth

Mending Broken Hearts Project

Led by Dr. Bernice Downey of McMaster University, De dwa da dehs nye>s participated in the Mending Broken Hearts research project to understand how Indigenous women's heart health has been negatively impacted by various social and cultural factors.

The Mending Broken Hearts project used a method called community-based participatory research (CBPR). CBPR invites members of the community being researched to share in decision-making and ownership of the research. The project engaged with Indigenous women and their healthcare providers, both on-reserve and non-reserve settings, to form strong partnerships for the work.

Data was gathered through interviews with Indigenous women with Cardio Vascular Disease (CVD) as well as their Healthcare providers. The project measured the pre and post-delivery impact of our education program on cultural safety and self-efficacy, access to traditional information/ services, and the relationships between Indigenous women with CVD and Health Care Providers.

Research & Story-Telling:

Sharing or Healing Circles are known to help support people with their feelings. Talking Circles are used to share information and discuss issues. A Research Storytelling Circle is a bit of both. It is a way of coming together to talk about issues that affect us personally, through the use of

storytelling. Storytelling is a way of connecting to our past and our present, and is a familiar way for Indigenous people to relate to each other. The purpose of a research storytelling circle is to talk about what we know from our experiences

Mending Broken Hearts Research & Story-Telling:

The Mending Broken Hearts Storytelling Circle hosted youth and adult community members including Elders/ Knowledge Holders, with the goal of understanding Indigenous community perspectives on perceptions of well-being and how traditional family roles and community knowledge sharing mechanisms have been impacted by colonization.

Photovoice Project - Indigenous Heart Health

Led by McMaster University, De dwa da dehs nye>s participated in the Photovoice Project. The project was to understand Indigenous perception of Heart Health: Using Photovoice to foster transformational outcomes in the development of culturally relevant approaches to cardiovascular care for Indigenous people.

The protocol for the Photovoice Project supports research priorities, related to addressing issues related to health and well-being that have been identified by both local Indigenous communities and Indigenous health researchers. There was an emphasis on the importance of Indigenous knowledge and how it informs our well-being.

Save the Children Canada - Jordan's Principle Funding Initiative



Jordan's Principle Information sessions for Community Service providers and families were provided in Hamilton and Brantford. Onsite applications to access funding were completed by the Jordan's Principle Navigator of Six Nations Health Services.

Little Kwe "An Indigenous Patient Journey Through Healthcare"

Angela Naveau, Clinic Services Manager, shares the story of "Little Kwe", an Indigenous patient journey through

healthcare. The story follows Little Kwe's earliest memories of healthcare, the impacts of historical trauma, colonization, and cultural safety.



This presentation was made to the following organizations within the 2019-20 fiscal year:

- Hamilton Public Health, June 2019
- Juravinski Hospital, June 2019
- Ontario Medical Students Assoc., May 2019
- Compass Community Health, November 2019
- McMaster Health Sciences Clerkship Orientation, November 2019
- Hamilton Paramedics, March 2020
- Brant County Health Unit, March 2020

Total # of participants = 950-1000

Please note that we have full consent from Little Kwe and her family to share their story.



HEALTHY LIVING DEPARTMENT

Healthy Living Services at De dwa da dehs nye>s

Healthy Living is dedicated to providing programs and services that cultivate and celebrate the pursuit of wellness and wholistic well-being. We deliver programming, services and events that celebrate culture, builds community and promotes education. Last year the Healthy Living Department delivered a total of 815 programs across both sites with a participant headcount of 7,355.

The Programs in the Healthy Living Department:

- FASD and Child Nutrition (funded by Ministry of Children, Community and Social Services).
- Diabetes Education Program (funded by the Ministry of Health and Long Term Care).
- Healthier YOU: Diabetes Prevention, Healthy Eating Active Living and Smoke Free Ontario (funded by the Ministry of Health and Long Term Care).
- Traditional Healing(funded by the Ministry of Health and Long Term Care).

Diabetes Education Program

Indicator	Yearly Total
Visits	1426
Individuals Served	525
Group Program Attendance	400

Traditional Healing Program

Indicator	Yearly Total
Visits	217
Individuals Served	86
Group Program Attendance	1246

Services we offer:

- Clinical foot care services, as well as chiropody.
- Monthly screening for vision and hearing.
- Reiki and reflexology.
- One on one counseling for smoking cessation.
- Nutritional counseling with Registered Dietician.
- Lifestyle counseling with Diabetes Team Lead.
- Grief counseling with Traditional Healing coordinators.
- Physiotherapy through a partnership with Compass Community Health Centre.
- Access to Healers and Traditional Medicines.
- Indigenous ways of knowing and being.



Programming we deliver:

- Cooking Classes and Food Workshops
- Educational Events
- Community Gatherings
- Cultural Teachings
- Recreational and Fitness Activities
- Camp Programs
- Support Circles
- Drumming
- Art Programs
- Cultural Ceremonies
- Community Outreach
- Children's Activities
- Land-Based Programming



Community Highlights of 2019-2020

A Healthier Tomorrow

"A Healthier Tomorrow" was an educational event that was designed to reach out to the community, beyond the current traditional educational formats. It was a space that allowed the exchange of knowledge and discussion between experts and community members on the latest options to health



management from a Western and Indigenous perspective; and helped people to identify their own risk within the broader environment that impacts on the health-illness continuum.

Healthy Blood Vessels Program

The Healthy Blood Vessel Program was a pilot program developed and delivered by the Diabetes Education Program. The purpose was to teach people about the importance of good vascular health and how to keep their blood vessels healthy with lifestyle choices from a wholistic perspective. Topics of education and skill development included information on controlling inflammation, oxidative stress and insulin resistance. There were presentations, cooking classes, lunch and learns and discussions engaging the community.

Day of Traditional Healing

The short days and the long nights of winter are traditionally a time for reflection and connection. It's a time for quiet gatherings and a time where the traditional art of storytelling flourishes. We pay homage to the timing of nature's cycles by delivering this event on an annual basis. We know that winter can feel like a cold and isolating time for people in the community. Our goal was to connect people together, and in doing that, we delivered an event that had a mixture of Elders and knowledge keepers from different nations and communities sharing cultural traditions and teachings with our community.

Traditional Food Workshops

Food is both parts medicine and celebration. Food is a cornerstone of our programming at De dwa da dehs nye>s and throughout the many different programs, services and events that we offer we routinely promote the knowledge,

skill and access to traditional foods. More formally, this past year, the Registered Dietitian began a partnership with the Traditional Healing Program to offer Traditional Food Workshops that blend a Western clinical approach with Indigenous traditional knowledge. Within our food-centric programming at the centre, we have adopted new approaches that promote stewardship towards our Mother, the Earth. We delivered several feast bundle workshops to encourage all participants to bring their bundle on a routine basis. Also, we made it our policy to no longer purchase and distribute plastic water bottles. In promoting the education and access to Traditional Foods, we are committed to mindfulness in eliminating the waste in the one-time use of harmful plastics.

Children's Holiday Parties

In both sites (Hamilton and Brantford) we celebrated the holidays with the kids and families that we serve. The FASD and Child Nutrition Program took the lead in delivering two large-scale community events in the month of December. The parties included: gifts for children, a festive meal and entertainment. The Children's Holiday Party is a long-standing tradition at De dwa da dehs nye>s that would not be possible without the help of many volunteers, external partnerships and generous donations.

Fetal Alcohol Spectrum Disorder (FASD) Health Information Fair 2019

All around the world on the 9th of September, FASD day is observed. Globally, there are events to raise the awareness about the dangers of drinking during pregnancy and the plight of individuals and families who struggle with FASD. On September 9, 2019, the FASD and Child Nutrition Program at De dwa da dehs nye>s hosted a Health Information Fair



at Six Nations Polytechnic College in Brantford for students and community to attend. There were many displays set up from local stakeholders. The variety of displays promoted knowledge and information to the students and general public about FASD other health and social services.

Kids Camps

Healthier YOU delivered a summer camp program for children that promoted a mixture of cultural activities, physical games and digital literacy. Programming for children and youth to engage with community and learn new skills is an essential component for reaching out to different members of the family unit. It is in childhood that habits are formed and relationships are built. This past year the Healthier YOU program also delivered PA Day programming for kids to attend while they were off from school. It is our goal to create a space where kids can go to have fun, make friends and participate in educational and recreational opportunities.

COVID- 19

Due to the Corona virus pandemic that gripped the world starting in January 2020, the Healthy Living schedule of activities came to a halt on March 13th, 2020. The March Break Family Camp was amongst the many activities that were cancelled. Our first priority was and continues to be the health and safety of the community.

Client Testimonial

Roni Sue Lawrence:

I've been attending programs at the Aboriginal Health Centre in Brantford for almost 4 years. One of my dear friends brought me to Women's Circle and I knew I found my healing place. The programs and the participants were all so friendly and welcoming. I marked all the programs that I wanted to attend in my calendar to make sure I didn't miss any of them.

About a year ago I stopped going to programs as I received devastating news. I was diagnosed with cancer. After seeing many doctors, having a lot of tests, losing my appetite and a lot of weight, I found out that they had diagnosed me wrong. I have Type 1, A.I.P. Auto immune pancreas, it affects my bile ducts and liver as well. It has been and continues to be overwhelming with vitamins and new diets and it gets so confusing. Not sleeping is another problem I have too. I'm learning to meditate; it slows down my brain from wandering. I needed something to pick up my spirits.

I have been missing my friends from program. But I feel hesitant about going back. But at an appointment with my psychiatrist, he agreed with me that going to programs helps keep me grounded and growing. I refer to the friends at the centre as my family and that's how I'm treated.

So I returned to programs and it was a wonderful thing. Being at the centre lifts up my spirits and helps me cope with my life. I am sharing my story in hopes that it will help others to know what the centre does for people and their healing.



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 the legal clinic. Through these services we advocate, support and connect Indigenous community members to health and social services throughout the Brant Haldimand, Hamilton and Niagara area. Our goal is to empower our clients to determine their own healthcare needs and assist them in achieving physical, mental, emotional, and spiritual well being.

Wheels for Seniors

The senior's transportation program provides 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. Notice is required when booking transportation for your medical appointment because of high volume of calls and for scheduling purposes, in particular for medical appointments located beyond the Hamilton and Brantford area.

Indicator	Yearly Total
Visits	1258
Individuals Served	101

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. They include Traditional Healers, Traditional Medicine Practitioners, medicines, cultural practices and western models of care that can be unfamiliar and complex. This year, there were some major transitions on the APN team as one of our most seasoned APNs, Stephanie Faulkner, left her position in the summer. In the fall we welcomed our new Hamilton Patient Navigator, Marie Jones, to our team.

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 healthcare 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 healthcare 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 2019-20, the Aboriginal Patient Navigators collaborated with community partners through participation in the following initiatives:

- 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

NAVIGATION SERVICES - ADVOCACY & OUTREACH

Hamilton hospitals

- Niagara Indigenous Justice Table
- St. Joseph's Spiritual Care Advisory Table
- Health Links Coordinated Care Planning

Indicator	Yearly Total
# of Visits	1313
# of Individuals Served	684
# of Brief Encounters	210

Legal Clinics

In partnership with Hamilton Community Legal Clinic and Legal Aid Ontario, the Advocacy program hosted over 15 legal clinics annually that provides 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.

Community Events, Gatherings, and Presentations:

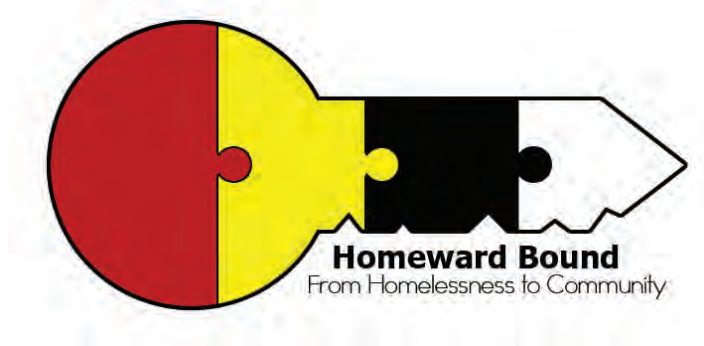
Advocacy services continue to participate in various community events, gatherings, education sessions, and committees to bring awareness to Indigenous health issues and voice to the needs of our community.



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, and Health Research.



Indigenous Housing Services (formerly known as “Homeward Bound”) offer a variety of programs: Street Outreach, Housing First and Eviction prevention. Indigenous Housing Services also provides case management to two of the buildings owned by Ontario Aboriginal Housing Services: Koo gaa da win Manitou Senior’s Residence and Odro>hek>ta men’s residence.



The Indigenous Housing Services team works directly with Indigenous Individuals who have been identified as 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: addiction, mental health, trauma, family breakdown and cultural disconnection.

Our team consists of five Housing First Case Managers, a Wellness Case Manager, a Landlord Liaison, an Intake and Identification Coordinator, a life skills coordinator, an Indigenous Housing Advocate, an Aboriginal Street Outreach worker, an Odro>hek>ta case manager and a Koo gaa da win Manitou two Health Promotion Worker/Case Manager.

Indigenous Housing Services runs services and programs out of the “Hub” located at 20 Kenilworth Avenue in Hamilton. The Hub has been a safe and welcoming drop-in centre which is fully functioning four (4) days a week to provide services to past, present and future housing services clients, as well as, the residents of Odro>hek>ta who live next door. At the Hub, clients can come to meet with their case managers, come to the drop-in clinic to see the wellness case manager, grab a hot coffee and participate in a variety of programs offered onsite.

Program Growth and Expansion

This year we have had new individuals join our housing services team, including two new housing first case managers, a new Odro>hek>ta Case Manager and a new Intake and Identification Coordinator covering a maternity leave. Our new team members bring exciting new skills and experiences that they look forward to using to support current and future clients.

Innovative Approaches to Care

The Hub location has been an essential part of the services provided through the Housing Service program. Clients are able to come to the clinic for medical support and interventions. The wellness case manager at the Hub clinic offers assessment planning and treatment for our clients, and to individuals without family doctor’s or health cards, and operates from a harm reduction approach. The clinic is available four (4) days per week and provides drop-in care which is open to all Indigenous Housing Services Clients. The Hub clinic is fully equipped with harm reduction supplies, dressings, Over The Counter (OTC) medications and a fully equipped emergency response cart. The Hub clinic also offered flu shots and health checks.

There have been many opportunities this year to collaborate with community partners to provide programming around life skills and cultural connections at the Hub. One such collaboration has been an ongoing partnership with the Charity Chicks Hamilton to organize and provide a Christmas dinner for the residents of Odro>hek>ta.

Weekly at the Hub, there has been a breakfast program for Housing Services clients. This is our best attended program. Case managers and other housing services staff continue to come each week to meet with clients and it gives our clients an opportunity to connect with us all each week.

Koo gaa da win Manitou staff have continued to provide one-on-one case management to residents of the building as well as weekly group programming. Programs include: arts and crafts, coffee and tea socials, bingo, breakfast programs, movie matinees, and music social events.

Success Stories

A 60 year old client, recently had to leave their hometown due to a relationship breakdown. The individual came

NAVIGATION SERVICES - INDIGENOUS HOUSING SERVICES

to Hamilton with nothing and soon became homeless. Between the Housing First program and the Street Outreach program, they were able to be housed within a few days. Case managers were able to link them with a local seniors program and support them with applications for more long-term supportive housing. The individual was recently in contact with the wellness case manager, explaining acute back pain which was causing potential serious health outcomes. They had no family doctor. With support from the wellness case manager they were triaged to a hospital and underwent surgery that evening. The surgery was a success and the individual expressed to our team how deeply thankful they are for the Housing Services program.



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



NAVIGATION SERVICES – MENTAL HEALTH

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 behaviour therapy, addictions, child and youth therapy, play therapy, narrative therapy, adult counselling, grief and coping, anger solutions, focused intention technique, Reiki, and cultural teachings and storytelling.

Indicator	# of Visits	# of Individuals Served	Group Participation
Mental Health Youth Patient Navigator	361	98	223
Child and Youth Mental Health Counselling	351	83	—
Adult Case Management	173	40	25
Adult Concurrent Disorder Counselling	1287	207	106

Brantford Rapid Access to Addictions Medicine (RAAM) Clinic Outreach

In September 2018, DAHC engaged in a partnership with the Brantford Rapid Access to Addictions Medicine (RAAM) clinic, whereby a DAHC mental health outreach counsellor worked on site at the clinic two days per week. This role has transitioned from two days per week in 2018, to a 3 day a week position servicing individuals in the Brantford Clinic, as well as the two new clinics in Dunnville and Simcoe in 2019-20. Dunnville is up and running. However, Simcoe has taken a little while longer to get off its feet so they are currently operating out of the local hospital.

Youth Mental Health Services

Mental Health Youth Patient Navigator (MHYPN) works with the local schools and Indigenous and mainstream agencies to facilitate mental health group programs and Indigenous youth ages 10 to 24 to services that will help improve their social determinants of health. This position also went through a transition, and we added our new MHYPN Matthew Lutz – previously of Indigenous Housing Services – to the mental

health team. The MHYPN also supports youth/emerging adults to transition more smoothly between youth and adult mental health services. A similar role was also created this year for the Niagara Region as the MHYPN only serves the Hamilton and Brantford area. In the third quarter, we welcomed our Child and Youth Outreach Case Manager.

Our team also expanded to include a Child and Youth counsellor in the Niagara Region, in March 2020 just before we moved to working from home for our whole team. Additionally, we had a number of vacancies in the Child and Youth departments in Hamilton and Brantford as our Brantford Counsellor ended her contract in August. Also, our Hamilton counsellor left her position at the center. We now have one Child and Youth counsellor in Hamilton and are hiring for the same position at our Brantford centre.

Major Expansion to the Mental Health Team

In addition to the above mentioned positions in Niagara, the mental health team has swelled its ranks considerably this year. We added two (2) new Peer Outreach Workers, one in Hamilton and one in Brantford. These folks help provide 1:1 and group support to individuals seeking assistance with their mental health and addiction concerns. Peer support differs from traditional mental health counselling because peers have lived experience of mental health and/or addictions and use this experience to connect with their peers.

We also added two new addiction workers in Brantford, one who supports RAAM clinic three (3) days per week and the other as a full time addictions counsellor in Brantford. Both of these individuals work with clients who are interested in getting assistance with their substance use, and help to link them to community resources to facilitate this process.

Also forthcoming is an expansion to the Niagara region to include two (2) RAAM counsellors and one (1) addictions counsellor. Due to the timing of this funding, and the already massive expansion of our team this year, these roles had not yet been filled by March 31 2020. However, we are currently hiring to fill them.

NAVIGATION SERVICES – MENTAL HEALTH

Moving Locations – Brantford and Niagara

In order to facilitate all of these increases to staff both of our Brantford and Niagara teams will be moving. In January 2019, DAHC's Niagara mental health and advocacy services relocated to 145 Queenston Street, Suite 105 in St. Catharines, and now due to our unprecedented increase in staffing we are moving again, up 1 floor to suite 204. In Brantford we are moving to the third floor of 72 Brant Avenue, a few blocks away from our main site in Brantford. This will be our mental health and advocacy hub.

McMaster University – BSW Student Placements

The Mental Health program welcomed a new BSW student to the Child and Youth Services program as well as helping the mental health team to develop some policies for our accreditation process. She was with us part-time for an eight (8) month placement throughout 2019-20. We are grateful for

her time spent with our program and clients, and wish her continued success in future endeavors.

Access to Psychiatry

Both participants and staff of DAHC continued to benefit from onsite access to psychiatry throughout 2019-20. 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 DAHC 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.

**Nia:wen Kowa from the
Mental Health Team.**





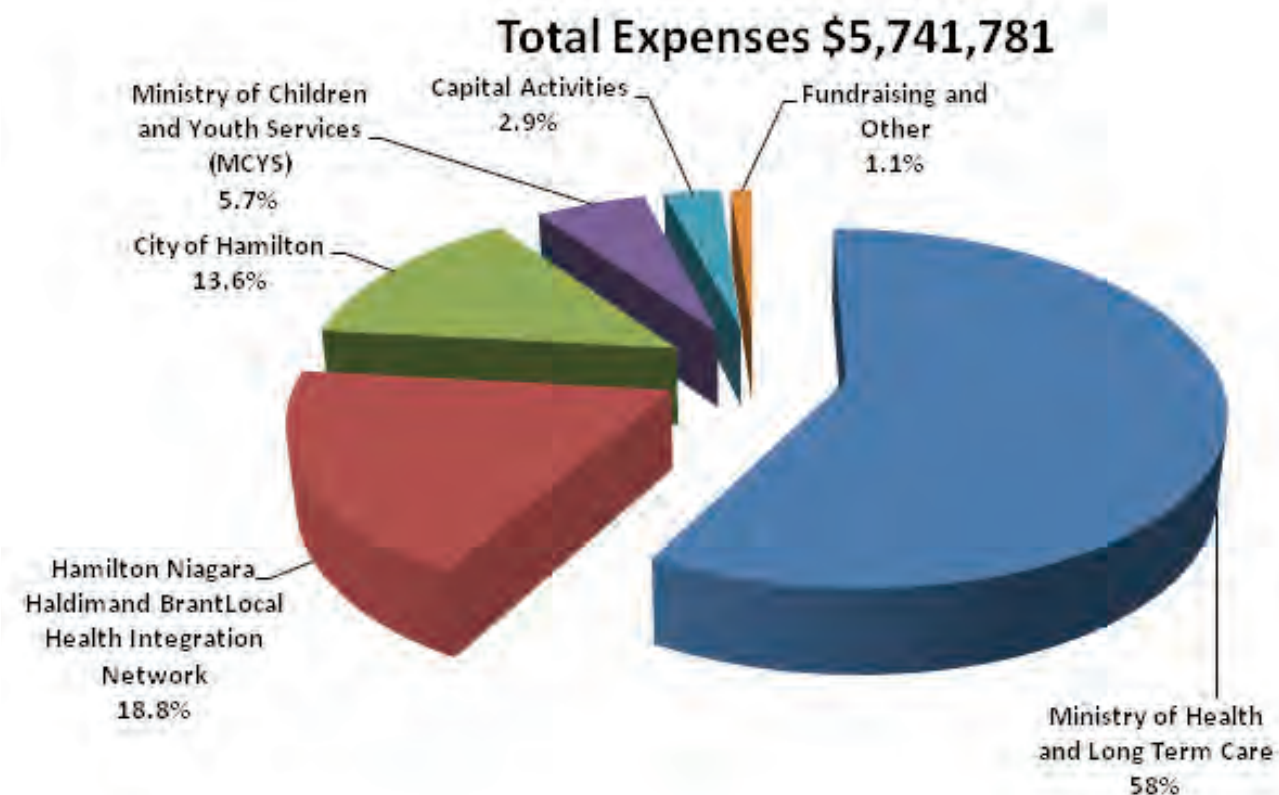
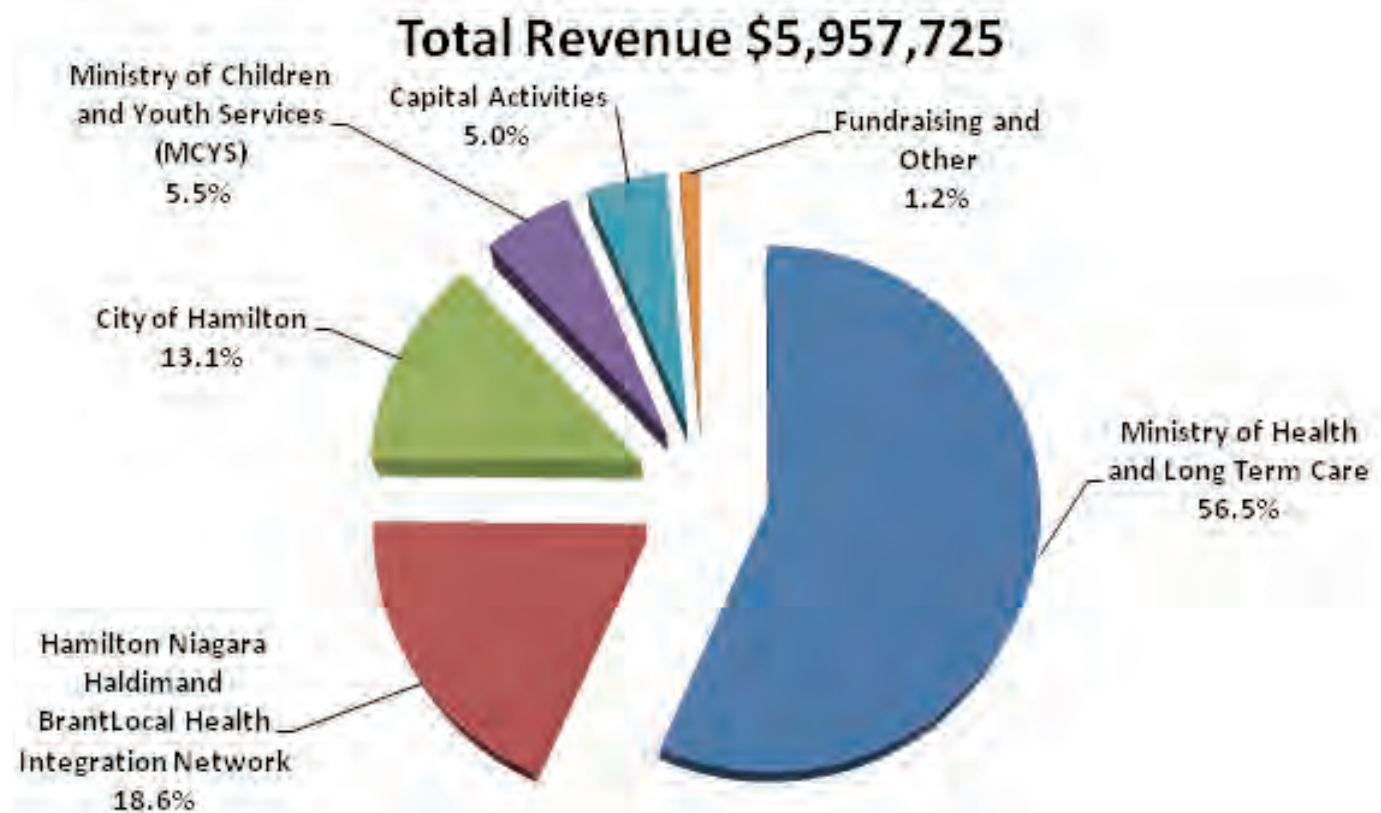
CHAIRPERSON Pat Mandy

VICE-CHAIR Bryanne Smart

TREASURER Frances Roesch

MEMBERS AT LARGE
Dr. Peter Bieling
Jeff Cooper
Elizabeth Gray (resigned November 2019)
Loretta Hill (appointed April 2019)
Colleen Montour (appointed September 2019)
Terry Ramirez (resigned July 2019)
Kathleen Randle
Shari St. Peter (resigned March 2020)
Joel Voth (resigned February 2020)
Kristin Wythe (appointed March 2020)

2019-20 FINANCIAL SUMMARY



2019 OCTOBER MOON GALA

On October 17, 2019, we held our fifth Annual October Moon celebration. This year's gala was emceed by Amos Key Jr. Well renowned comedian Howie Miller 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:
Angela Naveau



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:
Dr. Janet Smylie



Partnership Award

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

Awarded to:
**Michael G. DeGroote
Pain Clinic**



Community Social Responsibility Award

In recognition of corporate generosity and support to the increased quality of life of the local Indigenous community.

Awarded to:
Save the Children and PVH

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.

2019-20 FINANCIAL SUMMARY

Ada Ho

Adrienne Patterson

African Lion Safari

Alex Drossos

Alexandra Trottier

Anastasia Niro

Ancaster Mill

Angela Naveau

Aric Rankin

Arie Pekar

Austin Kennah

Barb Loeprich

Beanermunky

Brantford Twin Valley Zoo

Brenda Sault

Cheryl Doxtator

Christine Patterson

Constance McKnight

Crockadoodle

Dominos

Erika Flaherty

Frances Roesch

Grand Wellness Spa

GraphixFlo

Greg Montour

Hamilton Waterfront Trust

Irocrafts

Isabel Trueman

Jackie Labonte

Jim Gaudry

Jo-Ann Mattina

Joanne Webb

Joy Pekar

Kathleen & Barry Randle

Keg Brantford

Kim Hird

Maple Leaf Sports and Entertainment

Marilyn Wright

Marini & Sons Construction Inc.

McKnight Pharmacy

Michelle Gentle

Nancy Cooper

Pat Mandy

Patricia Slade

Pebbles and Twigg's

PVH

Royal Ontario Museum

Sandra Salerno

Save the Children

Shelley Niro

Terry Ramirez

Theatre Aquarius

Thompson Promotions

Toronto Blue Jays Baseball Club

Toronto Rock Lacrosse

Victoria McNaughton

Wabano

Zehrs

HOLIDAY HAMPERS

Ado Ho

Angela Naveau

Aric & Michelle Rankin

Armine Yainizyan

Bernice Copeland

Brenda Bax

Carl Haley

Carolyn King

Constance Bellamy

Cynthia Dreschel

Daniel Hill

Elisa Levi

Emily Robbins

Erika Flaherty

Garway Wong

James Mattina

Janet Smylie

Jo-Ann Mattina

Joan Mattina

Joanne Webb

Joseph Mattina

Justin Loach

Katherine Roy

Kirsten Krull

Lina Rinaldi

Lisa Connolly

Lorraine Valmadrid

Martin Copeland

Micheal Mandy

Monica Borkar

Nadine Fournier

Neasa Martin

Norm Buckley

Pat Mandy

Sandra Salerno

Saquib Ansari

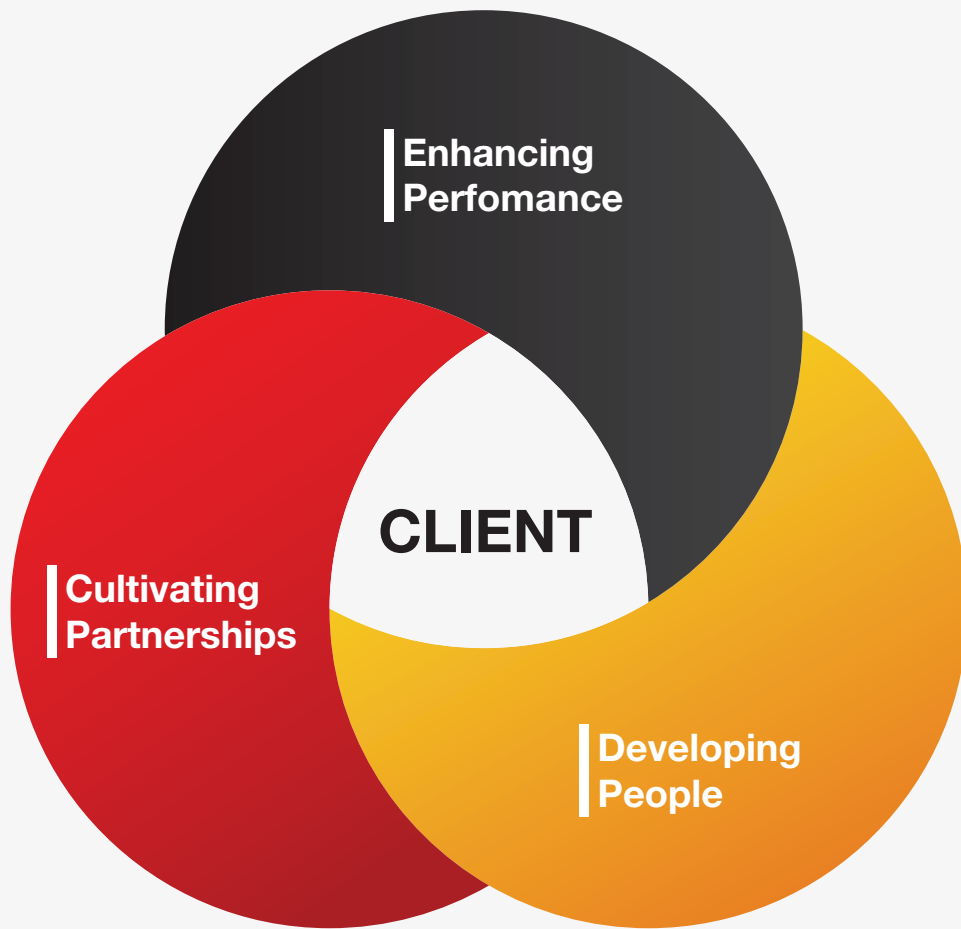
Sarah Doherty-Campbell

Susan Smylie

Tara Newstead

Terry Ramirez

2019-22 STRATEGIC PLAN



Vision:

Vibrant, healthy Indigenous communities.

Mission:

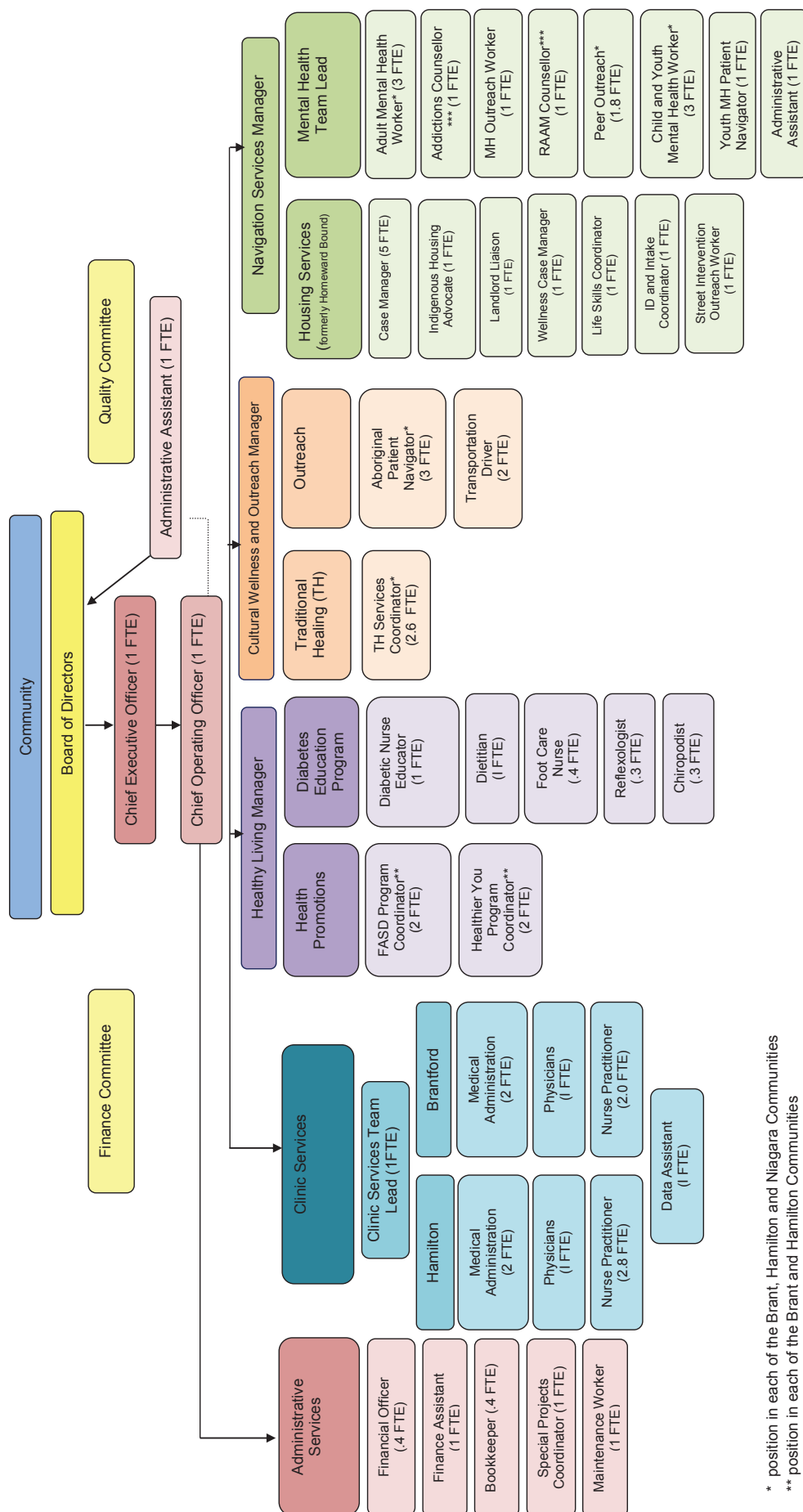
Improving the health and well-being of Indigenous individuals, families and communities through wholistic Indigenous, Traditional and Western health care.

Values:

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

2019-20 ORGANIZATIONAL CHART

De dwa da dehs nye>s Aboriginal Health Centre



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

** position in each of the Brant and Hamilton Communities

*** Brantford only

Updated: March 31, 2020



**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.



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Fax: 519-752-6096

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Fax: 905-544-4247

Niagara Location

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Fax: 1-844-594-2334

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

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