

# BUILDING BRIDGES

ANNUAL REPORT 2015 - 2016



**NorthHamilton**  
Community Health Centre

# MESSAGE FROM THE CHAIR



Our vision of **“No Obstacles To Health”** continues to be the beacon by which the board makes its strategic choices and decisions. While in the midst of LHIN Legislation Evaluation, Family Health Team Evaluation, Hospital Cut Backs, Accountability Service Delivery Targets, and Quality Improvement Plans, the Board is readying to respond to the “Patients First Discussion Paper”. The Board continues to be flexible in its response to the needs of the communities we serve, while remaining steadfast in its commitment to the Community Health Centre Model of Care as the most effective model to respond to the health needs of individuals and communities at risk. This is the model of care that has demonstrated improved health outcomes to the populations we serve.

In the midst of guiding the strategy of the Health Centre, which enables staff to provide primary health care services and health promotion programs to over 12,000 individuals, the Board is grappling with a changing neighbourhood along the waterfront of the North End.

While North Hamilton Community Health Centre supports the economic advancement of Hamilton, we believe that when the City does better, we all do better. We know that appropriate and adequate time and resources need to be invested in ensuring that “we all do better”. Progress for the city is good, and as increased city income is generated through taxes and other activities, investment in a plan for balanced neighbourhoods and people in “community transition” should be developed, in order for healthy and safe transitions. At risk individuals should be aided in a healthy and safe transition – this is defined as communities with a strong, inclusive community that includes social networks, access to healthy food, nearby bus routes, access to social and health services and the like. The North End’s rising tide should float all boats. During this unique opportunity in our City’s evolution, decision makers should be proactive and intentional about doing good while doing well. The Health Centre’s Board will engage with decision-makers at all levels to advocate for those at-risk of transition in our community.

I would like to take this opportunity to thank my colleagues on the Board of Directors for their compassion and governance leadership – their commitment is inspiring. This year we say good-bye to Anthony Di Silvestro, Marita Zaffiro, and Kathy Watts, who have provided the board with a keen eye for detail, stalwart commitment, and a “strategic eye” on our key success factors. We thank these leaders for their time, energy and passion.

I would also like to thank Elizabeth Beader for providing such strong leadership and for her passion, inspiration and guidance that moved numerous initiatives forward this past year. The Board would also like to thank all staff for their contribution, dedication and for working together to deliver positive care and attention to those who utilize the diverse services of the Health Centre.

Finally, I wish to thank our clients and the communities we serve. We are grateful for the confidence and trust you place in our work, and look forward to continued partnership in meeting our vision of “No Obstacles to Health”.



**Janet Knight**  
Chair, Board of Directors



# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

There continues to be more and more evidence of the importance of “community health” in the spectrum of health services available to our citizens. We are delighted to be part of the health journey of our clients and community ... working along side individuals and families to meet their unique health goals.

The many programs that meet the needs of our clients include Diabetes Education, Fitness, Feet First, COPD, Pathways to Education, Community Gardens, Breakfast Program, Occupational Therapy and many, many more.



We need hospitals for very important episodic health issues. We need community health services to get healthy, to stay healthy and to heal.

As the government grapples with higher health costs, aging populations, and an increasingly inactive society, the importance of community health services is amplified.

It is important as a community, as a city, as a country, that we acknowledge the work of all the sectors providing health services, and to have the courage to shift and change as the needs of our citizens change.

As our decision makers look at needs and look at the legislation that oversees the health services we may require, it is important that all of us have a say in how services are shaped and funded. We need to stay tuned to the possible “Patients First” legislative changes that may come soon.

Many thanks to our client-focused, competent, and flexible staff, who work alongside our clients-energetically and passionately supporting individual and community health goals.

It has been an honour to be stretched by the courage, strength and commitment of our stellar Board of Directors in shifting our conversation from illness to wellness, from those who have, to those who need; and all in the context of our vision of “No Obstacles to Health”. It continues to be a privilege to work with our team to improve the health of our communities.

**Moving toward our VISION**  
No Obstacles to Health...

**Meeting our MISSION**  
To Enable Health Through Healing,  
Hope and Wellness...



# STAFF LEARNING WEEK 2015

The Health Centre supports employee learning and development to:

- improving current work performance
- provide enrichment
- prepare staff to meet future organizational needs
- maintain excellence in quality of service.



In October 2015, we kicked off the week with an energizing Opening Ceremony that welcomed staff to the learning environment; led in by motivating music and a lively Leadership Team, staff were ready to learn! The first workshop was entitled **Communications & Conflict Resolution**, enthusiastically facilitated; this workshop provided a wealth of helpful tools and techniques. Following the morning session was a recognition ceremony acknowledging our Health Centre Staff Innovation Awards as well as 25 years of service recognition presentation to Peter Dilworth, Director of Health Wellness.

The balance of the week was just as engaging as the first day!

**Enterprise Risk Management (ERM) 101.** Led by Peter Heimler of KPMG, ERM 101 guided staff through the process of identifying “threats” and “opportunities” in managing risk.

**Professional Boundaries.** Led by Bill Davidson, this learning opportunity highlighted the importance of a client-staff relationship and the clear and fine lines staff members need to maintain.

**Living our Health Equity Charter – Leading and Delivering Health & Wellbeing for the LGBTQs in Ontario.** Led by Douglas Stewart, this powerfully impactful workshop provided an in-depth understanding to access and inclusion issues specific to the LGBTQ community.

In our last session, staff had an opportunity to break out into their respective departments to reflect and develop innovative ways to incorporate change and improvement based on what they learned throughout the week. True to the North Hamilton CHC style, the **Innovation Cafe** generated outstanding ideas with clear activities and implementation timelines. It will be exciting to see these Innovations and the learning's from the week come to fruition as staff members embrace their

commitment to living the mission and vision of the Health Centre.



**“The most important learning is the brilliance that exists in our own staff and that by having these events we learn so much from each other”** - Anonymous quote from staff person.



# CARING FOR MY COPD

The Take a Breath singers were inspired by the Brompton Hospital COPD choir in England. The goal of the COPD Choir is to provide an opportunity for people living with COPD to engage in a physical and social activity that supports their independence and improves their quality of life. Research has shown that significant improvements were found in levels of anxiety and self-assessed physical wellbeing in people living with COPD who were part of a singing group.



The choir made its debut at a December gathering in 2014 with an old Everly Brother's song called Dream. They rewrote the lyrics to represent all that had been learned in their 10 week Caring for MY COPD program and called the tune BREATHE! The song immediately became an overnight sensation with the group and all those who heard it being performed. The group subsequently performed for audiences throughout Hamilton and participated twice on All Choirs Night at the Hamilton Germania Club. They also featured on CBC radio's DNTO (Definitely Not The Opera) program.



There is much evidence to support the positive impact that the choir has on people living with COPD:

- Reduced anxiety levels
- Enhanced mental and physical wellbeing
- Maintenance of breathing capacity
- Reduced air trapping in the lungs

When you hear the choir in full song singing "Feeling Groovy" you soon realize that two of the most significant benefits that comes from singing in the choir are increased levels of hope and joy. Singing has had a profound impact on the choir members with changes seen in mood and anxiety levels.

Members of the choir have a lot of fun getting together and who would have thought that singing can help them to breathe better, as they hold long notes and release trapped air allowing for oxygen enriched air to enter!

Their performance and the interview were posted on the Hamilton CBC News station.

<http://www.cbc.ca/news/canada/hamilton/news/take-a-breath-singers-find-copd-choir-helps-them-do-just-that-1.3057115>

# COMMUNITY GREENHOUSE



Over the past year, we have taken a journey to growing in our Community Greenhouse. The greenhouse provides another opportunity for North Hamilton to continue our legacy of leadership in community development, particularly in the areas of food security and healthy eating.

In spring 2015, the construction of the greenhouse was completed thanks to the generous support of The Hamilton Port Authority. Additionally, through a grant from TD Friends of the Environment, we were able to secure initial start-up costs necessary for greenhouse operation, including tools, growing supplies, and educational resources.

Over the course of the summer and fall of 2015, through a partnership between Niagara College Greenhouse Technician Program and the North Hamilton Community Health Centre, students and instructors worked in teams to develop various components of the greenhouse including: operations, crop advisement and space set up.

The students engaged community members for input regarding opportunities to support the community through the greenhouse and highlighted the following themes:

- educational opportunities
- bringing people together
- sharing resources
- plants
- seeds
- fresh, organic, local produce



Through a grant received from Niagara College Office of Research and Innovation in December 2015, we were able to purchase growing towers, tables and supplies for the greenhouse. Niagara College students continued their learning in the greenhouse throughout the winter and tested out growing processes. The students from Niagara College also received community input through a survey that was distributed to Health Centre Program Participants to identify Vegetables, herbs and fruits to be grown in the greenhouse that would be most beneficial to the community. By March 2016, we were able to harvest our first crop of lettuce and, since that time, we have been sharing fresh lettuce within community programs.

Niagara College students also reported back to community stakeholders to share knowledge gained from the experiential education they have received through the partnership between Niagara College and North Hamilton Community Health Centre. Their presentations included an overview of the greenhouse, information around daily inspections, fertilizers, deep water culture care, tower garden care and barrel hydroponics care.

The Health Centre will continue to partner with Niagara College staff and co-operative education students throughout the summer months as we continue new program development.

North Hamilton Community Health Centre is grateful for the generous support of partners and funders as we have journeyed through the process of setting up the Community Greenhouse. We are looking forward to our Grand Opening this fall!



# SYRIAN REFUGEE RESPONSE

In December 2015, the Health Centre learned that Hamilton would be welcoming 1020 Syrian refugees. The Health Centre participated as a key member of the *Syrian Refugee Health Working Group* led by Wesley Urban Ministries whose purpose was to develop a consistent process to meet the needs of the Syrian Refugees that would be coming to Hamilton.

NHCHC Primary Care team response:

- A mobile team made of up a physician, a nurse practitioner and a physician assistant, went into the interim lodging sites where the refugees were residing to conduct **over 200** initial health assessments and provide urgent health care when needed to individuals.
- Half-day immunization clinics were also held in February 2016, in the interim lodging sites, to help expedite the routine childhood immunizations to ensure school aged children would be cleared for school entry.
- All clinicians and support staff on the team have been involved in continued follow up care necessary for the **215** new Syrian clients.



As our new clients transition to permanent housing from the lodging sites, follow up support and ongoing health care services are being delivered in a client-focused, culturally sensitive fashion. North Hamilton CHC staff continue to work alongside our newest clients to provide care and services that help them adjust to their new life in Hamilton.

## INTEGRATED INFORMATION SYSTEMS PARTNERSHIPS

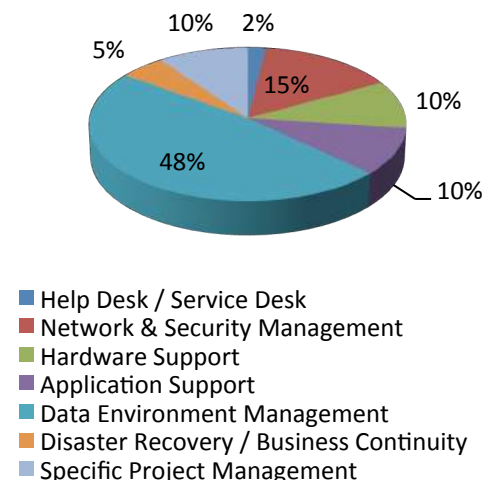
The evolution of a centralized Information Systems (IS) Department across multiple CHCs and LHINs has created a great opportunity for management efficiencies, standardization and cost savings across LHIN regions. During the last fiscal year, the Health Centre IS department has experienced significant growth. In addition to our exiting IS partnerships we are now providing Integrated Information Systems to six organizations within the Waterloo Wellington LHIN and Southwest LHIN areas.

Efficiencies of Integrated IS Partnership include:

- Increase purchasing power
- Standardized procedures
- Shared best practices
- Knowledge transfer
- Streamlined administration
- Cost savings

The demand for an increased skill set needed to manage these systems has enabled NHCHC to hire additional qualified and experienced Information System staff. It has also enhanced the team-like atmosphere, promoting the sharing of information and best practices within the IS team. As the Information Systems team grows, their skill and knowledge of the systems will continue to increase, creating a much more resourceful, effective and efficient unit.

### VALUE FOR MONEY (%)



# CHANGES HAPPENING IN

North Hamilton Community Health Centre's Board of Directors has a strategic goal to deepen their understanding around changes happening in the neighbourhood, create opportunity for the Board of Directors in understanding North Hamilton Community Health Centre's role in supporting a balanced neighbourhood, draw community members and decision-makers to be possibility thinkers and create opportunity for generative discussion around what each participants role may be in creating a balanced neighbourhood.



A recent community profile conducted by Social Planning and Research Council (SPRC) on behalf of our Health Centre and Hughson Street Baptist Church indicates that:



- Between 2001 and 2011, there was a 24% drop in the number of children under age 15 in North Hamilton, for a total of 295 fewer children.
- In the North End, there has been an additional 95 seniors over the last decade, for a total of 635 persons aged 65 or older
- 28% of the seniors living in North Hamilton live alone, which is slightly higher than the average for the city (27%).

- North Hamilton has a very high rate of housing that is need of major repairs (17%),
- In North Central Hamilton, private rents for available units have increased by 23% between 2010 and 2013

Due in part to the low educational attainment of residents in NHCHC's service area, the most common jobs they are employed in are often lower paying such as sales clerks, food service jobs and cashiers (dominated by women) and truck drivers and labourers (dominated by men).

The recent community profile conducted also indicates that our Health access indicators are as follows:

- The high rates of cancer in the Keith neighbourhood is leading to shorter life spans.
- On average the hospitalization rates in the Hamilton Census Metropolitan Area for the Low SES areas are approximately 90% higher for COPD than the Average SES areas.
- The City of Hamilton has higher rates of many chronic conditions, and this is especially evident in unhealthy weights, blood pressure, asthma and pain that limits activities.



Approximately 22% of residents in NHCHC's service area are heavy drinkers and approximately 28% are daily smokers. They are both higher among men than the general population



# OUR NEIGHBOURHOOD

What we heard from community members and partners on changes in the neighbourhood and their perceived impact on the following:

## **Individual health:**

- Pace of change supported by good communication/eliminate fear
- Ensuring appropriate services in the neighbourhood
- Stress on individual that stays in the neighbourhood
- Elimination of diversity in the neighbourhood

## **Community health:**

- Establish appropriate guidelines to ensure health of community
- People friendly focus (not just business development focused)
- Change in mix of services needed
- Positive change in perception of view of North Hamilton & Core

The Community helped us to define a Balanced Neighbourhood:

- Mix of housing – affordable, houses, apartments, condo, subsidized
- Mixed incomes
- Cultural diversity
- Trust amongst neighbours i.e. close knit
- Variety of Educational Backgrounds
- Playgrounds/Green Spaces/Walking Trails
- Employment Opportunities

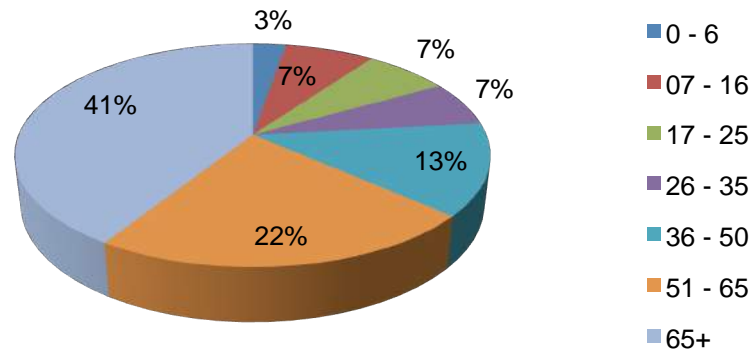


Many inroads have been made in other cities in transition, which ensures that as neighbourhoods gentrify, all community members gain. Our challenge and our opportunity is to continue to work with our community and decision makers, to listen, to communicate, to advocate, and to ensure “a rising tide floats all boats”.

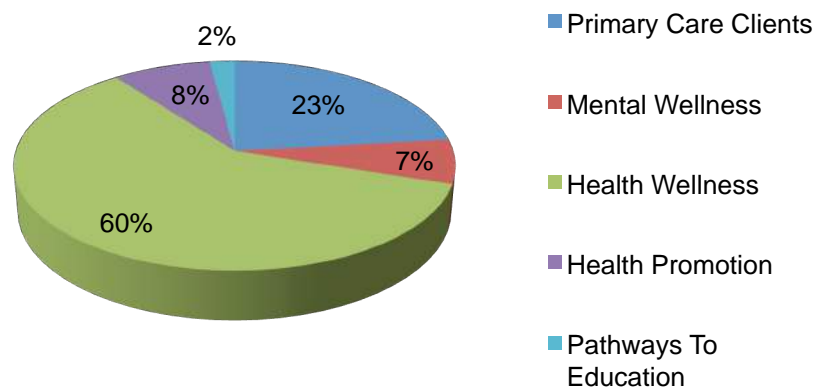
*Data Source: Social Planning and Research Council (SPRC) Data*

# SUMMARY OF STATISTICS - TOTAL # OF ROSTERED CLIENTS 19,531

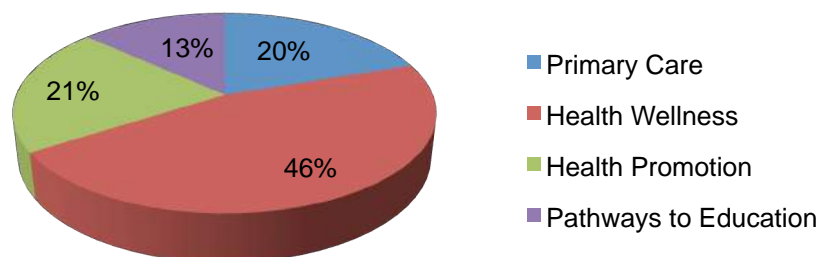
## % of Active Clients - Age Group



## Number of Rostered Clients



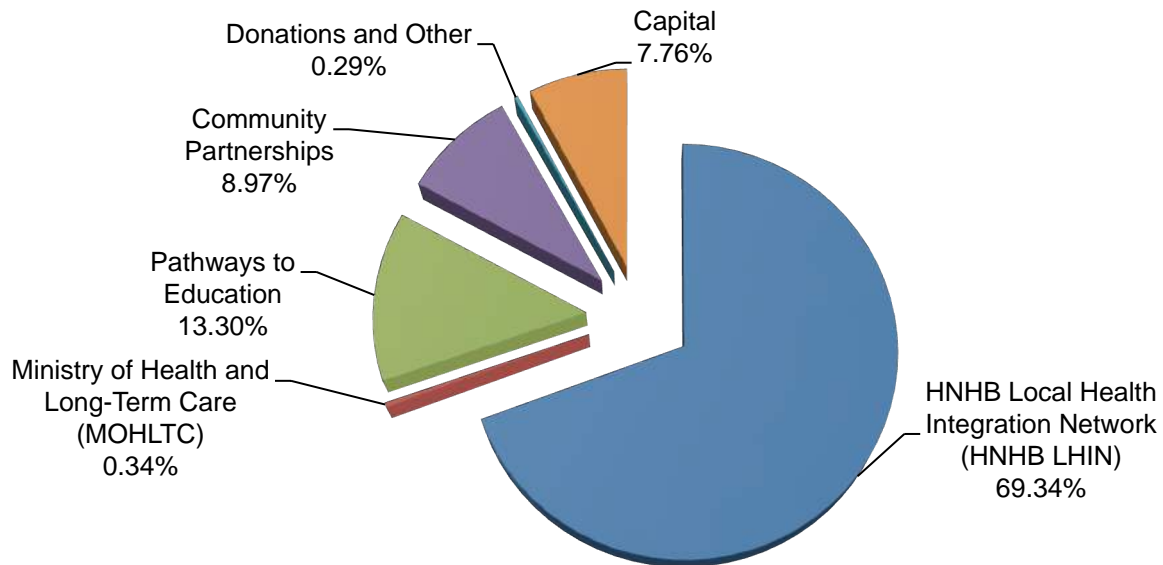
## Number of Client Visits by Department



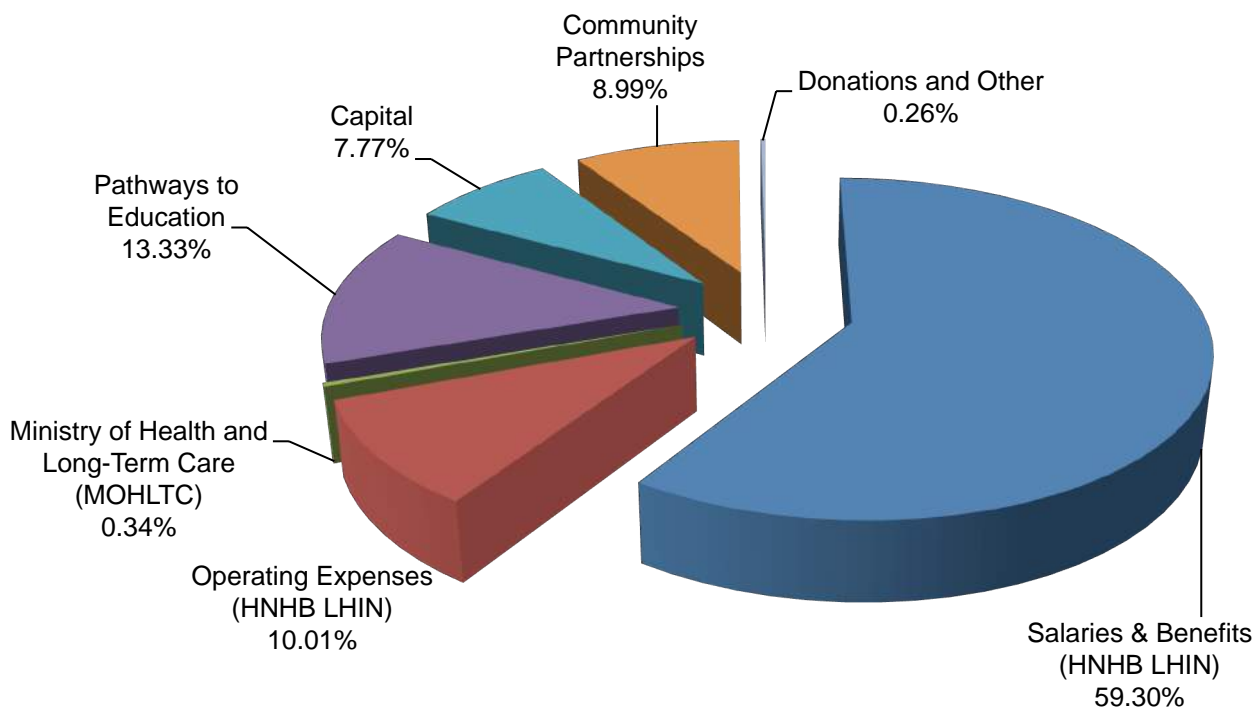


# SUMMARY OF FINANCIALS

## Total Revenue 10,259,679



## Total Expenses 10,240,043



*The above information is extracted from our audited financial statements. Audited financial statements are available at North Hamilton Community Health Centre.*

# FUNDERS AND DONORS – 2015/2016

860 Dental	Evergreen Centre for Green Cities	Ministry of Children & Youth Services
Abbott	Fisher's Pier 4 Pub	Ministry of Health and Long Term Care
Aerostatic Technology Canada	Flamborough Sabres Minor Atom AA Team	Ministry of Tourism, Culture and Sport
AQHI	Focus on Youth – Hamilton	Murphy's Country Produce
ArcelorMittal Dofasco	Wentworth District School Board	Needlework
I.S./P.A. Golf Classic	Fortinos	Niagara College
Art Gallery of Hamilton	Fullarton, Bert	North End Breezes
ASDE INC.	Glenn Richardson Plumbing & Heating	North Hamilton CHC Board of Directors
Astra Zeneca	Good Witch II Productions Inc.	Older Adult Association of Ontario
Axel Kraft – Spry Division	Government of Canada	Ontario Lung Association
Bader, Elizabeth	Hain-Celestial Canada	Pathways to Education Canada
Becton Dickinson Canada Inc.	Hamilton Community Foundation	Pickworth, James R.
Best Buy, Ancaster	Hamilton Family Health Team	Plan B Organics
Biffis, Joe	Hamilton Health Sciences Corp.	Pogson, Brian - The Morgan Fund
Boehringer-Ingelhiem	Hamilton Port Authority	ProResp
Books, J.H. Gordon	Hamilton Waterfront Trust	Royal Bank
Breakfast for Learning	Harbour Diner	Reitzel, Jo-Ann
Bryan Prince Bookseller	HealthForceOntario	Sanofi
Cake & Loaf Bakery	Hirter, Ken	Service Canada
Canadian Cancer Society	HNHB Local Health Integration Network	Shoppers Drug Mart
Canadian Prenatal Nutrition Program	Hotti Biscotti	Smoking Helpline
Cedar Haven Farms	Interval House of Hamilton	Social Planning & Research Council
Charred Restaurant	J+J Shared Services	Sodexo – Columbia College
Chuck's Service Centre & Auto Sales Inc.	Jamesville HUB	Vital Aire
Cineplex	Johnson & Johnson	Splitsville Entertainment
City of Hamilton	Keith Hub	St. Lawrence Parent Council
COLOPLAST Canada Corporation	Leveille, Valerie	St. Lawrence School
Confederation Marine Modellers	Liuna Station	St. Luke's Anglican Church
Cootes Paradise Elementary School	Macassa Bay Yacht Club	Tarves, Jim
Costco - Ancaster	MacNamara, Shirley	Tastebuds Student Nutrition Collaborative
Costco - Burlington	MacPherson, Jeanette	TD Friends of the Environment
Davies, Jim	Maple Leaf Sports and Entertainment	The Designers Printing Inc.
Delfina Fragozo Arruda	Maple Lodge Farms	The Mortgage Group
Dienaar Kok, Liesbeth	McArthur Medical	Thomas, Stienna
DM Medical Inc.	McMaster University	Trudell Medical International
Downton, Robert	McNally, Chris & Wendy	Unifor Local 42
E.D. Smith	Medigas/Praxair	United Way of Greater Toronto
Environment Hamilton	Melrose United Church	Wholesale Medical Network Inc.
	Mezentco Inc.	YMCA – Summer Jobs for Youth



# COMMUNITY PARTNERS – 2015/2016

Aboriginal Health Centre	Fort Erie Multicultural Centre	Micah House Refugee Services Inc.	St. Mary Catholic Secondary School
Affiliated Services for Children and Youth	Gibson and Lansdale Area Hub	Mission Services	St. Patrick's Catholic School
Alzheimer Society Hamilton	Glendale Secondary School	Mohawk College of Applied Arts and Technology	St. Thomas More Catholic Secondary School
ArcelorMittal Dofasco	Good Shepherd Centre	Mountain Secondary School	Start Me Up, Niagara
Art Forms Youth Art Studio	Grand River Community Health Centre	Neighbour Leadership Institute	The Emergency Support Committee for Refugees
Beasley Community Centre	Guelph Community Health Centre	Neighbour to Neighbour Centre	The Hope Centre
Bennetto Parent and Family Literacy Centre	Habitat for Humanity	New Village Retirement Home	The John Howard Society
Bennetto Recreation Centre	Hamilton Centre for Civic Inclusion	NGen Youth Centre	The Salvation Army Grace Haven
Bennetto School and Bennetto School Council	Hamilton Community Garden Network	Niagara College of Applied Arts and Technology	Thrive Child and Youth Trauma Services
Bishop Ryan Catholic Secondary School	Hamilton Community Legal Clinic	Niagara Falls Community Health Centre	Toronto Blue Jays
Bishop Tonnos Secondary School	Hamilton Council on Aging	Niagara Hindu Shiv Madir, Niagara Falls	United Way of Burlington and Greater Hamilton
Bridges Community Health Centre	Hamilton Diabetes Collaborative	Norfolk General Hospital	University of Waterloo
Bruce Trail Conservatory	Hamilton Family Health Team	Norman Pinky Lewis Rec Centre	Victorian Order of Nurses
Canadian Diabetes Association	Hamilton Film Festival	North Central Neighbourhood Association	Vincent Massey Gateway
Cardinal Newman Catholic Secondary School	Hamilton Fire Department	North End Breezes	Volunteer Hamilton
Cathedral Catholic Secondary School	Hamilton Good Food Box Network	North End Neighbours Association	VON South Asian Seniors Community
Cathey Wever Elementary School	Hamilton Health Sciences Corp.	Ontario College of Arts and Design University	Waterloo Region Nurse Practitioner Led clinic
Catholic Children's Aid Society	Hamilton Hindu Temple	Ontario Disability Support Program	Welcome Inn Community Centre
Catholic Family Services of Hamilton-Wentworth	Hamilton Police Services	Ontario Works	Wesley Urban Ministries
Central Community Health Centre	Hamilton Prenatal Nutrition Program	Plan B Organic Farms	West Elgin Community Health Centre
Centre 3 for Print and Media	Hamilton Public Library	Portuguese Community Support Services	West Halidmand General Hospital, Hagersville
Centre de Sante Communautaire Hamilton/Niagara	Hamilton Urban Core Community Health Centre	Prince of Wales Elementary School	Westdale Secondary School
Centre for Addiction & Mental Health	Hamilton Victory Gardens	Queenlake Pharmacy (Stoney Creek)	Westmount Secondary School
Children's Aid Society of Hamilton	Hamilton Waterfront Trust	Quest Community Health Centre	Wilma's Place
City Housing Hamilton	Hamilton Wentworth Catholic District School Board	Refuge: Hamilton Centre for Newcomer Health	Woman's Abuse Working Group
City of Hamilton	Hamilton Wentworth District School Board	Robert Land Community Association	Woolwich Community Health Centre
Community Care Access Centre Hamilton	HARRRP – Hamilton Association for Residential and Recreational Redevelopment Programs	Rotary Club of Hamilton	Workers Art and Heritage Centre
Community Midwives of Hamilton	Health Initiatives for Youth	Ryerson University	Wrap Around Program Shalem
Contact Hamilton	Health zone Nurse Practitioner Led Clinic	Saltfleet Secondary School	Wrap Around Services Hamilton
D'Youville College	HealthQuality Ontario	Scholarships Canada	YMCA
De dwa da dehs nye>s Aboriginal Health Centre	Healthy Birth Weights Coalition	Scotiabank	YOW (Youth Outreach Workers)
Delta Secondary School	Housing Help Centre	Screen for Life Bus	YWCA
Downstairs Kitchen	Hughson Street Baptist Church	Sexual Assault Centre Hamilton Area	
Dr J Edgar Davey School	Immigrants Working Centre	Shelter Health Network	
Ecole secondaire Académie catholique Mère-Teresa	Industry Education Council of Hamilton	Shoppers Drug Mart (Cannon)	
Ecole secondaire Georges P Vanier	International School for Interdisciplinary Studies Toronto	Sir Allan MacNab Secondary School	
Edgewater Gardens	Interval House of Hamilton	School Sir John A. Macdonald Secondary School	
Employment and Social Development Canada	James Street Alternative Education	Sir Winston Churchill Secondary School	
Empowerment Squared	Jamesville Hub	Sky's the Limit Youth Organization	
Environment Hamilton	Jared's Place	Snapd	
Eva Rothwell Resource Centre at Robert Land	Joseph Brant Community Health Centre	Social Planning and Research Council of Hamilton	
Evergreen Cityworks	Keith Chronicles	South Niagara Health and Wellness Centre	
Factory Media Centre	Keith Hub	St Jean de Brebeuf Secondary School	
Ferry Street Medical Clinic	King William Learning Centre	St. Brigid Catholic School	
Firestone Institute for Respiratory Health	Kitchener Downtown Community Health Centre	St. Charles Catholic Adult Secondary School	
	Kiwanis Boys and Girls Club Hamilton	St. Joseph H.H.C.	
	Langs Community Health Centre	St. Lawrence Catholic Elementary School	
	Marchese Health Care and Medilink	St. Luke's Anglican Church	
	Mark Preece House		
	Martial Arts Academy		
	Maternity Centre of Hamilton		
	McMaster University		

# AWARDS - INNOVATION

## Innovation of the Year – Staff

Awarded to **Marianne Grguric** for reaching out to Niagara College Horticultural program to seek an opportunity to partner with the Health Centre in setting up the Greenhouse. This innovation has led to a unique partnership that has incorporated the set up and establishment of the Health Centre Greenhouse into the Niagara College School of Environmental and Horticultural Studies student curriculum.



## Board of Directors

Awarded to the **Board Quality & Safety Committee** for the development and implementation of a Criticality Rating Document. This new tool uses a rating scale of severity and likelihood to determine critically. This innovation will streamline the Awarded incident reporting to the Board.



## Partnership Innovation

Awarded to **Niagara College, School of Environmental and Horticultural Studies, Greenhouse Technician Program**. This innovative partnership has provided an opportunity for Niagara College students to acquire hands on experience of all aspects of setting up a greenhouse including operations, crop advisement, costing, construction and layout design; Niagara College has also donated plants, benches and soil. Niagara College students have also supported staff training and community engagement.



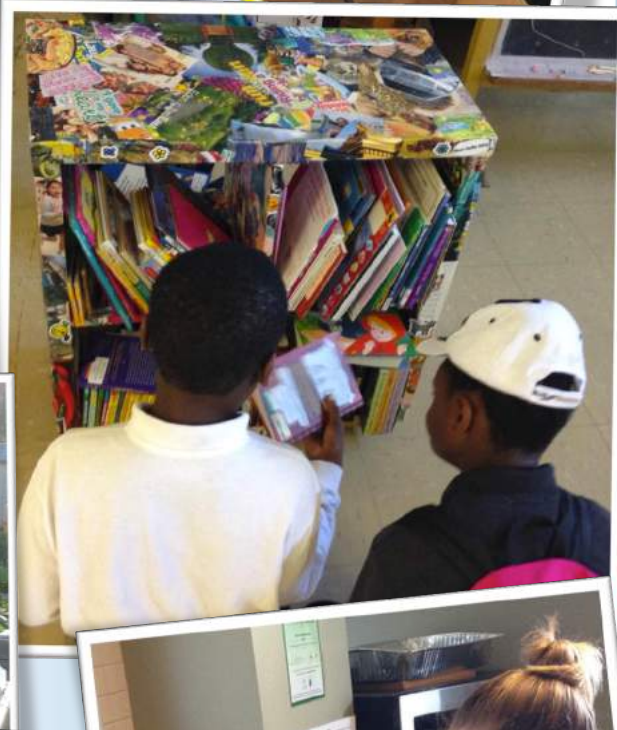
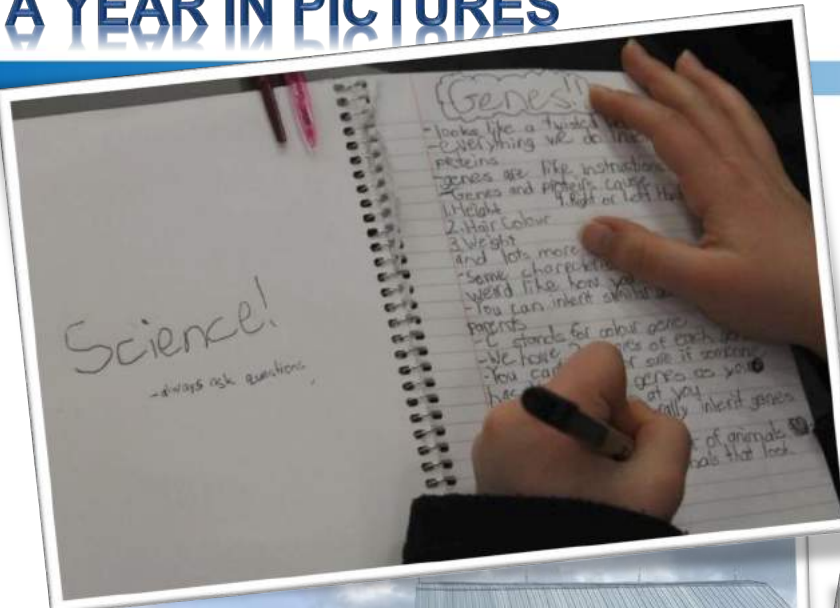
## Honourable Mention – Staff

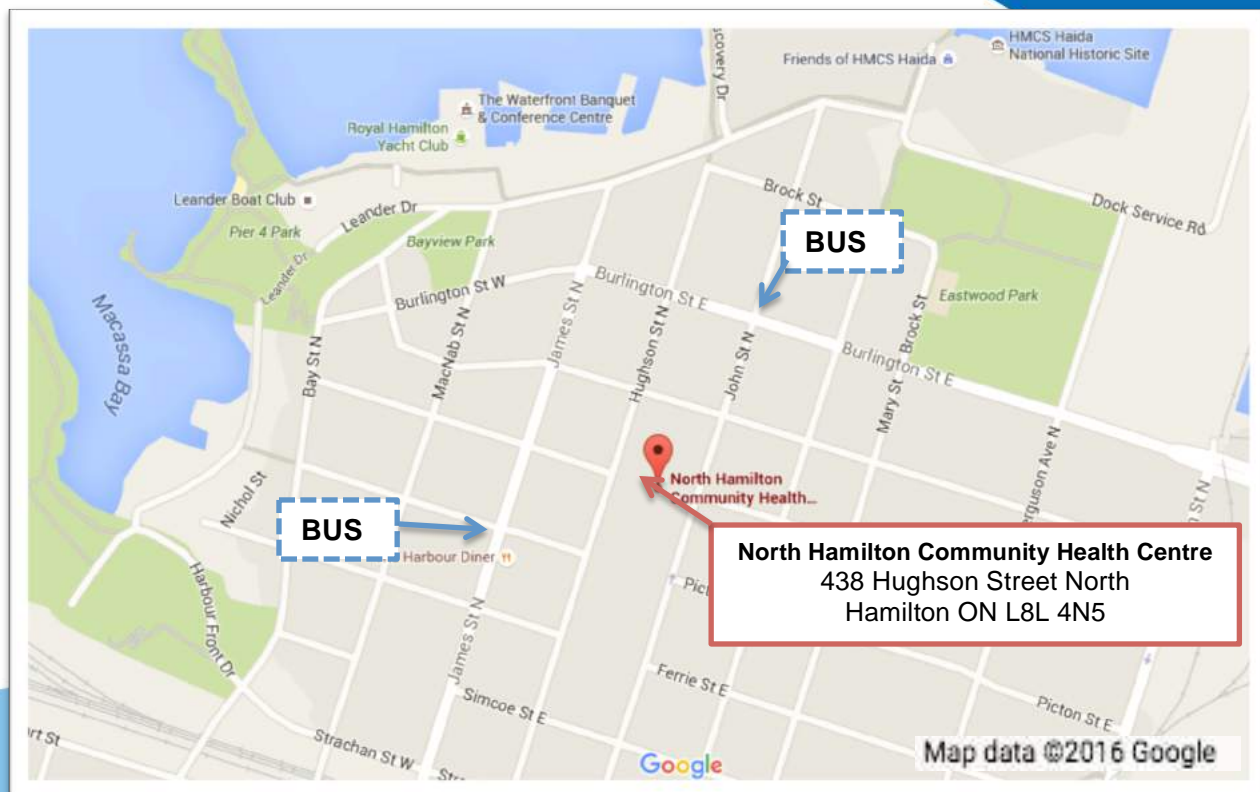
Awarded to **Osiris Lopez, Cassandra Knecht, Ezinne Wabaso & Julissa Rodriguez** for the innovation of the implementation of the key tag scanning system for all COPD, Diabetes and Community gym users. The benefits of the implementation include increased efficiency & accuracy for data capturing and decreased manual inputting of data for reporting; it also ensures accurate identification of clients and the program they are attending.





# A YEAR IN PICTURES





# North Hamilton

Community Health Centre

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Visit our website at  
**[www.nhchc.ca](http://www.nhchc.ca)**



Ontario's Community  
Health Centres