



Working together to build a strong, healthy community.



ANNUAL REPORT
2017/18



North End
Community
Health Centre



Message from the Board Chair

Rick Nurse



It is a great pleasure to provide this Report of the Board of Directors of the North End Community Health Association (NECHA) for the 2016-17 fiscal year. We understand that the Board is charged with the important task of pursuing the Association's commitment of service to the North End community and has an

obligation to be accountable to you, the membership, for its decisions and actions from year to year. This report is one of the ways we seek to keep you fully informed and to be properly accountable to you and the North End community.

During the first and second quarters of 2016-17 the Board remained focused on the transition from the existing sites to new facilities at 2131 Gottingen Street. The urgency of this move was more and more obvious as winter and spring rains caused occasional service interruptions and ultimately the permanent closure of the second floor for safety reasons.

While mindful of the scarcity of resources, the Board voted to significantly increase the Association's investment in the cost of equipment and furnishings for the new facility. Fortunately, the hard but essential decision to sell the existing building ended successfully with a purchase offer accepted by the Board in May—just four months before the new site was to be ready. This was a busy time for staff who worked hard to balance their clinical service obligations with the need to prepare for and contribute to the "BIG MOVE".

While all this was happening the leadership structure for the Centre began to change. Rod Wilson, having been instrumental in helping the Centre find an answer to its facilities crisis, signalled his wish to step down as Executive Director and a Search Committee of Board, staff and physician representatives was given the task of finding a new Executive Director.

The Board also spent some time, in 2017-18, reflecting on how best to align the Centre's scarce resources with the primary health care needs of clients/patients. Ultimately, two key decisions were made. First that \$60,000 would be allocated to the Centre operations, beyond anticipated revenues and, second, that \$62,000 of "unrestricted/donated" funds would be allocated to a "Sustainable Dental Service Initiative". With this second decision it was understood that the Dental Clinic would either be self-sustaining or be discontinued at the close of 2018-19! This difficult decision prompted the development of a bridge funding request to The Windsor Foundation. They responded by awarding the Centre a grant of \$60,000 to help the Centre re-establish the Dental Program and to help it pursue its "self-sustaining" objective. We wish to sincerely thank the Windsor Foundation for their generous support.

The Board also gave additional attention to the important task of Board renewal and succession planning. New Board members with solid North End experience and/or roots were nominated and elected by you at the September AGM.

Succession Planning was also the focus of the Executive Director Search process and with the Committee's best efforts the process, including community and staff consultation, was taking longer than expected. Consequently and to our great relief Patti Melanson, generously agreed to assume responsibility for all Centre operations as the Executive Director from July 2017 to the end of December. Patti served in this role with distinction and was key to the Centre's success during a period of significant change.

Throughout 2017-18 we continued to enjoy solid support from individuals and community-minded organizations and wish to sincerely thank the Department of Health and Wellness, the Nova Scotia Health Authority, and the many organizations and individuals who continued to make the NECHC their charity of choice in 2017-2018. Please know that we are most grateful and that your support makes a real difference in the lives of others.

Message from the Board Chair, continued

At the September 2017 AGM we cut the ribbon to the new space and hoped the community would feel welcomed and settled here. The answer to that is yes!, the comments and compliments we receive about the new facility soothed any fears we had of community members longing for the days of 2165 Gottingen Street. As Dr. Anne Houston said at the time, “The North End community deserves to be served in a safe and welcoming space.” In making this leap, we had five objectives to guide us:

- To solve chronic but urgent facilities problems.
- To remain “in the heart of the North End”.
- To stabilize facilities-related costs.
- To engage staff and clients in space design.
- To retain net proceeds from building sale for future needs.

Nine months after the “ribbon cutting” we believe these objectives kept us properly focused and, we offer sincere thanks to everyone involved—particularly Centre staff who juggled client care responsibilities with the extra work of making the “Big Move” happen. We also wish to acknowledge and thank the Provincial Government and the Nova Scotia Health Authority for their contribution to this renewal process.

In the final quarter of the 2017-18 year we were delighted to welcome Marie-France LeBlanc to the Centre as Executive Director. Marie-France brings fresh eyes and has already demonstrated a desire and determination to reaffirm the Centre’s relationship with the North End community, to demonstrate the real impact and effectiveness of current programs and services, AND to respond to new and unmet needs.

And so as 2017-18 becomes another page in the NECHC’s storied history, we are pleased to share the Board’s optimism about the future.

Everyone involved in the Centre’s many programs and services, staff, physicians and the leadership team, remains committed to a shared mission to deliver the quality care and services individuals and families in the North End need and deserve.

At the same time, the Board of Directors is focused on issues of governance and on ensuring a strong accountability framework exists within the Centre and between the Centre and all key funders, partner agencies, donors, sponsors, members of the North End Community Health Association, and the North End community we seek to serve. We value and thank you for the opportunity to serve on your behalf.

Our Board of Directors 2017/18

Rick Nurse, Board Chair

John Brophy

Margaret Casey, Former Board Chair
& Lifetime Member

Elena Demidova, Finance
Committee Chair

Rick Kelly, HR Committee Chair

Lana MacLean

Maggie Marwah

Marlene MacLellan

Tina Roberts-Jeffers, Governance
Committee Chair

John Ross

Gail Sloane, Fundraising Committee
Chair

Megan McBride, Staff Representative

Glenn Campbell, Staff
Representative (Doctors)

A special thank you our
outgoing Board Members in
2017:

Mark Goldhar

Clare Thornton

Sue Sherwin

Shelley Baccardax, Staff
Representative

Andy Rideout, Staff
Representative (Doctors)

Message from the Executive Director



Respect, Community, Compassion, Excellence and Innovation; these are the key words that describe how we guide our work each and every day at the North End Community Health Association. The North End community and the people who live in it are our priority.

We know that for many in the North End community, the NECHC is a key resource. We believe that community-centered care guided by the social determinants of health are necessary ingredients to having healthy people, families and communities.

Providing families with better care and more programs that meet their needs has been our focus for over 47 years. Fortunately, with the support of our funders, donors and volunteers we continue to be able to achieve this goal.

In 2017-18, we saw our organization make our new space in the MacDonald Building our home (page 5) and continue to provide great care and resources like our Pre-Natal program (page 6). We experienced great

success in rejuvenating our Dental program with the help of the Dalhousie Dental students and their instructors (page 7). Our focus on innovation saw some great success in the form of increased participation in our established programs (page 8 and 9) and additional funding for our MOSH Bike Program (page 10). The passion of our staff took centre stage as we continued to meet the complex needs of our community (page 11). And, we moved things forward with new staff, resources and initiatives (page 12 and 13).

All of this growth, commitment, innovation and dedication is allowing us to provide better care for our community. We believe that together and through collaboration we are better equipped to provide excellence in primary care as well as moving beyond our traditional service offerings to provide care and outreach to the most vulnerable and marginalized clients in our community.

We could not do this without the continued support of our volunteers, donors, partners, and sponsors. We thank all of you for your continued support and look forward to the year ahead.

Vision

Strong Community. Healthy people.

Mission

We support health and well-being in our community through quality primary health care, education and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

Values

Respect
Community
Compassion
Excellence
Innovation

Key Directions

Community and client-centered care—To listen and respond respectfully to the needs of the clients and community we serve.

Excellence and Innovation—To demonstrate excellence and innovation in the delivery of primary care.

Community Development—To support and advocate for healthy clients, families and communities.

Leadership, Stewardship, and Governance—To acquire and manage material and human resources to meet the needs of those we serve in ways that are accountable and transparent.

Welcome to our new home

The summer of 2017 saw a fundamental shift in the way in which the NECHC was able to offer patient care. With the move to our new home in the MacDonald Building at 2131 Gottingen Street, we are able to offer our patients more space, privacy, and access—and all of our services are under one roof again!

Just as importantly, the NECHC staff have a new, fresh, healthy workspace, where there is room for everyone and everything. Thank you to all those who helped make this move possible! Here are a few pictures that show what the new space looked like then . . . and now.



Housing First's meeting space



One of our MOSH clients taking a break in our MOSH waiting room



One of thirteen new clinic rooms



Our new clinic reception area



One of three dental suites (with the space to set up one more!)



Some of our staff enjoying a special treat for all the hard work that went into the "BIG MOVE"!

Excellence in Primary Care

Having been established over 47 years ago, NECHC has become excellent at providing primary health care. With this being said, our team continues to focus on:

- Improving health outcomes through proactive, preventative, population needs-based planning.
- Identifying and bridging gaps in order to support seamless transitions across the health care system.
- Increasing access to care and decreasing avoidable Emergency Department visits and hospital admissions by ensuring the right patient is seen by the right provider, at the right time.

To meet this objective, NECHC has many programs and initiatives that target our population and their needs. One such program that has impacted our community greatly is our Pre-Natal Program—a first of its kind in the area.

IN FOCUS: Pre-Natal Program

Heather is a first-time parent and has been coming to the Health Centre from the very beginning of her pregnancy. She was able to take part in our Pre-Natal Program that is facilitated and planned by Dr. Anne Houstoun and Nurse Lucy Swaray, with assistance from other physicians, nurse practitioners, registered nurses and health care providers in the Health Centre.

Being a first-time mom, Heather finds it comforting to be around people who she can trust and closely interact with. The group classes are designed to follow the women as their pregnancies progress and to help identify and closely monitor changes in their lives, as well as how to prepare for the future. The classes give ample time to ask questions and share commonalities amongst the group.

A benefit of having classes at the Health Centre is that it allows parents to take an active role in their pregnancies and health care, all within the same space. “It is gratifying to see all these women and partners take their care into their own hands by doing things like recording weight and blood pressure,” explains Nurse Lucy.

Following childbirth, the newborn babies and parents continue to receive care from the weekly well-baby checks. “As a result of this program, we have seen reduced rates in postpartum depression which can be attributed to the support provided by the program,” says Lucy. “The support doesn’t end with the birth of the baby. Patients keep in touch with each other after the babies are delivered and socialize on an ongoing basis.”

These types of groups offer security within the large city of Halifax. “The pre-natal group allows for a sense of community, where the health care professionals make a real effort to get to know you. At NECHC, you are not just another face in the crowd,” says Heather.



Heather (left) and her partner, Jac, are living happily in the North End with their son Cooper who loves to show his new two front teeth!

When Heather was going into delivery, she recalls Dr. Houstoun not being on-call but going to the hospital with herself and her partner, Jac, because she wanted to be there for the birth of their son. These are the kinds of relationships that we foster at NECHC and are a reason why people choose to receive care here.

Appealing traits of the Pre-Natal Program are that it is free of charge and easily accessible to all members of the community who may not otherwise receive the same opportunity. “NECHC is a great resource to have in the neighbourhood,” says Heather. “It provides immediate access to services, where other places may have waiting lists.”

The Pre-Natal Program also makes an effort to anticipate new parents’ needs before they know they have any. For example, an *Introduction to Solid Foods* workshop is provided by our nurses and dietitian.

NECHC strives to create healthy, lasting relationships within the North End community. This, we believe, allows people to be comfortable with us and trust us to help them so that we can meet our mission of creating a healthier community.

Providing quality dental services

Oral health is important to a person's overall well-being. With only one other dental clinic in the North End, services are desperately needed. At NECHC we continue to work in partnership with Dalhousie's Faculty of Dentistry, in both hygiene and dentistry, to provide dental care to clients, free of charge.

IN FOCUS: Dental students learning more than dentistry



For Teanne MacCallum, the North End Community Health Centre Dental Clinic isn't just about oral hygiene. It's about learning. As a clinical instructor for the Dalhousie School of Dental Hygiene for the past five years, Teanne has played an integral role in educating students during their rotations at NECHC. Teanne is proud of the learning the program provides

to students. However, many of the lessons learned don't have to do with dental hygiene—they are about empathy and diversity.

"Students learn that not everyone has the same privileges as they do," explains Teanne, a strong supporter of the NECHC Dental Clinic. "They learn about the community and the diversity—something they don't get to see anywhere else. It's why I fight so hard for this rotation."

In addition to seeing more dramatic cases at the clinic, due to patients who have gone extended periods without visiting a dentist, students are often challenged on a more intimate level. The students interact with patients from all walks of life and learn from their personal stories, openness, and honesty. Teanne says that every year she has at least one student in tears because they are so moved by their patient's stories and how thankful they are for the Dental Clinic.

One patient, in particular, has stood out to students and staff at the Dental Clinic. This patient struggled with a painful abscess for over a year which then turned into a major infection. After pulling together the money to have her teeth examined by a dentist at another clinic, the patient was told that treatment would cost roughly \$1,200. Money she did not have.

This patient was eventually put in touch with NECHC's Dental Clinic and was evaluated almost immediately, having the abscessed tooth removed within days. After only one month, all of the patient's dental needs were met, and she was finally free of pain. The patient was so grateful for her experience that she wrote a heartfelt email to the clinic thanking everyone involved.

"Over the years we have had many similar stories," says Teanne. "This is why we come back. The students love it and it makes them want to give back. It's amazing, and I am so proud to be part of it."

The Dental Clinic will be expanding its services in the 2018-2019 year to address the need for youth dental care in the North End. Through a partnership with the Halifax Regional Centre for Education and their SchoolsPlus program, students from nearby elementary and junior high schools will be able to visit the Dental Clinic during their regular school hours.

This new program will hopefully break down barriers parents have regarding accessing oral health services for their children. Teanne is excited about how this new program will benefit both the dental hygiene students and the patients they serve.

"If the kids don't have a dental home, this [clinic] could become their dental home," she says of the benefit that the young patients will have by accessing the Dental Clinic. She also highlights the learning opportunity, "it will be good for the students too because they don't get the chance to see a lot of pediatric patients."

With more and more links being found between oral and overall health, the Youth Dental Program should be a significant step towards creating healthier lives for children and adolescents in the North End.

More than just primary care

NECHC was established to provide collaborative health care services to our community by addressing the social determinants of health and excellent primary care. Over the years, we have made a concerted effort to put a greater focus on the programs we offer beyond the walls of the Clinic. Programs that provide a wide range of services, community development activities that focus on harm reduction, homelessness and housing, poverty, substance abuse, nutrition, chronic illness management, coping with mental health issues, and outreach to under-served groups.

IN FOCUS: Health promotion initiatives



NORTH END WALKERS

With the generous support of the Heart & Stroke Foundation's Walkability Grant, our North End Walkers program was given a renewed energy early in 2018. The program funding allowed NECHC to purchase sweatshirts, new pedometers, and hold an awareness event for the community.

The North End Walkers continues to offer members of our community an opportunity to explore the city, in a safe and supportive group, while enjoying some social interaction. Following the walk, participants enjoy a healthy snack prepared by NECHC's Dietician.



COMMUNITY COOKING CLASSES

Through the leadership of NECHC's Dietician, Shelley Baccardax, NECHC hosted free community cooking classes throughout the year. This program was extremely successful, and continually increases in numbers of attendees.

The cooking classes offer a new topic each session. These have included: fun ways to cook fish, vegetable sides, warm-up winter foods, sweet desserts without the sugar, healthy snacks in a hurry, and breakfast of champions.

Not only do participants learn safe food handling and preparation, but also try new foods and new recipes in a community-building environment.

HEALTH AT BEST WEIGHT

Led by our Dietician, the Health at Best Weight Program ran in 2017 focusing on a number of components that are critical in reaching for maintaining a person's best weight. Topics included: Best Weight 101, Eating well with your best diet, Make peace with food, A good night's sleep, Move everyday, and Putting it all together.

GENTLE EXERCISE

In partnership with Salvation Army Open Arms, NECHC hosted a beginner-friendly class that focused on gentle exercises to improve flexibility, balance, and overall health.

THE GOOD FOOD BOX

The Good Food Box has quickly become a signature program for NECHC. 2017/18 saw an evolution of the program that was developed in 2016. After the initial pilot, it became clear that we needed to create a program that was more manageable. This year, the Good Food Box became a monthly initiative providing a much needed service. We realigned some of the program elements to better meet what the community wanted (identified through outreach surveys and focus groups). This included adding more recipes in the boxes, switching to plastic bags for easier carrying, and bringing in more volunteers who wanted to get involved.



Funding the program continues to require attention as the cost of local produce fluctuates frequently, especially through the winter months, and often we need to subsidize boxes for specific clients. The fee of \$7 a box does not cover the overall cost to run the program. As such, we are constantly looking for new funding sources. In December 2017, we launched a successful online fundraising campaign, which we plan to have as an annual event.

This year, we developed key community partnerships to help us better connect the program to users. Already, these have generated great relationships as can be seen in the story below.

IN FOCUS: The Good Food Box community partners

Jen Lohnes understands the connection between healthy communities and good food. As program coordinator for the Salvation Army Open Arms in Uniacke Square, she sees daily how the importance of healthy, affordable, accessible food goes hand-in-hand with supporting those in the North End community.

As a partner of the Good Food Box, Open Arms is able to offer an additional pick-up location for the people connected to their organization. They take orders, accept payment and distribute the Boxes. Through this type of cooperation, NECHC is able to reach a new group of community members that may not otherwise have participated in the program.

The partnership with Open Arms has led the way to increased participation within different organizations in North End Halifax.

“This partnership,” says Jen, “has given people living in the North End more options for healthy, low-cost food, and a greater exposure to different kinds of food.”

“Participants look forward to the program,” adds Jenn, after sharing a story about how excited a food box participant was to receive kiwis in their food box—a food they hadn’t tasted in years.

Jen believes there is a desperate need for this program—especially for women, children, seniors, and families. The impact of this service is extensive. For those with mobility struggles, a delivery of food that is close to their home means having to lug one less bag from the grocery store.

According to Jen, this program allows mothers to have a sense of pride in giving their children healthy food, and, as a result, they are able to experience benefits associated with healthy eating. “We know and have witnessed first-hand, that when children eat nutritious food, behavior and attention improves,” says Jen.

Envisioning a strong community with healthy people wouldn’t be complete without addressing the importance of accessible, nutritious food. “This element is often overlooked,” says Jen Lohnes. However, she adds, “there is a need, and there is a future.”

Some of our other valued Good Food Box partners include: The Coffee Shop, Wee Care, Canadian Mental Health Association, Schizophrenia Society, and Veith House.



Reaching the most vulnerable

Mobile Outreach Street Health (MOSH) and MOSH-Housing First are both signature programs at NECHC. They provide support—whether it be health care or housing—to some of the most vulnerable and marginalized peoples in our community.

Building programs to support the clients we work with through MOSH and Housing First, we are combating issues that go beyond primary health care. An example of one of these programs is the Bicycle Program—a program that provides re-purposed bicycles to those facing homelessness. For some it is their first opportunity in years to independently transport themselves.

IN FOCUS: Finding independence through bicycles



For John Dicks, often the work itself is reward enough for his efforts in the NECHC's Bike Program. Having been involved in this program from its humble beginnings, he describes it as necessary, and that it just "makes sense."

John Dicks is an occupational therapist who works as a volunteer for NECHC's Bike Program which

takes in, repairs and distributes donated bicycles. These bikes go to members of the North End who would otherwise not have access to affordable transportation. The program is funded through the generosity of the Provincial Government's Building Vibrant Communities Grant.

As a child, John had made a hobby of fixing bikes in his neighbourhood. He continued this hobby throughout his life. When John first got involved in the NECHC MOSH program, before it was funded, he used the extra money he earned fixing bicycles in his spare time to keep the Bike Program supplied with the extra parts he would need to fix the donated bikes. He chuckles as he says, "Before we got funding, I used to do whatever I could to make the bike program run. We all did."

When asked to highlight a rewarding experience that he has had through his work with MOSH and the Bike Program, John was careful to point out that this is not why he and the MOSH team do their work. He explained that working as a bike volunteer has helped bring

balance to his life as an occupational therapist, but the real reward is knowing that he is making a positive difference in people's lives. He shares two anecdotes . . .

The first involves a story about his early days as a volunteer. On this particular day he had the privilege of hand-delivering the bike he fixed to the participant. The striking part of this encounter was the stunned look of shock on the person's face when they received the bike. "A lot of the participants don't expect bikes of this high quality and it's great for them."

For the second anecdote, John describes a letter that MOSH received outlining all the changes that just one bike had made in a woman's life. In the letter, the woman explained that the bike not only opened up her opportunities in terms of transportation, but also provided her with much needed exercise and structure. She went on to say that this bike was a catalyst for her healthier life.

"Working as a bike volunteer has helped to bring some needed balance to my life as a health care provider in mental health. Although meaningful work, it is not always rewarding or appreciated," says John. "I have had a life-long interest in riding and repairing bikes. The Bike Program is a win, win, win for all of us involved. I fix and donate bikes knowing that the Bike Program is making a positive difference in the lives of others. I am happy to support the great work of the MOSH team."



One of our MOSH clients receives a new bike and helmet thanks to the generosity of volunteers like John Dicks.

Responding to the needs of our community

NECHC's collaborative health team relies on more than physicians and nurses to effectively build a healthy community. Our inter-disciplinary team is multi-faceted and provides a range of health supports to our community. Not all patients require the same amount of support. Some require much more, such as individuals and families living in poverty, marginalized seniors, those living with mental health and substance use. Fortunately, NECHC has created a team that can respond to the diverse and complex needs of our community. One of these supports is our Social Worker, Megan MacBride.

IN FOCUS: Social work in the community

If you ask most people what they think a social worker does, many will vaguely answer something about working with children and community services. This may be true, but there is nothing vague about the support services our Social Worker offers to clients of the North End Community Health Centre and the difference it makes in their lives.

As the Social Worker for NECHC, Megan MacBride cannot predict from one day to another what she'll end up doing, however, she always knows it won't be straightforward. The challenge to her (and what she looks forward to daily) is coming up with practical ways to help members of our community. "When I can help someone, no matter how small it may seem to me, the look of relief on their face makes what I do so rewarding," explains Megan.

In large part due to the socio-economic diversity of our community, Megan's position focuses on those whom need help navigating "the system" – whether that's talking to Community Services on behalf of a client, or helping with housing issues, referring clients to other health providers in our clinic, or acting as the Trustee for clients and their finances. She always is there to help make their life a little bit easier and hopefully better.

Although the majority of her day can be spent on the phone with various community partners, Megan also spends a great deal of time in the community performing wellness checks on clients in their homes, accompanying clients to appointments, and advocating on her clients' behalf.

Beyond the day-to-day work she does, it's the overall advocacy that Megan believes will make the difference in the long run. Creating programs such as the Good

Food Box in collaboration with others, and working on the Food Policy Alliance to raise awareness on food insecurity, are what Megan considers the bigger picture.

No matter what she is doing, Megan says she is just honoured to be a part of such a wonderful team. "Even though we've been in the community for over 47 years, there is still so much potential for our organization to grow," says Megan. "As staff, we're always looking to the next challenge, and how we can reach even more people with programs and services. The staff are so invested in every aspect of what we do that there is always forward momentum in our goals and a true sense of collaboration."

Working as a social worker in a community such as the North End, Megan recognizes the need for more social workers who can help in the face of diversity and inequalities. For her, mentoring social work students during their degree is a critical piece of the puzzle. Recently, Megan has hosted students from Dalhousie, Saint Mary's, the University of Victoria, and the University of Waterloo. These students have been critical for outreach—helping Megan manage the needs of folks in the community, as well as the clients who show up at the Clinic.

"Students are a joy to have," says Megan. "NECHC is truly a unique learning experience for students. It really opens their eyes to what challenges our population faces."



Our people make the greatest impact



NEW LEADER, NEW FOCUS

Last year, the North End Community Health Association's Board of Directors was challenged to find a new Executive Director for the organization.

Knowing the organization had to grow and financially flourish, the Board recognized the need for a leader who had experience building capacity and who could see the organization from a new perspective. That is when they found Marie-France LeBlanc. Having just spent three years transforming Habitat for Humanity Nova Scotia into a fruitful organization, Marie-France was ready for the challenge of bringing a business-sense to the NECHC.

With a background in leading organizational change, communications and fundraising, Marie-France has been diligently working to form new partnerships while maintaining the culture and integrity of NECHC.

When she isn't captaining the NECHC ship, she has her own crew at home to manage. She and her husband, Gus, have five children ranging in age from 21 to 12, all of whom are heavily involved in sports and who keep her on her toes.

We are very excited about the new ideas and momentum Marie-France will bring to NECHC.



NEW ROLE OF PATIENT CARE COORDINATOR

Recognizing the need to coordinate our expanding health care team, NECHC created a new role of Patient Care Coordinator in 2017. Not only would this individual be a Registered Nurse and see clients, but they would also take the lead on coordinating the collaborative clinic with all its various services and providers. Fortunately for us, Tammy Calabrese was looking to join the team.

Originally from New Brunswick, Tammy and her husband spent a number of years in Toronto before coming back East. "It was always our plan to return," explains Tammy. "It just took a little longer than we had expected!"

With a certification in diabetes education, Tammy has had the opportunity to use her knowledge and add value to our Clinic by providing one-on-one counselling with folks living with diabetes.

"It has been so rewarding getting to know the staff, patients and the community," say Tammy. "I'm part of the community now—I can walk down the street and see people I know. I also know that I've made a difference in peoples lives by helping them manage their health."



SAYING FAREWELL AFTER 41 YEARS OF SERVICE

After 41 years of dedicated service welcoming patients to NECHC, Kim Clayton hung up her hat for a well-deserved retirement. Never one to put up with nonsense, we were always able to count on Kim to keep everyone in order. We will miss her constant, familiar presence; impeccable work ethic; her rounds to ensure the health team starts on time; and her passion for keeping us up-to-date with current affairs during lunch hour.

The impact she has had on generations of the community is remarkable and immeasurable. She led her colleagues through a sense of responsibility to the community and the patients, her respect for the clinicians, as well as her good sense of humour. We keep her preferred seat in the lunchroom empty just in case she drops in for that occasional visit. These days you'll find her sleeping in, not a clock insight, in her favorite home away from home—New Glasgow. We wish Kim the happiest of days ahead, and thank her for dedicating her professional life to NECHC.

Highlights for the first half of 2018/19

While this annual report focuses on our fiscal year of April 1, 2017 to March 31, 2018, so much progress and activities have already begun for the current fiscal year of 2018/19, we would be remiss if we didn't share a few highlights of what has already been accomplished in 2018.



ADVOCACY BREAKFAST WITH MARCI IEN

Our 2018 Advocacy Breakfast was a huge success—actually a \$20,000 success! The annual fundraiser for NECHC brought Marci Ien of CTV's *The Social* to share her story of resilience and giving youth the opportunity to change their future. The inspirational message that *every voice matters* resonated with the 300 people in attendance, many of whom share the sentiment that we need to empower our youth to make a difference and that their voice matters too.



FIRST DR. MARAGRET CASEY SCHOLARSHIP AWARDED

In June 2018, we were very proud to award the inaugural NECHC Dr. Margaret Casey Scholarship to a very deserving young woman from the North End. Tiona Emmerson will be attending Saint Mary's University in the fall of 2018 to earn her Bachelor of Commerce degree. We look forward to seeing her success, as we continue to support the youth in our community in achieving their goals.



AN EXERCISE IN RE-BRANDING

With all the changes our organization has seen over past 47 years, we have not had the opportunity to really dive into our “branding” - how do we tell our story.

After a successful proposal for the Brand Spring Clean Contest by Bits Creative Agency, NECHC will benefit from their expertise and \$30,000 worth of services!



NEW WEBSITE

After many months without a website, NECHC was thrilled to unveil a new website in June 2018 with a fresh new design and new content. With the help of Antimatters Creative Lab, our

website is up-to-date and has room to grow! Check it out by visiting nechc.com.



LAUNCHING YOUTH DENTAL PROGRAM WITH SCHOOLSPLUS

September 2018 will see our Dental Clinic expand exponentially with the implementation of our youth dental program in partnership with SchoolsPlus. SchoolsPlus operates in our school system and helps connect youth and their families to services and

programs in their community.

Immediately SchoolsPlus was thrilled with the idea, and quickly committed to arranging for getting students registered, parent permissions, scheduling and transporting students to and from the clinic during school hours.

Donors make it possible

North End Community Health Centre is grateful to the donors who make our work possible. On behalf of the community we serve, **THANK YOU**. We are proud to partner with the following organizations and individuals to create a healthy, strong community.

\$10,000+



United Way
Halifax



The Windsor Foundation

Dalhousie University's Faculty of Dentistry

\$5,000-9,999

Heart & Stroke Walkabout
John Allen Brewing Company Ltd.
Scotiabank
Jorna & Craig Incorporated

Soapy Cleaning Company
VMG Strategic Consulting
Nova Scotia Department of
Communities, Culture and Heritage

\$500-4,999

Bluteau/Devenney Charitable Trust
Dime Salon
Eleanor Smith

Halifax Visiting Dispensary
Prosci Canada Inc.
Toni Laidlaw

Friends of the North End Monthly Giving Program

We are fortunate to have outstanding individuals who support our mission every month. Their monthly contributions ensure we have a regular funding stream we can count on to help us deliver programs and services to our community.

John Brophy
Anne Campbell
Barbara Hall
Dawn Frail

Ann Houstoun
Rick Nurse
Joan Rankin
John Ross

Sandra Thomas
Scott and Clare Thornton
Maggie Marwah
Marika Warren

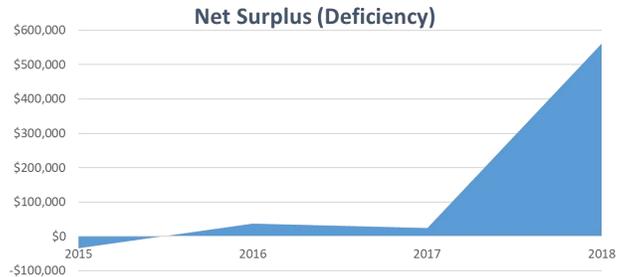
A special thank you to our funding partners:



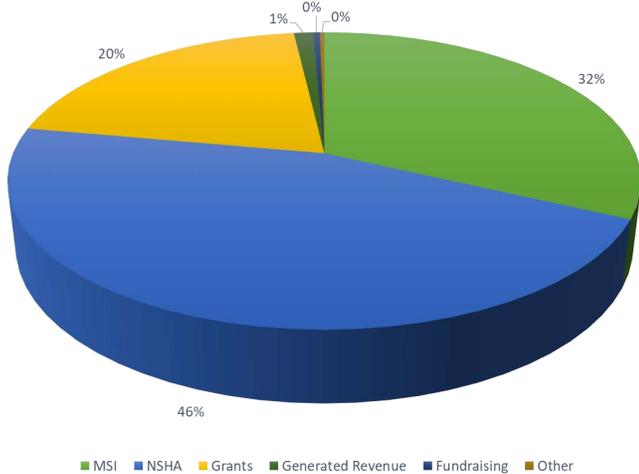
Financial Snapshot

Operational Finances—as of March 31, 2018

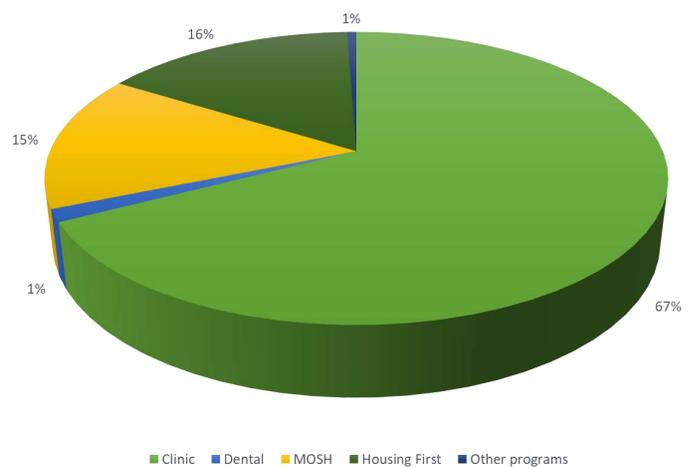
	Budget	Actual	Variance
Revenue	\$3,637,587	\$3,619,687	\$17,900
Expenses	\$3,712,193	\$3,711,252	\$941
	<u>-\$74,606</u>	<u>-\$91,565</u>	<u>-\$16,959</u>



Breakdown of Revenue by Type



Breakdown of Expenses by Project



Note: Other programs include trust, education fund, prenatal, North End Walkers, Good Food Box, etc.

Capital Fund

Revenue	\$824,028
Expenses	\$199,098
	<u>\$624,930</u>

During the year the Association sold a building and commenced renting. The capital fund represents the accounting gain on the sale of the building, as well as expenses incurred to renovate the new location.

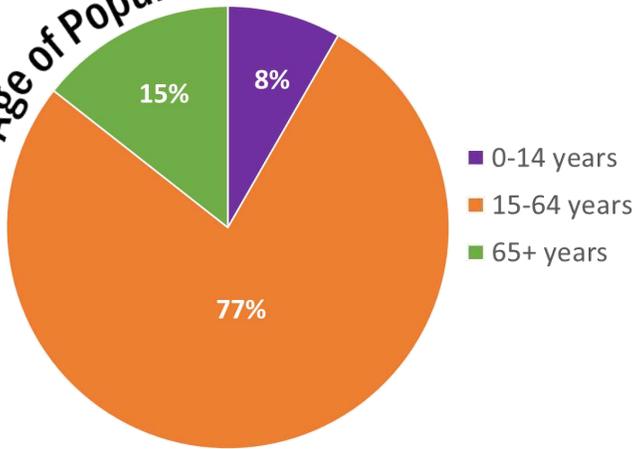
Fundraising

Revenue	\$50,985
Expenses	\$23,538
	<u>\$27,447</u>

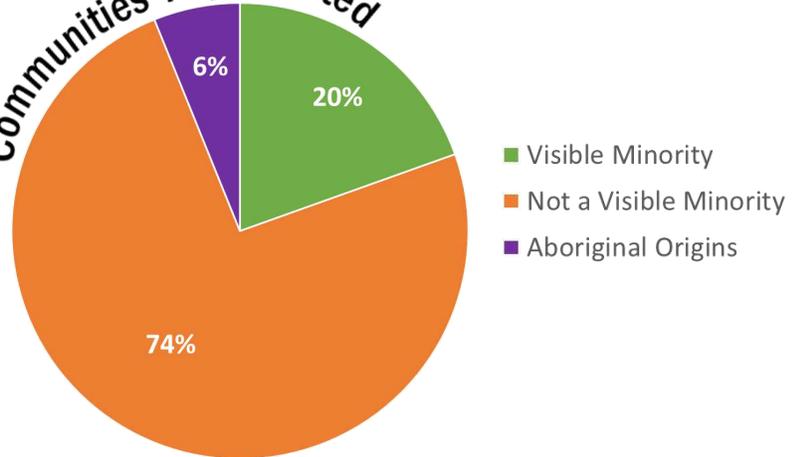
*This is a summary of the audited Financial Statements. For more information, the complete audited financial statements are available from the office of the Executive Director.

The North End Community—By the numbers *Based on data from Statistics Canada

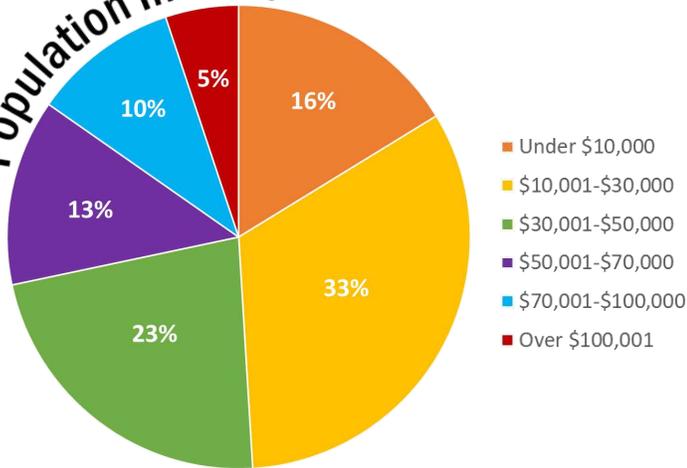
Age of Population



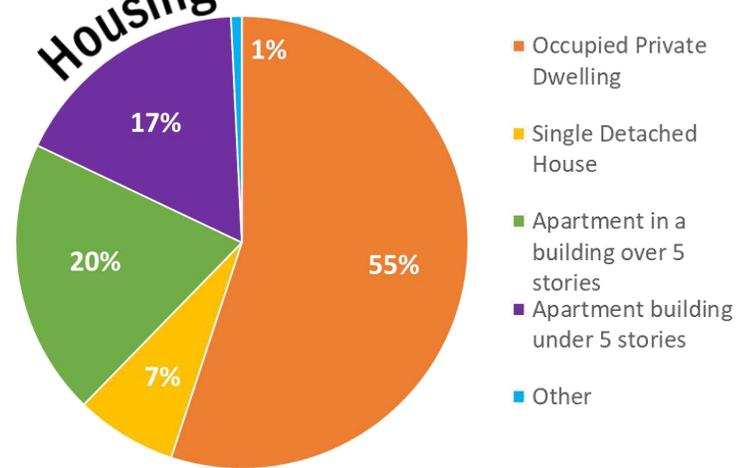
Communities Represented



Population Income



Housing



Our Clinic #s

of Patients
18,952

of New Patients
192

of Patient visits
26,190

2131 Gottingen Street, 5th Floor
Halifax, NS B3K 5Z7

NorthEnd@nehc.com

Telephone: 902-420-0303
Fax: 902-422-0859

Nehc.com



Registered Charity #89385 9462 RR0001



Thank you for your support from our family to yours!