

NORTH END COMMUNITY HEALTH CENTRE

2018/2019 ANNUAL REPORT



We are proud to share our 2018-2019 Report to the Community. This year marked our sophomore year in our new location. The move from our small street-front building to a 15,000 sq. foot modern location has not been without bumps.

The change in venue not only meant a new address but also a change in how the NECHC provides services to our community. The new Community Health Centre is a physical expression of the growth this organization has seen over its 45 plus years. By moving to new facilities we have been able to increase access to our programs and develop new programs that were needed in the community. Inside this report, you will find write-ups on several new initiatives such as the piloting of our new Mental Health Walk-in pilot program, as well as our new food programming to help alleviate the hardship of living in the North End food desert.

At NECHC we are creating a solid base for our future through strong partnerships and

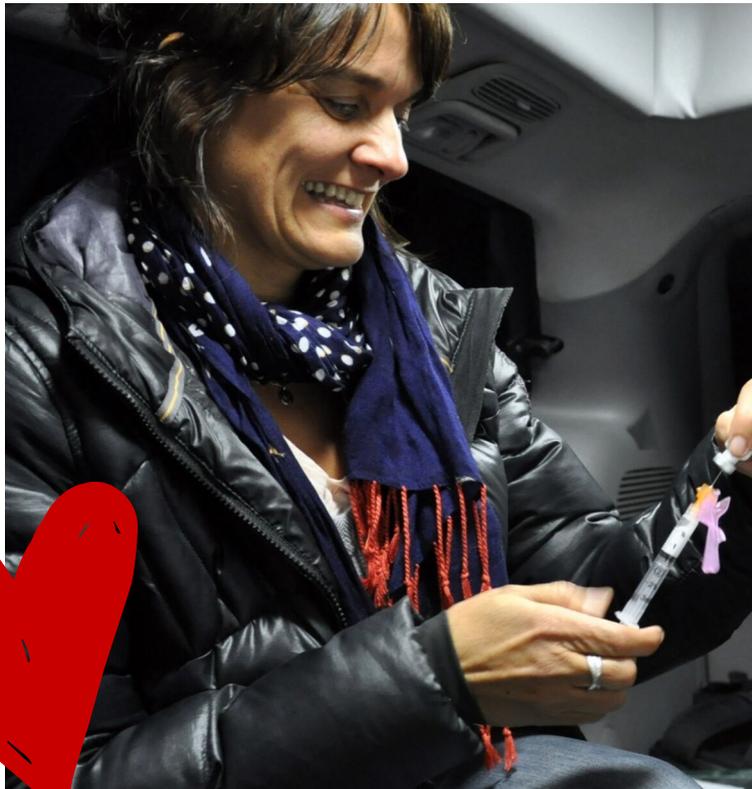
collaborations with other community agencies, funders, and government as well as individual donors and corporations who support our work and invest in our success. Our strength is our people. The dedicated leadership team who ensure we are at the table when policies are developed and funding decisions are made; our team members who develop creative, sustaining ways to deliver cost-effective programs; and the front line staff who imbue their work with passionate consideration for our community members. Of course, our patients, clients and community members who walk through our doors are our true reason for existing. They know we are an open door to health, housing, dental and wellness programs.

So thank you to all for a great year.

Marie-France LeBlanc
EXECUTIVE DIRECTOR

Rick Kelly
BOARD CHAIR

IN MEMORY OF PATTI MELANSON 02



On December 18, 2018, in advance of her funeral, over one hundred people, young and old, from all socio-economic backgrounds and representing a cultural rainbow, gathered at the Brunswick Street Church. They came to say their final goodbyes to a woman they admired, a woman who had devoted herself to this community for almost 20 years and as a nurse for another 10 before that. A true leader, caregiver, mentor and friend.

They came to pay their respects to Patti Melanson, who, among many other achievements, was the force behind our MOSH program. Much has been said about Patti and her legacy. There have been many well deserved tributes, awards and memorials. One quick Google search will give you hours of reading. And she is more than deserving of it all.

At NECHC, her loss has been very personal. As such, we have spent the past several months paying tribute to Patti in the best way we know how – by following her example and truly embracing the values she helped instill every day.

RESPECT, COMMUNITY, COMPASSION, EXCELLENCE and INNOVATION. These weren't just words to Patti. They were a challenge. An opportunity to do better every day. Whether it meant interrupting her lunch to go outside and say hello to a MOSH client she hadn't seen in a while; or, spending the morning helping another client go through his possessions. It could also mean explaining to a politician why community health care is important or working on a proposal for one of her newest ideas.

Whatever Patti was working on you could be certain it was in the best interest of the community. At NECHC we try every day to make her proud. We may not have a sign that reads "What Would Patti Do" but we all have an inner voice that asks that question every day.

So goodbye, Patti. Thank you for setting the bar high at NECHC and for the example you set every day of your life.

OUR 2018/2019 BOARD OF DIRECTORS

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STRONG COMMUNITY.

HEALTHY PEOPLE.

RESPECT

COMMUNITY

COMPASSION

EXCELLENCE

COMPASSION



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.



PROGRAMS, SERVICES AND PARTNERSHIPS

For those who are street-involved or homeless, facing the end of life can become an exceptionally daunting experience. Shelters are not physically accessible or private and shelter staff cannot provide personal care. Those couch-surfing or living in a rooming house or apartment are often without the social support to rely on for informal caregiving. Many of the circumstances surrounding their homelessness make it impossible to access formal supports. As a result, the already complex situations people are navigating can totally break down in social and health care crisis. MOSH recognizes how important it is to have a supportive, skilled advocate to offer support and utilize these otherwise difficult moments to improve health, social wellness, and quality of life.

MOSH's Health Case Manager, Heather Nicholson, helps clients navigate the health care system and ensure they are receiving the best possible care. "Our clients are vulnerable and when they are facing life-threatening illness and death, they really need someone to step in."

Facing death is not an easy thing for anybody to do. It is even harder when you are alone. Many MOSH clients don't have a relationship with their family. They also do not feel comfortable in a hospital. As part of this initiative, Heather and the MOSH staff try and make ill or dying clients comfortable in the community and ensure there are supports checking in on them.

"Our team provides home visits and as many supports as we can provide. We also help them with some of the more difficult decisions that come with end of life or serious illness," Heather explains. She also says the team does its best to fulfill specific requests such as flowers and photographs for the memorials.

This small palliative care initiative is just beginning. The goal is to be able to provide a variety of services in a permanent space in the North End to house those who are street involved and homeless during times when respite is needed. NECHC is currently part of a team looking to make that happen.



MOBILE OUTREACH
STREET HEALTH



PROGRAMS, SERVICES AND PARTNERSHIPS

2018-2019 was a year of transitions and change for MOSH Housing First. It marked the final year of the four year pilot with Federal HPS funding, and a transition to the new Federal Reaching Home funding program. We will work with AHANS and community partners to ensure we continue to meet the needs of those we were built to support.

We continue to demonstrate the stability we have helped create in people's lives. prior to being involved with MOSH Housing First, only 25% of our participants engaged with a physician or Nurse Practitioner. Once in our program and having secured housing, close to 100% of our participants engage regularly with their primary health care professional.

In the final months of the past fiscal year, MOSH Housing First celebrated the graduation of the first few participants. Although graduation has never been a stated goal of the program, a number of individuals achieved such a level of stability that the mutual decision to transition to independence was made.

We were also excited to be involved in the development of a Coordinated Access System for people experiencing homelessness. With a Coordinated Access System, folks have equitable access to a process that assesses and matches to the support or housing that best fits their needs and choice. Service providers began this transition early in 2018, and have worked together since, to build an equitable system that quickly ends individuals and families experiences of homelessness.

All of these transitions and changes occurred as we struggled with the loss of Patti Melanson – our founder, our leader, our friend, our rock. As we adapt and move forward at MOSH and MOSH Housing First, her words guide our efforts.



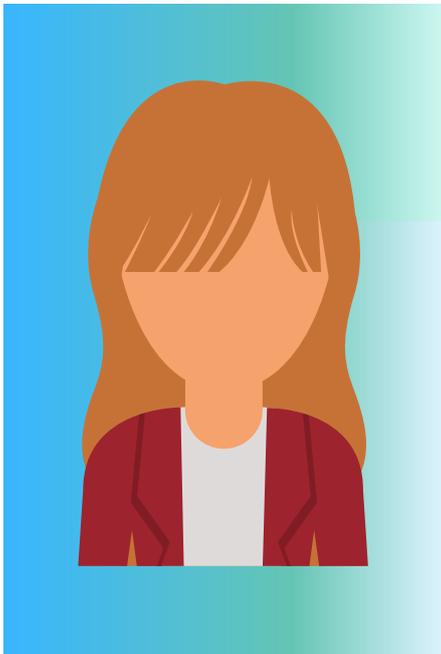
MOBILE OUTREACH
STREET HEALTH
HOUSING FIRST

“Continue to work for the folks we serve, they need us to offer up our unique selves and they need us to come together to make their lives easier. Welcome the demons, yours and theirs.”

Patti Melanson

PAUSE: MENTAL HEALTH WALK-IN PILOT PROGRAM

PROGRAMS, SERVICES AND PARTNERSHIPS



When Megan MacBride first came to the North End Community Health Centre, she wasn't simply looking for a job - she wanted a place where she could make a difference and work as part of a community. After almost 4 years as our Social Worker, Megan has certainly made a difference.

Her kindness, infectious laugh and eternal patience has helped to counsel patients or steer clients as they navigate the social care system. Through this hands-on work, Megan quickly recognized a need for more accessible mental health support. She had worked with different mental health programs in her travels across Canada and saw that we, in Nova Scotia, did not need to reinvent the wheel when it came to offering low barrier mental health service. It was from this realization that Pause: Mental Health Walk-in Pilot Program was born. This pilot project was launched in the Spring at the NECHC in the MOSH space and has since added a location in Spryfield. Since then, the clinic has had over 50 interactions with folks in distress.

"It's very difficult for us as a community to provide a program that addresses struggles that come up which cause great anxiety, sadness or anger," says Megan. "By providing walk-in support we are hoping to address issues as they arise and avoid further crisis."

Working with community partners to create an advisory team and ensuring that the right mental health clinicians are involved were key pieces of the success the program has had. Tara Downey, Jill Pasquet and Shelina Gordon complete the team working with Megan on this project, and their combined experience of being part of this community as neighbours and professionals has added important perspectives as the program moves forward.

WHAT PEOPLE ARE SAYING ABOUT PAUSE

"I was so impressed with the service I received at Pause. I've done counselling before, but I've never had an experience like I've had with Jill. I just felt like we were really on the same page."

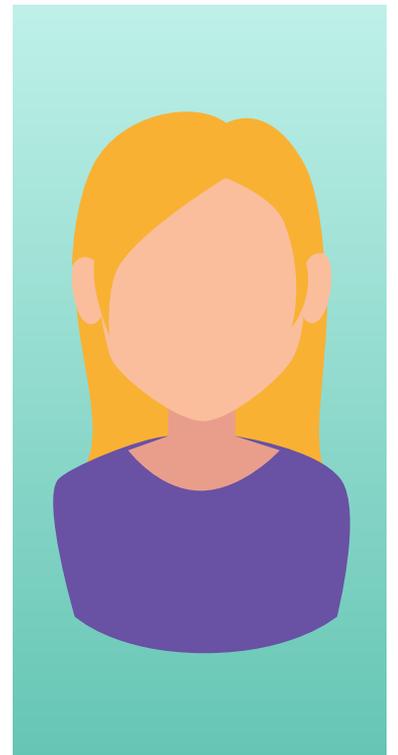
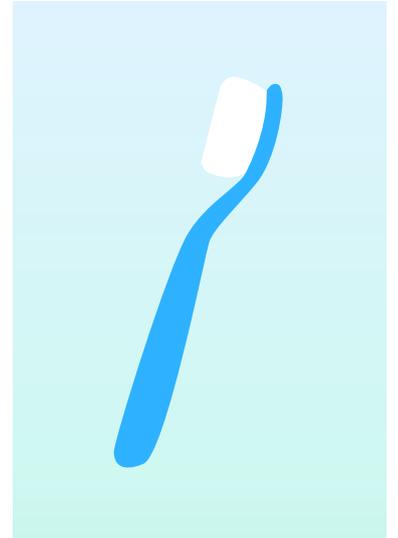
PROGRAMS, SERVICES AND PARTNERSHIPS

A MESSAGE FROM NECHC DENTAL HYGIENIST FRANCINE LEACH

I've been working as a Dental Hygienist in the Dental Clinic at NECHC for six months. I'm here 3 days a week to see patients aged 1 to 98. My job is to provide hygiene services for those who cannot afford to go to the dentist. It can be quite challenging because, often, by the time I see the patient they are in pain. Hopefully I can offer relief and establish a relationship where they don't wait so long the next time.

This year, our goal has been to focus on children as well. Years ago we had quite a busy practice with kids but that has fallen off. So we have really upped our efforts to reach out to families and explain the importance of oral care to their health. I do as much outreach as I can. I regularly visit schools, libraries and daycares in the community. Depending on the group, I might do individual assessments and screenings or simply provide them with some oral prevention information.

My work here is really satisfying. I like that I can help people who need me. What I love, however, are the kids. So most Thursdays, before I start work, I volunteer at the Breakfast Program run by NECHC. This is a chance for me to meet with the kids outside of the Dental clinic. For them to see that I am not scary and for me to enjoy their company. My goal is to build relationships with these kids. I want them to walk into the clinic and recognize a friendly face so they can be less anxious the next time they need to come see me or the dentist.



Though dental care is not seen by our government as integral to health, poor dental hygiene can lead to very serious health issues that put a huge pressure on our health care system. Over the years, we have provided emergency and remedial dental care to our community. This often means dealing with issues once they are at a crisis point. Our clinic sees patients with infections and broken teeth that leads to teeth extractions. Although we will continue with this important work, we also want to start addressing preventative dental care, primarily in youth, to avoid such measures. Studies show that children who have early intervention are more likely to continue with preventative dental care and therefore incur fewer dental-related problems over time.

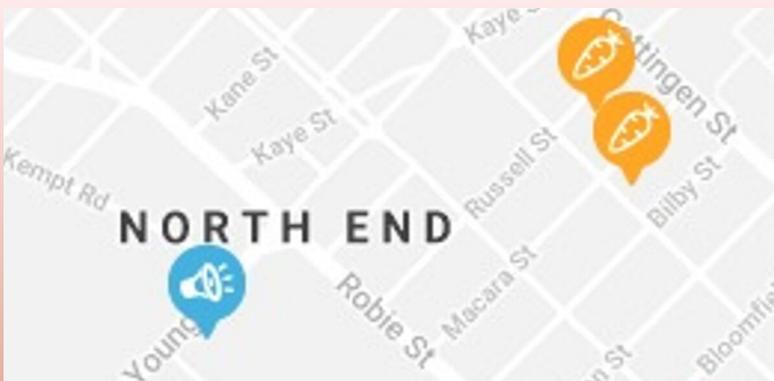
WHERE'S THE FOOD NORTH END?

PARTICIPATORY ACTION RESEARCH PROJECT

During the past two years, NECHC has been undertaking a multi-phase project which aims to pioneer a food security coalition, known as the North End Food Coalition, that will utilize first voice data to close the perceived gap between the understanding that government, researchers and other organizations have and those in the community who are experiencing food insecurity. This project, titled "Where's the Food North End?", was organized into four stages and involved social work and nutrition students. In summer 2018 there were four focus group discussions that were used to gather the first voice data for the project.

Part of this work also involved the creation of The Food Map, an online resource mapping food related organizations in the North End. This interactive map can be found at <http://nechc.com/food-map/>. We are proud to provide a tool to the community to facilitate access to food programs and services. Creating this map involved holding interviews with organizations on their work and views on food related advocacy in our community. Furthermore, these organization will have the option to be part of an advisory board composed of both service providers and community members, and will function to inform research and advocacy efforts when developing the food coalition.

The data collected throughout this project has been used to inform new programs that address food insecurity, including our own Community Pantry Program and School Breakfast Program. It has also shaped the discussion of future strategic planning and programs to be offered. Some of the things we have learned from the community is the need for more income from programs like income assistance and the family allowance. Issues of transportation, location of grocery stores and being disenfranchised also came up throughout the project.

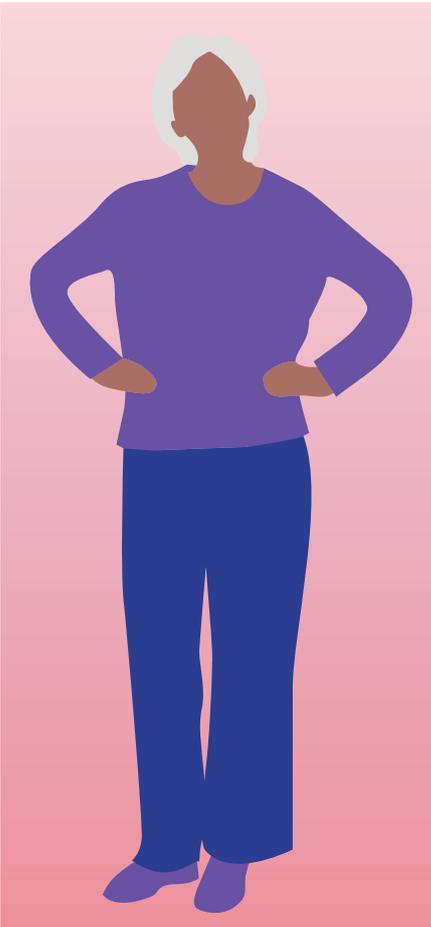


"KRAFT DINNER USED TO BE A POOR MAN'S MEAL, BUT GUESS WHAT – NOT ANYMORE"

"THEY TOOK ALL THE GROCERY STORES FROM THE NORTH END. THEY TOOK EVERYTHING. GOT LOTS OF PIZZA STORES AND TAVERNS AND WINERIES HERE THOUGH"

"I FEEL THAT PEOPLE LIKE US ARE AT THE BOTTOM OF THE TOTEM POLE AND WE'RE NOT LISTENED TO. WE'RE TOLD WE ARE COMPLAINING AND WE SHOULD BE GRATEFUL FOR WHAT WE HAVE... SO IT'S DIFFICULT TO SAY THAT WE SHOULD BE THE VOICE BECAUSE WE ARE VOICELESS BASICALLY."

PROGRAMS, SERVICES AND PARTNERSHIPS



Sally* is a grandmother trying to take care of her grandchildren. When she signed up for the North End Community Health Centre's new Pantry Program she wasn't looking for someone to give her food—there were lots of places like that around Halifax. She wanted a place that gave her choice.

Raising her grandchildren is not easy. She has to deal with the issues surrounding why their parents aren't as involved while dealing with very little money to pay the bills. The family of four was trying to survive on income assistance, but this just wasn't enough to make ends meet. If she wanted to provide healthy alternatives for the kids, she needed help. But Sally had trouble finding food programs that provided healthy and fresh food. She heard about the NECHC Pantry Program and how there were some learning benefits to it. The first day she showed up to get her weekly supply of snacks, she felt at home. Staff had everything laid out including pictures of suggested pairings, recipes and demos. As well, Sally had the opportunity to meet and get to know some of the other participants. "When people are dealing with food insecurity, they often isolate themselves," said Sally. "The ability to meet others in the same situation helps you maintain a sense of dignity and respect when you need to ask for help."

Sally has been involved in the program for several months. She is proud her grandchildren are eating fresh fruit and vegetable twice a day. They are also drinking milk, eating cheese and have grown fond of hummus. "I am so grateful to have been given the opportunity to participate in the Pantry Program".

Household food insecurity has less to do with food and much more to do with having a low income. When a person does not have enough money to cover their basic needs, life becomes a juggling act of priorities. Housing, medicine, childcare and other expenses all come first, and that leaves very little for good food. The impacts of diet-related illness on communities as well as on the health care system are immense, and current social assistance programs don't leave any wiggle room for a nourishing diet. The NECHC recognizes the value in not only increasing access to and improving skills around food, but also in advocating for better social support structures.

*name changed to protect privacy

2019 NECHC ADVOCACY BREAKFAST



This year's Advocacy Breakfast celebrated growth, community, and food security. We were grateful to our partners and supporters who came out to hear Mark Brand's inspirational story and message. At the event we also celebrated the two recipients of this year's Margaret Casey North End Community Health Center Scholarship. As well, we heard an empowering message from our summer student, and North End resident, Trayvone Clayton.

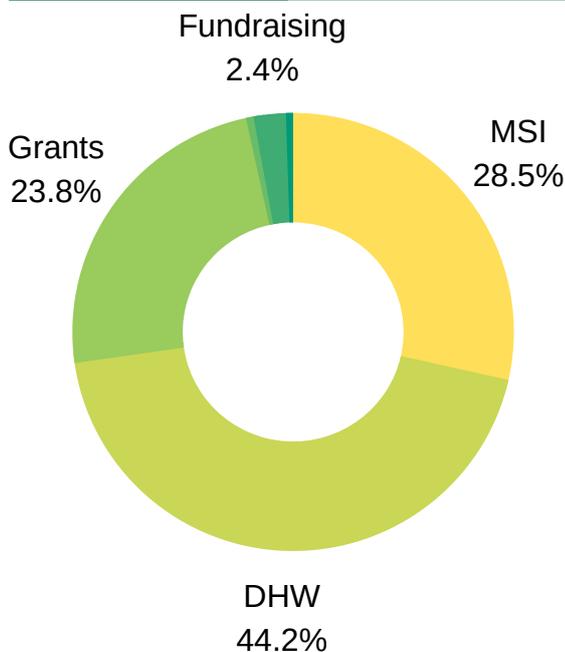
FINANCIAL SNAPSHOT

Operational Finances

	BUDGET	ACTUAL	VARIANCE
REVENUE	\$3,945,212	\$3,884,500	\$60,712
EXPENSES	\$3,945,212	\$3,883,269	\$61,943
	0	\$1,231	\$(1,231)

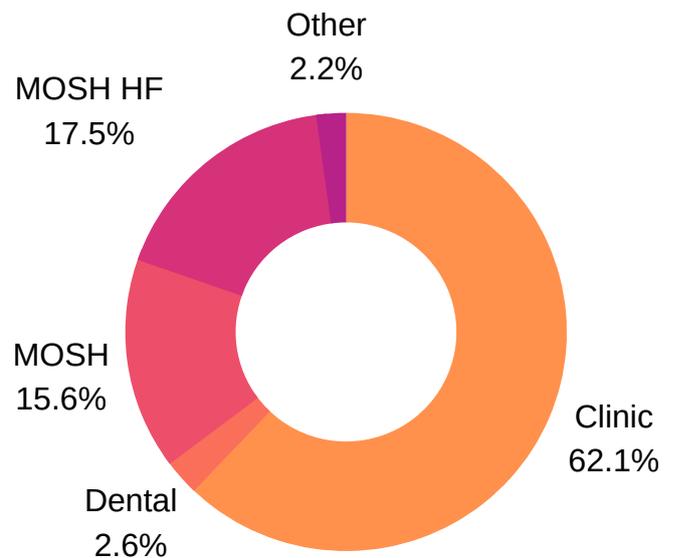
Breakdown of revenue by type

MSI	\$1,107,773
DHW	\$1,717,337
GRANTS	\$926,045
GENERATED REVENUE	\$21,415
FUNDRAISING	\$91,488
OTHER	\$20,442



Breakdown of expense by project

CLINIC	\$2,462,897
DENTAL	\$104,020
MOSH	\$619,885
MOSH HOUSING FIRST	\$693,423
OTHER	\$86,342



THANK YOU TO OUR SUPPORTERS!

The continuing success of the North End Community Health Centre as a valued community resource is due to many, many people: the centre's dedicated staff, numerous volunteers and supporters, Friends of the North End, and many other donors, public funding agencies, community organizations and businesses. Please know that that we deeply appreciate everyone's support. Thank you.

First Baptist Church - College of Dental Hygienists of Nova Scotia - Strong Girls Leadership Association - Emergency Medical Care Inc. - Jorna & Craig Inc. - Shelter Nova Scotia Halifax Visiting Dispensary - Community Foundation of Nova Scotia - Houseplant Films Inc. Northern Nova Scotia Dental Society - Rick Kelly - Rick Nurse - John Brophy - Joan Rankin Marika Warren - Anne Campbell - Margaret Casey - Angie Nowe - Mary McCarthy - Maggie Marwah - John Ross - Susan MacLeod - Anne Houstoun - Scott & Clare Thornton - Gail Sloane - Crombie REIT - McInnes Cooper - Telus - Doctors NS - RCS - College of Physicians & Surgeons - Pathfinder - NSCC - Bell Canada - Dalhousie Dentistry - Killam - Emera - ALC The Armour Group - Steele Auto Group - Clearwater - Affordable Housing Association of Nova Scotia - Dalhousie University, Faculty of Dentistry - Halifax Youth Foundation - Henry Schein Inc. - Nova Scotia Health Authority - Department of Community Services Department of Justice Correctional Services - Adsum for Women and Children - Brunswick Street Mission - Daily Bread - Direction 180 Methadone Clinic - Feeding Others of Dartmouth - Hope Cottage - Mainline Needle Exchange - Mic'maq Native Friendship Centre Out of the Cold Shelter - Salvation Army - Stepping Stones - Sunday Supper - Ark Outreach Welcome Housing - Spring Garden Road Navigator Program - North End Business Association & Downtown Dartmouth Business Commission Navigator Program

**A HUGE THANK YOU TO JACQUE WONG,
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REPORT.**



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