

NECHC

Annual Report

2024-2025



North End
**COMMUNITY
HEALTH CENTRE**

MESSAGE FROM THE CEO AND CHAIR, BOARD OF DIRECTORS

This past year has been one of challenge, reflection, and growth for the North End Community Health Centre (NECHC). Together as a Board, leadership team, staff, and community, we have walked through uncertainty while charting a bold new direction with our Lighthouse Strategic Plan. Like a lighthouse, NECHC continues to provide a steady light, guiding people safely to care, connection, and hope.



We are proud to stand as leaders in community-driven health and wellness. This is more than a slogan—it is our promise. Every day, our staff and partners work alongside community members to co-create solutions that meet real needs, remove barriers, and open doors to better health and brighter futures.

We have seen the power of housing and health as one. The Overlook continues to offer stability for those who have experienced chronic homelessness, and we prepare to open The Ozanam Place on Brunswick Street in 2025, a new supportive housing site tailored for older adults. These initiatives reflect our core belief that housing is health and that every individual deserves dignity, safety, and choice.



Our teams continue to show extraordinary commitment to care. From primary health and Mobile Outreach Street Health (MOSH), outreach to the Pause Mental Health Clinic, Dental Clinic and Managed Alcohol Program, NECHC remains a place where people are welcomed without judgement and supported in ways that honour their lives and needs. These services are a living reflection of our values of equity, respect, inclusion, accountability, and community.

This year we also looked inward. We have strengthened our governance, clarified leadership roles, and recommitted to building a workplace culture rooted in collaboration, accountability, and care. NECHC continues to be committed to being a safe and inclusive space for all.

Looking ahead, the Lighthouse Strategic Plan provides us with clarity and direction. It challenges us to measure success not only in numbers but in impact—are people healthier? Are communities stronger? Do individuals feel respected and supported? These are the barometers by which we will hold ourselves accountable.

On behalf of the Board and leadership, we thank you for your trust, resilience, and support. With you beside us, NECHC will continue to shine as a guiding light for our community, leading with courage and compassion.



Marie-France LeBlanc
President and Chief Executive Officer



Michael Sherwood
Chair, Board of Directors

2024-2025 Board of Directors

Michael Sherwood, Chair
Jacob MacIsaac, Vice Chair
Ken Power
Lysa McGrath
Michael Haddad

Lisa Caron
Lisa Delaney
MaryLynn VanTassel
Alexa Yakubovich

WE CONNECT HOUSING WITH INTENTION

Supported Housing

This year, our focus in supported housing was on deepening equity and care within our existing portfolio.

We worked to ensure that tenants from Indigenous, African Nova Scotian, Two-Spirit, Trans, and Gender Diverse communities had greater access to culturally informed support and staff who reflect their experiences.



The Overlook marked 2.5 years of providing stable housing for people who are actively using substances, showing what is possible when housing and harm reduction come together.

Even when faced with funding challenges, staff found creative ways to ensure dignity and care for every tenant. Our property management team also worked tirelessly to keep housing safe, welcoming, and well maintained.



Looking ahead, we are preparing for the opening of our new housing project in October 2025, which will provide supportive housing for 38 older adults who have experienced chronic homelessness.

WE MEET COMMUNITY WHERE THEY ARE

Primary Health Care

At NECHC, health care is about connection, trust, and meeting people where they are. This year, our Health team worked together to ensure care remained accessible and responsive, even with system pressures and recruitment challenges. New physicians and nurse practitioners are joining our team, expanding access for patients across the community, and the clinic continues to provide comprehensive care through a strong interprofessional team.



Our work extended well beyond the clinic. MOSH expanded its outreach capacity, adding a second van to ensure continuity of care and extend mental health services across the city.

In June, MOSH partnered with the IWK and Dalhousie to host Papapalooza, a community-based sexual and reproductive health fair. Nearly 100 attendees received Pap tests, screenings, pregnancy testing along with access to our harm reduction services.



Our partnership with Dalhousie University and volunteer dentists allowed us to provide this essential service, offering more than \$76,000 in free preventative and restorative care through our Dental Clinic.

WE WORK TO MAINTAIN THE CONFIDENCE OF OUR COMMUNITY

Community and Mental Health

Our allied health staff — social workers, physiotherapists, occupational therapists, nutrition services, health case managers, the PAUSE mental health team, and our Indigenous Cultural Advisor — are at the heart of comprehensive care at NECHC. Together, they ensure that wellness and support reach every corner of our work.

Social workers expanded access to advocacy and counselling, while PAUSE continued to provide low-barrier mental health care in the face of rising demand. Occupational and physiotherapy services also supported clients with consistency and compassion.



This past year, our nutrition team delivered nearly 1,000 Good Food Boxes and helped launch the North End Food Network to tackle food insecurity and food sovereignty in north end Halifax.

As we look ahead, we are focused on aligning these services even more closely and advocating for stronger investment in community-based mental health. Through this work, we remain true to our commitment of ensuring that every person has access to care, support, and dignity.

COMMITMENT TO EQUITY AND DIVERSITY FOR STAFF AND CLIENTS

Human Resources

This past year, our People & Culture team played a vital role in preparing NECHC for growth and renewal. Recruitment was a top priority, with 95% of the positions for our new Supportive Housing project successfully filled ahead of its October 2025 opening. At the same time, recruitment efforts continued across the organization to ensure that every program was supported with skilled and committed staff.



We also reached a milestone in collective bargaining, with a new agreement approved by union members that better supports employees while staying aligned with NECHC's strategic priorities. Alongside this, we expanded training and development with a new organization-wide framework, refreshed onboarding and orientation, and consistent continuing education opportunities. These efforts strengthen staff readiness and ensure safety, consistency, and alignment with our mission. Our People & Culture team also worked to advance equity and inclusion across the organization. Through health education events for 2SLGBTGDQQIA++, African Nova Scotian, and Indigenous communities, we created spaces for dialogue, awareness and connection.

We also strengthened workplace safety by updating incident reporting, inspection protocols, and internal safety procedures. These efforts reinforce our commitment to being a fair, respectful, and safe workplace.

MAINTAINING PROFESSIONAL AND ORGANIZATIONAL STANDARDS

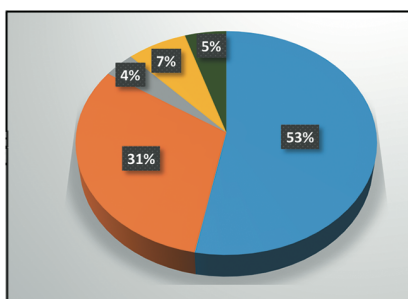
Administration

This year, our Finance team continued to ensure strong stewardship of NECHC's resources. Monthly reporting supported Directors in monitoring budgets and making timely decisions, while staffing remained stable to deliver on the department's core responsibilities. Recognizing the growing complexity of our housing portfolio, Finance procured a new property management system that will strengthen efficiency, improve tracking, and better support tenants and staff.

This investment represents an important step in aligning financial systems with operational needs across the organization.

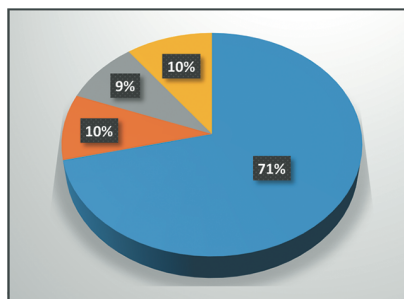
Looking ahead, Finance will play a key role in supporting the Lighthouse Strategic Plan. Priorities for 2025–2026 include updating financial and operational policies, closely monitoring results, and developing new models to guide decision-making. Through this work, Finance ensures resources are managed responsibly and directed toward advancing our vision as leaders in community-driven health and wellness.

Operation Revenue 2024-2025



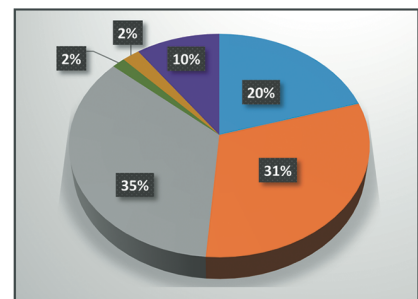
- NS Health / OAMH / MSI
- Dept of Opportunity & Social Dvlpt / AHANS
- All Other Grant Funding
- Rental income
- Other

Operation Expenses by Type 2024-2025



- Salaries and Benefits
- Program costs
- Direct and Indirect costs
- Facilities costs

Expenses By Department/ Program 2024-2025



- Association
- Primary Care
- Housing
- Community & Mental Health
- Dental
- Programs

OUR GENEROUS SUPPORTERS AND PARTNERS



United Way
Halifax

ABELDent
Grow Your Practice

Bell



DALHOUSIE
UNIVERSITY
FACULTY OF DENTISTRY

The Windsor
Foundation

Mental & Health
Foundation
of Nova Scotia



eastlink
Proudly Atlantic Canadian



NOVA SCOTIA
NOUVELLE-ÉCOSSE

NOVA SCOTIA
Health and Wellness

OUR VALUES

LEADERS IN COMMUNITY-DRIVEN HEALTH AND WELLNESS



North End
**COMMUNITY
HEALTH CENTRE**



We connect primary care, mental health and housing with intention.



We work to hold the confidence of our partners.



We respect professional and organizational boundaries.



We value equity and diversity in our staff and for our clients.



We meet community where they are.

STRATEGIC PLAN

The lighthouse has long been a symbol of safety, direction, and hope. It stands steady in all conditions, casting light to guide through uncertainty.

For our clients, the lighthouse reflects our role as a steady presence to help navigate challenges, find a way to appropriate services, and to know they are not alone.

For our partner organizations, the lighthouse symbolizes collaboration, and the ability to illuminate a shared path ahead.

For our staff, it is a reminder that their work provides guidance and reassurance, even when circumstances are overwhelming.

Behind our lighthouse is a unique rainbow that incorporates the colours from 2SLGBTGDQQIA++, Indigenous, and African Nova Scotian flags. The colours represented reflect the diversity, history, and lived realities of the people we serve, partner with, and work alongside. This rainbow is not simply a symbol, but a promise of inclusion and accountability, showing that we are actively providing spaces where everyone can thrive.

Looking forward, we are committed to building on this momentum and aligning our services more closely than ever before. In the next year we will continue to expand access, deliver innovative care, and uphold our role as leaders in community-driven health and wellness.



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