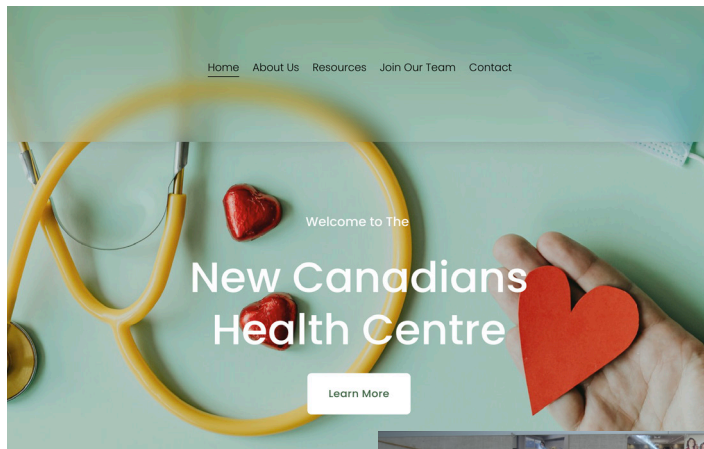




# NEW CANADIANS HEALTH CENTRE

# Annual Report

## 2022-23



are a Dedicated Health  
for Refugees



# A WORD FROM THE CHAIR



This year's annual report is more than a summary of the year's activities, it is a time to reflect on the various "growth" moments that are guiding our efforts over the past year. "Growth" moments are spaces and places where we learn together as NCHC continues to serve our community.

During this past year, the Board of Directors has understood the importance of leaving a strong legacy for future Boards. Specifically, having a good working knowledge of our By-

Laws is important legacy work as we begin to work on Board Policies. This work is also vital as we set Board Governance within the NCHC Principles.

The Board of Directors has also come to understand that relationships and clear lines of communication are important in supporting healthy relationships with Partners, the Executive director, the Medical Director, and Members. Based on the recommendations of a consultant working with the Board, the Board has introduced lines of communication, included the Medical Director as a Board member and began work on our Board Policies and Strategic Plan. We have 16 individuals who have come forward to volunteer their time to develop a strategic plan for the NCHC.

The Board has also embarked on activities to support our Charitable Status application. This application is vital for future short-term and long-term funding-raising activities. The Board has also worked on organizing an onboarding process for Board Members and improving the Member and Board membership application process. With the ending of Astrid Velasquez's secondment to the NCHC, the Board was successful in securing Astrid Velasquez as the Executive Director. The Board also looks forward to possibly adding three new Board members as the nomination committee works on their applications.

Last but not the least, the most important "growth" moment comes regarding the Finances of the NCHC. As a result of meetings between the Executive Director and the Medical Director, the Medical Director has agreed that there are no discrepancies with the NCHC Finances. With that said, working with the accountant to streamline Financial Statements continues. Within all these moments the NCHC Principles continue to echo their importance as we move forward and ground our service to the community through a Principles-based approach.

The Board of Directors would like to thank and acknowledge the efforts of all, as we learn to work collectively. As we anticipate future "growth" moments we know that our responses require imagining an innovative and creative way forward, but most of all it requires an intentionality. The work of the NCHC does not begin or end with the efforts of one person, the work of the NCHC involves the weaving of passions, skill sets, and the lived experiences of the entire NCHC community. As we learn to weave various threads into a new fabric that composes the NCHC, we must remember we are all learners and that we need to extend grace to one another as learners. In doing so, we encounter the original spirit from which the NCHC Principles were developed and are becoming. As we look to the future, let us all continue to be intentional in keeping the NCHC Principles at the forefront of all we do and imagine.

With Gratitude,  
Corinne Rogers  
Board Chair



# INTRODUCTION

The NCHC is a non for profit community clinic with a comprehensive, multidisciplinary team of experienced family medicine physicians and specialists with expertise in refugee health, working side-by-side with nurses, mental health therapists, and settlement counselors, aided by community support workers, cultural brokers, social workers, and cultural/language interpreters, to support healthy and productive new Canadians contributing to the social, cultural, and economic well-being of their communities.

## Our Vision

Healthy and productive new Canadians contribute to the social, cultural, and economic growth of the city of Edmonton and the province of Alberta.

## Our Mission

The NCHC aims to improve the health and well-being of refugees through the provision of culturally and linguistically competent healthcare to facilitate successful integration into the community.



# FEDERAL HEALTH MINISTER VISIT

On September 07, 2023, Federal Health Minister Mr. Mark Holland was welcomed at the NCHC. It was a great opportunity to share the unique model of care of the NCHC to help Refugees. A roundtable took place related to the care of refugee patients and the operations of the NCHC. Some of the lived examples were shared with the minister and he was amazed with them. The NCHC team spoke about the funding and in-kind donations the NCHC is receiving at Provincial level and challenges they are facing to make this a more sustainable model of care the need at the Federal level. We are excited that it became a great opportunity for the NCHC to advocate Refugee health on the Federal level.



# ANNUAL GENERAL MEETING - 2023

October 04th, the NCHC had successfully conducted their 3rd AGM with the presence of Board members, Members and Staff.



## WE WOULD LIKE TO THANK OUR COLLABORATORS.



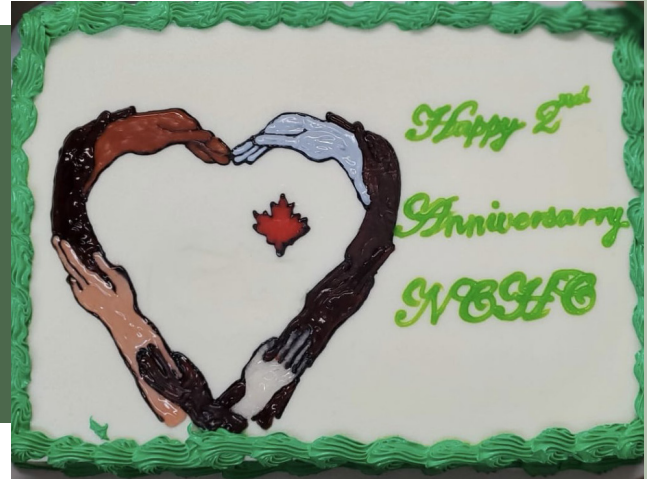
## OUR PARTNERS

We would like to recognize the following partners who are working collaboratively with the NCHC to provide integrated care and support to newcomers of refugees in Edmonton.



# THE NCHC 2ND ANNIVERSARY CELEBRATION

The New Canadians Health Centre celebrated their second year anniversary on Aug 31, 2023. There was a lunch arranged to celebrate the success. It is incredible to see that in a short period of time the team has expanded and has become stronger.



MATRIX: JANUARY 1ST TO OCTOBER 4TH, 2023



2139 Clinic Visits  
926 Active Patients  
349 Completed Transfer of Care



# EVENTS

## NATIONAL PHYSICIANS DAY - MAY 2023

The NCHC Staff, Board and Physicians got together to celebrate National Physicians Day on May 01, 2023

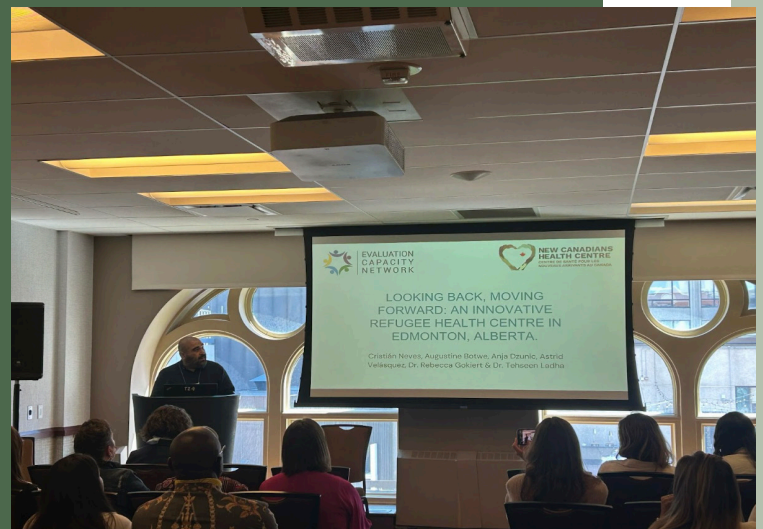


## NORTH AMERICAN REFUGEE HEALTH CONFERENCE (NARHC)- JULY 2023:

NARHC was held in July 2023, in Calgary. The conference features the medical world working together with the settlement world. Many other settlement organizations sent their staff.

We had 5 NCHC Staff members, 3 Research and Evaluation Staff members, and 3 NCHC Family Physicians attending the event to share our unique model of care.

The NCHC Staff had the opportunity to be able to create relationships with other clinics in the country. The stories of the presenters were powerful and inspiring.



Cristian Neves at his presentation at NARHC

# EVENTS

## EDMONTON COMMUNITY FOUNDATION LUNCHEON - JULY 2023:

Edmonton Community Foundation is one of our funders. In July 2023, Astrid Velasquez and Corinne Rogers had a presentation during their luncheon. They spoke with ECF in regards to continuing funding to establish the Health Centre. This was a great opportunity to share the work the NCHC is doing for refugee health in Edmonton.

The donation received was a total of \$3130.66 during this event.



## Health Equity Conference - October 2022

In October 2022, the NCHC had an opportunity to be a part of the Health Equity Conference 2022 at the University of Alberta. This gave an opportunity to the NCHC team to represent the initiative of the NCHC carriers for Refugee Health and encourage more student participation to be a part of this in the future.



Dr Haitham Kharrat presenting at the UoA



# EVENTS

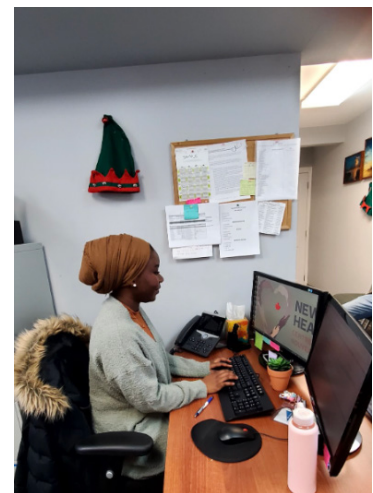
## THE QUEEN ELIZABETH II'S PLATINUM JUBILEE MEDAL - DECEMBER, 2022

Astrid Velasquez from the NCHC was honored with The Queen Elizabeth II's Platinum Jubilee Medal. This was a recognition of the work done by her for over a decade for the refugee health and the community, her efforts of turning her vision into reality.



## STUDENTS IN SERVICES PROGRAM UOA

For 2023 / 2024, the NCHC will be accepting a maximum of 5 students on SIS placement. Students will have the opportunity to engage in various non-clinical activities that take place at the NCHC that support the health and wellbeing of clients. These include : Social visits and Child care



SIS students

