



# Integrated Care Hub: One-Year Community Update for Our Neighbours

*It has been one year since our Open Houses, and we want to reconnect and share an update with those who live closest to the ICH.*

*As neighbours, we know that the activity around the Hub affects our shared community, and we appreciate the conversations, questions, and support you've offered throughout the year.*

*Thank you for staying engaged with us as we continue working toward a safe, welcoming neighbourhood for everyone.*

## Impact Snapshot: A Year in Review

Below is a snapshot of the supports provided at the ICH since January 2025 – highlighting how our services impact people, the neighbourhood, and the community:



Unique individuals served by the ICH



Warm showers provided



Unique individuals accessing the CTS



Overnight stays in our Rest Zone



Nourishing meals served



## What's New at the ICH

Throughout the past year, we've continued to adapt our services and space based on evolving needs and feedback from our staff, those who access our services, and our neighbours.

Some key updates include:

- Improvements to several service areas, including updates to the Rest Zone
- The Consumption and Treatment Services (CTS) team received a provincial award for excellence, and the site continues to offer life-saving drug testing in order to identify substances containing harmful poisons and divert individuals from emergency rooms
- Community programming and reflection opportunities, including events for the National Day for Truth & Reconciliation and Overdose Awareness Day
- A continued focus on client stories, resilience, and connection through our Heartbeat of the Hub blog series
- Increased opportunities for volunteers to support the people and services at the ICH

These updates help strengthen both our internal operations and our connection to the wider community we're part of.

## Resources for Our Community

Scan the QR code to view nearby support services and ways to get in touch



[www.integratedcarehub.ca](http://www.integratedcarehub.ca)



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Integrated Care Hub 



## What We've Been Working On Together

Over the past year, we have focused on strengthening communication and collaboration, especially with those who live nearby. Highlights of these efforts include:

- *Nine meetings of the Community Engagement Committee (CEC), which includes input from community members and partners*
- *Development of the CEC Terms of Reference to support a clear and transparent structure*
- *Creation of a Neighbourhood Communication Guide, helping our neighbours connect with the right support when it is needed*
- *A new process for neighbours and community members to join the CEC and participate in ongoing dialogue*

These steps reflect our ongoing effort to create avenues for connection and constructive communication with those who share this neighbourhood.



## Staying Connected as Neighbours

We want to ensure that those living in the vicinity have easy access to information and ways to stay involved.

**Scan the QR Code below for more information about our Community Engagement Council on our website:**

 **Explore the CEC Terms of Reference**

 **Learn how to join or participate in the CEC**



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