# HART Hub Community Engagement Meeting

**Date:** October 29, 2026

**Venue:** Zoom Online

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

HART Hub
Hamilton

*In partnership with Hamilton Urban Core CHC*

# Welcome & Introductions

**Co-Facilitators:**

**Jane Mulkewich &**

**Kim Ritchie**

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

HART Hub
Hamilton

*In partnership with Hamilton Urban Core CHC*

# Land Acknowledgment

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

The work of Hamilton Urban Core Community Health Centre takes place on traditional territories of the Erie, Neutral, Huron-Wendat (Huron-Won-dot), Haudenosaunee (Houd-in-a-shownee) and Mississaugas. Indigenous people who have lived here since time immemorial and have deep connections to these lands.

This land is covered by the Dish With One Spoon Wampum (Wom-pom) Belt Covenant, which was an agreement between the Haudenosaunee (Houd-in-a-shownee) and Anishinaabek(Anish-na-bae) to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississauga of the Credit First Nation.

Hamilton continues to be home to vibrant, diverse Indigenous communities who have distinct and specific histories and needs, as well as a constitutionally protected treaty. Hamilton Urban Core is located next to Six Nations of the Grand River but most Indigenous peoples in the Hamilton Urban Core catchment area live in urban Hamilton. We honour this diversity and respect the knowledge, leadership and governance frameworks within Indigenous communities.

We are grateful for the opportunity to live, meet and work on this territory.

# African Ancestral Declaration

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

We dedicate this work to those of us of African descent who came here, and to the Americas, forcibly, and particularly those brought here, as part of the Trans-Atlantic Slave Trade.

We acknowledge the grave harm colonialism brought to these lands. In particular, we acknowledge the erasure of African identities and the persistent, present-day reality of anti-Black racism.

Today, we recognize, honour, and pay tribute to the Ancestors and their legacy, because their labour, sacrifices, bravery and contributions are an integral part of Canada's rich history and diversity.

# Meeting Agenda

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

| Time | Item | Lead |
|---|---|---|
| **6:30 pm - 6:35 pm** | **Welcome & Land Acknowledgement** | **Facilitator** |
| **6:35 pm - 6:40 pm** | **Opening Remarks** | **Board Chair** |
| **6:40 pm - 6:55 pm** | **Neighbourhood Liaison Table - Accomplishments & Future NLT Structure** | **Resident Co-Chair** |
| **6:55 pm - 7:15 pm** | **Residential Treatment and Recovery Program Update** | **Substance Use Manager** |
| **7:15 pm - 7:45 pm** | **Resident Q & A/Discussion** (addressing questions submitted in advance and from the floor) | **All** |
| **7:45 pm - 7:55 pm** | **Closing Remarks** | **Executive Director** |
| **7:55 pm - 8:00 pm** | **Key Takeaways & Next Steps** | **Facilitator** |

# Opening Remarks

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

## Ike Agbassi

## Board Chair

# Neighbourhood Liaison Table

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## Ruth Greenspan

## Neigbourhood Liaision Table (NLT) Member & Neighbourhood Resident

# Neighbourhood Liaison Table Accomplishments

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## LISTENING BECAME ACTION

- Started building trust before the facility opened
- Created a safe forum for difficult conversations
- Corrected misinformation through direct dialogue
- Improved operational planning
- Increased transparency on construction, operations, and timelines
- Demonstrated responsiveness through tangible changes
- Built long-term relationships
- Developed a model for future HART Hubs

## WHAT CHANGED

- Privacy enhancements
- Policy revisions
- FAQs and public education
- Neighbourhood relations
- Operational clarifications
- Ongoing accountability

# Neighbourhood Liaison Table

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## Future Structure: Where Do We Go From Here?

- **Meet every four months:** Continue Neighbourhood Liaison Table (NLT) meetings to share program updates, discuss concerns and review progress.
- **Stay connected between meetings:** Maintain clear channels for neighbours to ask questions, share feedback and raise concerns as they arise.
- **Learn and improve together:** Use community feedback, resident experiences and program results to guide ongoing improvements.
- **Strengthen community partnerships:** Explore opportunities to build connections among residents, neighbours, and local organizations.
- **Follow through on commitments:** Track agreed actions and report back at each meeting to support transparency and accountability.

**Our shared goal: A welcoming, safe and connected neighbourhood that supports recovery and well-being for the HART Hub Treatment and Recovery program residents.**

# Neighbourhood Liaison Table

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## All Meeting Minutes and Materials Available at

## https://hucchc.com/hart-hub

# Residential Treatment and Recovery Program Update

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*


## Ray Bryan

## Manager, Substance Use Health

# Residential Treatment and Recovery Program Update

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## Program Highlights

**Program capacity:** 14 beds.

**First cohort:** An all-male group of residents.

**Current participation:** Eight residents remain in the program following voluntary withdrawals by some participants.

**Program progress:** Residents are currently in week 8 of the 12 week program.

**Resident engagement:** Overall, residents are responding well to the program curriculum and have adjusted to their daily routines.

# Residential Treatment and Recovery Program Update

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## Early Lessons Learned

**Better education of program expectations for incoming residents:** Clearly explain daily routines, participation expectations and residential guidelines before admission to help individuals make informed decisions and prepare for the program.

**Support during the transition:** Provide a welcoming orientation, regular check-ins and encouragement to help residents adjust to shared living and a structured treatment environment.

**Balance structure with individual needs:** Maintain consistent routines while recognizing each resident's circumstances, readiness and recovery goals.

**Learn from voluntary withdrawals:** Seek to understand why residents leave and use this feedback to strengthen admission processes, resident support and connections to alternative services.

# Residential Treatment and Recovery Program Update

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## Early Lessons Learned

- **Listen to residents:** Encourage ongoing feedback to improve programming, communication and the residential experience.
- **Strengthen coordination with partners:** Maintain clear communication with referral agencies and community partners to support appropriate admissions and continuity of care.
- **Plan early for transitions:** Begin discussing housing, follow-up care and community supports early in each resident's stay.
- **Monitor progress beyond occupancy:** Consider engagement, personal goal attainment, safety, resident experience and connections to ongoing care alongside occupancy and program completion.

# Client Success Story

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

"Frank" is a young man who has faced many challenges since coming to Canada less than ten years ago. At the time of his admission, he was experiencing the intersectionality of substance use disorder, precarious housing, involvement in the justice system, living as a member of the LGBTQ2S community, and chronic health concerns.

Staff made him feel welcome, and the facility's positive environment contributed to his sense of belonging and acceptance. His commitment to recovery was rewarded by the court with a flexible probation order. He has reconnected with his health team and is receiving appropriate medication to stabilize his health.

He feels tremendous gratitude and hope for his future.

# Community Feedback

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

## Questions and Answers

# Closing Remarks

HART Hub Hamilton

*In partnership with Hamilton Urban Core CHC*

HAMILTON URBAN CORE COMMUNITY HEALTH CENTRE

## Dr. Sandy Ezepue

## Executive Director

HART Hub
Hamilton
*In partnership with Hamilton Urban Core CHC*

# Thank You

https://hucchc.com/hart-hub

**mhathub@hucchc.com**
**905-522-3233**