

# LONDON FOR ALL

## A ROADMAP TO END POVERTY

## Health

### 3.7 Advocate for the expansion of Community Health Centres

Health and social service partners worked together to improve support and access to services for French-speaking clients through a Regional Francophone Community Health and Social Services Hub effective June 4, 2018.

The hub is an access point and source of information to help clients with service navigation as well as awareness of, and participation in culturally-sensitive activities and services. It is a pilot in London-Middlesex with the potential for expansion to other areas.

In May 2018 the South West Local Health Integration Network (LHIN) announced a \$1.3 million funding boost from the province which will be used to expand the London InterCommunity Health Centre (LIHC). The goal of the expansion is to enhance equitable and timely access to primary care and further strengthen integration of primary care and other services, leading to easier system navigation and improved patient experience. Through this expansion, the London InterCommunity Health Centre's services now include:

- A health clinic for Canadian newcomers, which is located at London's Cross-Cultural Learner Centre (CCLC); and
- A People in Need of Teams (PINOT) program that helps connect clients who have multiple barriers in receiving healthcare in accessing team-based care with "allied" health professionals, such as social workers, respiratory therapists, footcare nursing, senior supports, systems navigation and physiotherapists.
- A new location was established in East London, as this geographic area has the lowest access to allied healthcare in the City. This location opened in October 2019. East Londoners referred by their solo practitioners to this program will also have access to a psychologist, a respiratory therapist, and more.