



**COMPASS**  
COMMUNITY HEALTH

# A Message to our Clients & Community.



## Why Name Change?

- For thirty years, North Hamilton Community Health Centre (NHCHC) has been a mainstay in Hamilton's North End communities.
- While still rooted in the North End, NHCHC now supports individuals and families toward health and wellness across, and well beyond, Hamilton.
- Through an interdisciplinary team of health professionals, NHCHC, now Compass Community Health (Compass), provides an all-encompassing suite of services that adapt to the changing needs of the communities we serve.
- With programs that extend from Niagara Falls to Brantford, many of the clients supported by the Health Centre programs no longer identify with the geographic reference to North Hamilton.
- The North End area is currently experiencing significant demographic shifts, resulting in clients relocating to other parts of Hamilton or outside of Hamilton.
- The word "compass" is a reflection of the direction and progress the Health Centre is moving, and the North, East, South, and West points of the compass represent the wide reach of populations we serve, even as we remain connected to our community.

## Community

### Message 1: The whole community has access to opportunities

- Compass remains committed to a healthy, thriving North End.
- Hamilton's North End is going through rapid change – and that any change means that we lose what we used to have.
- In many cases, the sense of community that has defined the North End – has changed.
- Compass Community Health is committed to ensuring that the whole community, even – perhaps especially – those who no longer reside within the neighborhood, can access the support they need to improve their quality of life.
- Distance, housing situations and isolation shouldn't become barriers to opportunity.
- Compass is continually finding innovative ways of expanding our reach to find and support those individuals and families who face these barriers, to connect them with community and to provide access to the information and services they need to remain healthy and well.
- Compass believes that the whole community – the North End community, the LGBTQ+ community, the newcomer community, the COPD community, every definition and type of community – deserves to access opportunities to live as healthy and well as they would dream they could.





## Message 2: Community is our middle name!

- As a Community Health Centre, we are governed by volunteers from within the community and we believe that the belonging that comes through community is essential for health.
- Community health impacts individual health.
- Compass' diverse team of professionals connect with community by addressing many of the issues that other healthcare providers may overlook.
- Compass' programs and services address the needs of the whole community.
- Compass builds a sense of community among clients and participants while, at the same time, building connection between Compass and our community.

## Clients

### Message 1: Your symptoms and circumstances don't define you or your health

- Every day, we support people to see positive change in the health of themselves, of their families and of their community as a whole.
- However, because of factors beyond their control, like rising housing costs, clients may be unclear on how to navigate toward the future they envision.
- We support people with dreams and goals who want to thrive and to realize solutions for themselves and for their families.
- Circumstances or symptoms are not what define us: we help clients see what could be, and then connect them with the support to realize this positive change.

### Message 2: We support you to navigate your way to wellness

- Everyone should have the opportunity to achieve their goals of a healthy, prosperous life.
- After more than three decades of support for clients in North Hamilton, our diverse team strives to get to know clients and their goals – to help point them in the right direction to the future they want for themselves and for their family.
- We are here to support and ensure that clients have what they need, but that health will improve as they are empowered to take control of their own wellness.
- Our programs, services and partnerships all work together to ensure clients have what they need to navigate their own way to wellness.



## Does this mean you're leaving North Hamilton?

Absolutely not! We are as committed to a healthy, thriving North Hamilton as we've ever been. We are continually growing and evolving and this new name reflects this evolution. But we're not going anywhere!

## Are you changing the programs or services as well?

We are still the same people and just as committed to supporting you as Compass as we were as NHCHC. So our programs and services will only change as you need them to; but, in general, no, we will continue to provide the great support we've always done.

## Why can't you keep a reference to North Hamilton in your new name?

We support people just like you who live as far away from North Hamilton as Niagara Falls, Welland and Brantford. In fact, the majority of our clients don't even live in the North End any more. So we were told by many clients that it would make sense to have a name that was a little less geographically-focused. That said, the Compass always points North...so we snuck it in there!

## What else is changing?

Just the name and the signs! Think of it like painting your house – nothing really changed, but it just looks a bit different. That's the difference between North Hamilton Community Health Centre and Compass Community Health.

## When does this take effect?

On April 26, we will officially be Compass Community Health. You might still see the odd reference to North Hamilton Community Health Centre around but these will slowly change in the upcoming weeks and months.

## What happens if I forget and email the old address?

Not to worry. All of the old email addresses and old website will forward you to our new electronic homes. Old habits take a while to break so you'll have some time to update your contacts!