

Executive Director's Report January 2017

Ottawa Newcomer Health Clinic (ONHC)

We are seeing a constant arrival of refugees. More than 170 clients have arrived in December and so far in January. ONHC is experiencing a back log- but are reaching out to other CHCs and other primary care providers in the community who have been good at taking on clients as soon as they arrive. It's also helpful that new arrivals are being moved into neighborhoods that are not already densely populated by other new arrivals. South-Nepean CHC has accepted quite a few families, as did CentrepoinTE Medical Centre. Civic FHT has also started accepting quite a few families.

First Annual Open House

The First Annual Open House took place on December 14th. Volunteers, staff, community members and partners were invited to learn about our programs\services and help us officially light our holiday tree. At the event, we collected input into our strategic planning process. Musicians helped create a festive environment.

RBC Bluesfest Green Team Donation

The RBC Bluesfest welcomes over 3000 volunteers each year to participate in many festival initiatives, one of which is the award winning greening initiative. The Green Team is a group of over 350 volunteers who collect, crush and count the beverage cans that are recycled at the festival and returned them for cash. The team then selected by vote six local charities to receive the funds on behalf of the RBC Bluesfest Green Team. SWCHC Children and Youth Services was a recipient of this targeted donation.

Growing Up Great – Collaboration Award

The Syrian Refugee – Early Years Collaborative was selected as the recipient of the ***Growing Up Great – Collaboration*** award.

This award recognizes collaboration committed to doing things differently to respond to emerging needs and builds on strengths. We were nominated for this award in recognition our dedication, commitment and passion for children, youth and families in our community, more specifically for the work SWCHC contributed to providing playgroups at the Radisson hotel along with our partners.

Yet Keen Seniors Program

Yet Keen had a very successful Christmas Party on Dec 15, 2017 despite the cold weather. We had approximately 100 participants for the celebration. The seniors were thrilled to see our new ED and some partners and supporters from the Community. The Centre was closed for two weeks from Dec 19, 2017 to Jan 3 2017.

Community Development

SWCHC participated in AOHC's Be Well survey which was rolled out at CHCs across Ontario to measure community health and wellbeing. University of Ottawa nursing students coordinated the dissemination and collection of surveys and were successful in collecting 147 surveys from clients and community members. Survey data will be available soon, and a final report and analysis should be available in the spring.

Somerset West received a new grant for 2017 from the City of Ottawa which will allow us to continue to implement Community Development Framework activities at Rochester Heights and the Mechanicsville neighborhood.

Families First (FF) Program

Assistance and guidance were provided to a returning client regarding her application for proof of citizenship. Consultation was provided to a staff member regarding visa requirements for permanent residents.

Community Development & HIV Health Initiative: African Caribbean and Black Community

The African Caribbean and Black (ACB) Community Development and HIV Health Initiative project continues to build on the capacities of the service providers through the Hub, African Canadian Association (ACAO) and Faith Initiative. The program also participated in a number of community meetings, consultations and workshops around HIV and access to community resources. During the reporting month, the program engaged the community through many year-end events.

ACB HIV Prevention Program

We participated in the World AIDS Day event which was held at Parliament Hill this year which included hoisting of the red ribbon flag during the event. Prime Minister Justin Trudeau was in attendance. The City of Ottawa has approved the construction of an HIV/AIDS monument at City Hall. A presentation of the design monument was unveiled at a reception at the AIDS Committee of Ottawa on World AIDS Day. In addition, we held our annual Candle Light vigil at River Jordan Church.

Supervised Injection Service – Progress Update

Our Supervised Injection Service Working Group has been actively working on gathering information to complete the Federal application for the exemption to become a Supervised Injection Service. We are currently in the process of developing the program model and organizing community information sessions which will begin in February 2017.

Needle Exchange and Safe Inhalation Program

Ten peers graduated from our program in December 2016. We hired ten new peers in the month of January 2017 and we are in the process of providing training and orientation for the new peers.

Veterinary Clinic

Another successful Veterinary Clinic was held on November 19. 24 clients attended along with 27 pets (15 dogs and 12 cats). 12 clients saw the NPs present, Joanna Binch and Paula Day, and of these 9 received their influenza vaccination (3 of the 24 had already had their flu shot) and one had a prenatal consult. An Ottawa Public Health Dental Hygienist was also on site and saw 9 people, 8 of whom were referred for further care. A Healthy Living/Food Security display was available where attendees received information on the Good Food Box program and had the opportunity to speak with our Dietitian Bonnie Baxter. Shannon Wilmott of the NESI program is a key player in organizing these clinics.

Rooming House Donation

Following the recent release of the Rooming House Report, Joanna Binch, Nurse Practitioner, and Marie-France Nava, Community Health Worker, were contacted by a local philanthropist to discuss a significant contribution to help support the many needs of persons living in the rooming houses. Following their meeting SWCHC has received a cheque for \$37,500, with another cheque for the same amount expected later this year. The benefactor who wishes to remain anonymous donated the money through the Community Foundation of Ottawa. It was the excellent work by Joanna and Marie France who inspired the donor with their work in the rooming houses.

Lung Health Program

Michelle Maynard, Manager of the Lung Health Program operated by SWCHC was contacted by the LHIN with an offer of funding to support a new program. This proposal seeks to invest base resources to develop a community based clinical program to support clients (including caregiver support) who require long term ventilation to live in the community. The needs of patients who require or are at risk of requiring long-term invasive ventilation have been highlighted in the LHIN sub-acute plan, by Critical Care Services Ontario, and by system partners in Champlain including CHEO, The Ottawa Hospital and Bruyere Continuing Care. There are numerous gaps in the entire continuum of care for these patients including a need for improved access to preventive care, counselling to support advance care planning, use of evidence-based weaning protocols and models of care, rehabilitation and long term community based care and support options. For Fiscal 2016-17 SWCHC would receive funding in the amount of \$60,000 to support the development of a training manual for clients and caregivers. For Fiscal 2017-18 funding in the amount of \$180,000 would support the hiring of 1.5 Respiratory Therapists to deliver the program to clients and caregivers and provide home visits, as well as some administrative and management time. Michelle will work with the regional working group to establish the priority patient populations for the clinical program which will include but will not be limited to children requiring support to transition to care in the adult system.

Prepared by Naini Cloutier
January 28, 2017