

## Executive Director's Report September 28, 2016

### **Dalhousie Food Cupboard**

As part of the centre's ongoing work in food security, SWCHC is increasing our support of the invaluable work that the Dalhousie Food Cupboard (DFC) does. Operating out of the Bronson Centre, this group offers groceries to people living in the East Hintonburg and West Centretown areas of the city. Beginning in July, Roman Belete, our Intake Counsellor visits the DFC on a monthly basis to connect with clients, offer individual support and link people to the services offered onsite at SWCHC. In addition, Todd Cunningham, our Mental Health Counsellor, offered a workshop in August to DFC volunteers and staff on how to support clients with mental health issues, along with a basic overview of crisis intervention procedures.

### **New Groups**

The Counselling team is offering 2 new series of groups this fall for clients:

- *In Charge of My Aging* is a series of 3 practical workshops for seniors 60+ on housing, will preparation, and conflict resolution. This series will run this month, organized by Ginette Drouin, Outreach Nurse, and Roman Belete
- *Wellness Series* will offer monthly workshops open to anyone, on a variety of topics including mindfulness, insomnia, coping with the holidays, etc. This series will run until June, with each session facilitated by different members of the counselling team

### **Walk In Counselling**

We are into our 6<sup>th</sup> month of offering a weekly walk in counselling clinic for the Chinese community, through Jewish Family Services. Although slow to start, the clinic has now offered 41 counselling sessions in Cantonese, Mandarin and English; we are well on our way to meeting our annual target of 80 sessions.

### **Supervised Injection Service- Progress to Date**

Over the summer, the Manager of Mental Health and Addictions has been gathering information on the application process we will need to undertake to apply for an exemption from the Controlled Drugs and Substances Act.

A briefing outlining the key issues, proposed service model, and development/implementation timeline, will go to SLT for discussion on September 21. Staff consultations are planned for November, with community consultations to begin in January.

We will be working with a 4<sup>th</sup> year communications class at Carleton University to develop a broad communications strategy for the launch of supervised injection. This strategy will be developed for all participating CHC's: SWCHC, Sandy Hill CHC, Carlington CHC and Centretown CHC.

### **Children and Youth Services**

With staff support, eight youth from the Family Shelter became involved with a social enterprise, under the Parkdale Food Centre. This year long program trained youth in competencies related to entrepreneurialism and connected them with mentors; helping them gain valuable skills and knowledge for their future.

24 youth participated in our summer Leadership Program, they developed new skills and made valuable contributions to the community, including designing and painting a mural at Laroche Park fieldhouse, as part of Crime Prevention's "Paint it Up!" project and organized a community basketball tournament and celebration.

SWCHC was a site for the annual 10,000 Steps event, organized by the Plant Pool Recreation Association; our youth were connected and participated in the annual HOOPS event and we supported their summer drop-in camp by helping secure local coaches to offer clinics and assisting with evaluation of program.

### **Diabetes Clinic Evaluation Results**

The SWCHC Diabetes Interdisciplinary Team made up of Angela Cassell Physician Assistant, Ginette Drouin RN and Certified Diabetes Educator and Deidra Smith Registered Dietitian recently completed work on an evaluation of this program.

The last review was completed in 2011. This team of PHC staff, along with Lisa Schmitz the Chiropractor, sees clients with Type II Diabetes, or those with pre-Diabetes, using a collaborative clinic model. SWCHC clients are referred to this team for their Diabetes care. The average age of clients being seen in the clinic is 58 years.

A client satisfaction survey was also distributed on two diabetes clinic day and all respondents were pleased with the care received and felt that the team helped them better understand their diabetes. Some of the positive comments included; Great Work, All of my visits have been excellent, Very good, co-operative team and very informative and I trust and have great confidence in this team.

The team has made significant improvements in meeting clinical practice guidelines and targets for their diabetic clients since the previous evaluation. This interdisciplinary care for Diabetics is a best practice in health care.

### **Dietitian Update**

Both of our permanent Dietitians, Bonnie Baxter and Deidra Smith, became Certified Diabetes Educators this past spring. Deidra Smith is currently on maternity leave and we are pleased to welcome Courtney Fowler RD to the team.

### **PHC Management Team Update**

Tena Roberts, previously the Administrative Assistant for PHC has become the PHC Office Administrator and now supervises our team of medical office assistants.

Effective October 1 we welcome Ginette Drouin; long time Seniors Outreach RN to the position of Program Coordinator Nursing. In that role Ginette will supervise the nursing team, two community health workers and take on the responsibilities related to day to day clinic functioning. Congratulations to both of them.

### **Walk In Clinic Changes at 55 Eccles**

Effective Sept 6, 2016 the Walk in (WI) Clinic hours at Eccles Branch changed and we now open daily at 1:00 pm. This aligns with the WI hours at Rosemount Branch and allows us to redeploy the NP's to provide other needed services in the morning. These services include expanding current hours for appointment based care, providing a designated time to see WI clients who require follow up, providing care to clients on wait list so they do not fall behind on their immunizations or other required health care, Well Women clinics for new refugees or non-insured clients including a monthly IUD clinic, assisting clients with ODSP applications, Hep

C/HIV Clinics and Hep C support group, increased outreach to hard to serve folks and increased access to smoking cessation counselling. The effects of these changes will be monitored over time with a review every 3 months.

### **Yet Keen Seniors Program**

Yet Keen received \$3,000 from Bon Appétit on June 8, 2016 to support our lunch program this year. As well, we held a cook book fundraising event at the TNT Supermarket in July 2016 and raised over \$300.00. Staff and Advisory Committee members were on hand to promote the program and solicit donations.

Yet Keen organized its annual outdoor community event on July 8, 2016. Approximately 50 seniors participated in a walk around Lac-Leamy followed by a buffet lunch at a Chinese restaurant.

### **Community Development**

SWCHC has convened a 'Steward's Group', made up of community members, associations, and organizations, to guide a West Centretown community sustainability planning process. SWCHC will be convening a process along with residents and community organizations to support and champion a community-centric, participatory, transparent design approach to co-create a long-term integrated community sustainability plan over the coming year.

### **Community Health Promotion**

SWCHC, in partnership with the Community Development Framework, hosted a Back to School Event at Laroche Park on August 31st. SWCHC teamed up with local community partners, such as Mechanicsville Community Association, Parkdale Food Centre and Rosemount Library, as well as City partners, such as the Market Mobile, Ottawa Police Services and Ottawa Public Health, to offer resources and support in the Mechanicsville community. The event acted as an engagement tool for the SWCHC Community Development team to meet Mechanicsville residents and create relationships. It is estimated that over 250 residents attended the event. The event promoted good food for all as well as connecting neighbours and personal and property safety, three CDF priorities for the neighbourhood.

### **Ottawa Community Immigrant Services Organization (OCISO) Settlement Services**

During this reporting period, the OCISO Settlement Worker provided information to a client to assist them to apply for a Work Permit and access other OCISIO legal support. As well, a client was offered guidance to correct mistakes made on a Canadian Immigration Permit Residence card. The Settlement Worker has received 19 SWCHC client referrals since October 1, 2015.

### **Families First (FF) Program**

From April 2016 to June 2016, the Families First Program worked with 226 families which included 65 Newcomer families, 17 families from the Forward Family Shelter and 18 families referred by the YMCA and OCISO. During this quarter, our team has been assisting families to prepare for school registration, child care subsidy applications, back to school backpacks and school supplies. Unfortunately there has been a shortage of backpacks this year. We have been very busy trying to find other agencies and monies that will assist the families.

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

The program organized an Enter-Educate event on Canadian Multiculturalism Day on June 25, 2016 at Vincent Massey Park. Approximately 500 community members attended this event which included fun recreational activities and health and community services information. Another component of our Multiculturalism event activities also included supporting the launch of the Ottawa Home Country Leaders Association at Ottawa City Hall on June 27, 2016. This is a network of African Community Leadership in Ottawa which we work closely with to address the social determinants of health. Our Multiculturalism event activities were funded by the Department of Canadian Heritage. This was the second year we received funding to organize multicultural activities to celebrate Canada Day.

### **ACB HIV Prevention Program**

We participated in a number of summer events such as Carivibe, ACB multiculturalism day, Jamday, the Ottawa Pride and other home country social events. We reached over 2,000 people with HIV prevention education and distributed over 2,500 HIV prevention materials. We also recruited and trained 8 volunteers.

### **Rochester Heights Community House**

The Rochester Heights Community House is pleased to announce our new program, Keeping Youth Connected started on September 12<sup>th</sup> 2016. This program is funded through the Trillium Foundation and was secured through the Ottawa Coalition of Community Houses. This three year funding is targeting young teenagers in OCH communities and seeks to provide academic support, physical activities, and social skill development. The program is offered four days a week at the community house and is already quite popular with Rochester Heights residents.

### **Compensation and Base Increase**

Somerset West is in its 5<sup>th</sup> year with no base increase from the LHIN, and as a result, is not in a position to implement a cost of living compensation increase. Executive Directors continue to advocate for support from funders, as this is becoming a major recruitment and retention problem for the sector. The public sector is also subject to wage restraint legislation that has been extended. Additionally, benefits costs have increased to a point, and are putting pressure on the overall budget.

There are rumours of a base increase, but will likely only offset the increased benefits costs, so we need to manage our expectations about the centre's ability to implement an across-the-board compensation increase.

Submitted by: Naini Cloutier  
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