

Executive Director's Report - June 2017

Primary Health Care (PHC)

Multicultural Health Navigators

On The Multicultural Health Navigators supported with developing some training modules for Bruyere's Patient Navigator project (ARC project). They also took part in the training themselves to enhance their skills.

Ottawa Newcomer Clinic

The Ottawa Newcomer Clinic (ONC) manager took part in various Conferences:

- For the **18th Collaborative Care Mental Health Conference (Ottawa)**, we showcased the promising model being delivered at ONC which includes a partnership between a health agency and a settlement agency, infused with individual fee-for-service providers.
- For the **Association of Ontario Health Centres conference (Toronto)**, we provided a workshop with 3 other CHCs in Ontario that were all part of key coordination pieces during the influx of Syrian refugees to Canada in 2016.
- ONC will present with 2 other CHCs in Ontario around the promising practices and lessons learned from the arrival of Syrian refugees at the **North American Refugee Health Conference (Toronto)** on June 16th.
- Finally, ONC partnered with 2 Ontario CHCs on the key role of nurses and NPs during the response to Syrian refugee arrivals and the information will be presented at the **12th National Community Health Nurses of Canada Conference (Niagara)** on June 22nd.

Ottawa Language Access (OLA)

Ottawa Language Access is operating at full speed and is now struggling to keep up with the high volume of interpretation requests coming from different family health teams, CCAC, and other LHIN funded agencies around the city.

Children and Youth Services

Fundraising

A fundraising initiative that seeks investments from local business owners is in progress. The website has been updated to reflect this new initiative called "Building Healthy Kids". Building Healthy Kids is a fundraising campaign for SWCHC's children and youth programs. Because our programs are free, we rely on grants and support from the community to keep local at-risk kids engaged.

Community Partnerships

Christie Lake Kids (CLK) will increase their services at Rosemount offering 3 evenings a week in the fall of 2017, creating a Leaders in Training hub. The CLK Leaders in Training (LIT) program is designed to engage youth and foster their development of positive leadership skills, whether at home, in their schools or within the larger communities and city that they live in.

Community Development

A great deal of effort by our Community Developer and C&Y staff went into having a petition signed by Mechanicsville community members to increase street parking times on Stonehurst Ave from 1hr to 2hrs. The petition was successful with the City of Ottawa and the request was granted. This is a very positive outcome for our clients who access programs at the Laroche Park Community Centre.

Counselling Team

One of our counsellors will be co-facilitating in July a "Craving Change" 4 session program that focuses on emotional eating. Using a Cognitive Behaviour Therapy approach there will be lots of focus on building awareness, coping with urges, and initiating positive changes that prioritize a healthy mental/emotional relationship with food.

The counselling team completed their annual chart audit process this month and met immediately after the audit to discuss some of the results, rather than waiting for the report to be completed. This enhanced the learning and discussion. The team identified a training need around chart notes and we will try to organize a training with our clinical consultant in the fall.

Health Promotion and Community Services

Yet Keen Seniors Program

Sixteen seniors participated in a summer walk with two volunteer instructors at the Experimental Farm on May 12, 2017. A team of members were trained by a volunteer instructor to perform Tai Qi Fan at the upcoming Somerset West 45th Anniversary street party. June is Seniors Month in Ontario and Yet Keen, in partnership with the Catholic Centre for Immigrants (CCI) will be hosting a Community Tea event for members to celebrate Seniors Month.

Community Development

SWCHC received a multi-year grant from the Community Foundation of Ottawa to support our response to development and gentrification in the West Centretown area.

Rochester Heights Community House

The Community House Coordinator is going on maternity leave at the end of June 2017. We have offered a contract to a new Community House Coordinator who will begin work on Monday June 26, 2017. We have also hired a new Community House Outreach Worker who is a resident of Rochester Heights. The Community House Outreach Worker will begin work on Thursday June 15, 2017. As well, Canada Summer Job funding has been approved for three full-time summer staff to run the Summer Camp program between July 4th and August 11th. In addition, we will have one co-op student this summer helping with the Summer Camp program at Rochester Heights through Focus on Youth through the Ottawa-Carleton District School Board. Our Masters in Social Work student will continue to support the new Community House Coordinator throughout the remainder of her placement.

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

The ACB Community Development program continues to partner with community organizations, groups and service providers in planning health seminars and Canada at 150 events. In the month of May, the program partnered with Black History Ottawa and the African Canadian Association Ottawa (ACAO) to jointly organize a second Health forum. The program is also leading the community to plan and organize the 3rd Annual ACB Multiculturalism Day and Canada Day event on June 24, 2017. Also, the program participated in many community development events and meetings and is currently working with South East Ottawa on another Canada at 150 event.

ACB HIV/ AIDS Prevention Program

We met with a Health Promoter at Pinecrest-Queensway Community Health Centre to discuss how we can effectively reach out to and support people of the Muslim faith and the large Somali community. We plan to actively work with PQCHC to facilitate our community engagement work with this community. In addition, we participated in the annual Somali youth Gala where we reached over 150 people. We also conducted two outreach activities at barber shops. We distributed HIV prevention materials such as condoms, brochures and post cards with key HIV prevention messages.

Anonymous HIV Testing Program

The Anonymous HIV Testing Outreach Worker is exploring suburban partnerships to include Western Ottawa Community Resource Centre (Kanata) and the South Nepean CHC, to offer rapid HIV testing to

gay/bisexual/trans/queer guys in those areas of the city. Meeting dates have been set; clinic start dates to be determined.

Needle Exchange and Safer Inhalation (NESI) Program

NESI Program staff have been busy working on a number of overdose prevention initiatives. We trained and certified fifty eight staff at our last general staff meeting. This training will enable staff to effectively intervene in cases of opioid overdose and administer Naloxone at all SWCHC locations. In addition, NESI began a partnership with Bell Pharmacy to train any interested clients in overdose prevention training and supply them with a Naloxone kit. A growing number of peers and clients have reported successfully reversing near fatal overdoses of friends or loved ones by administering Naloxone. As well, NESI facilitated a workshop on Fentanyl and overdose prevention at Pinecrest Queensway CHC to sixty community members and service providers.

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