

*Somerset West Community
Health Centre*

EXECUTIVE DIRECTOR'S REPORT

April 2019

FAMILY & COMMUNITY HEALTH & HARM REDUCTION

COMMUNITY DEVELOPMENT, HEALTH PROMOTION AND ADVOCACY

SWCHC held a community forum to mark the International Day for the Elimination of Racial Discrimination on March 21 at the Hintonburg Community Centre, with over 100 people in attendance. The event created a forum to discuss experiences of racism in our community and report back on the five community conversations that have taken place over the last several months. Senator Wanda Thomas Bernard spoke, as well as Elder Barbara Dumont-Hill, and a panel of community members. A report summarizing the community conversations and event will be available in May, which will identify next steps at both a community and systems level.



Above Left: A packed house at our event to Celebrate the International Day for the Elimination of Racism. Over 100 people participated. Photo courtesy of @jeff_leiper

Above Right: From left to right, Yusra, our Anti-Racism Project Consultant, and Faduma, our Community Health Promoter, pose with special guest speaker Senator Wanda Thomas Bernard and our Executive Director, Naini Cloutier.

HOUSING ADVOCACY

SWCHC is actively participating in several City of Ottawa processes related to housing. These include:

- The City of Ottawa's Planning department has recommended 20 sites across the city for affordable housing development near rapid transit stations. Six of these sites are in the SWCHC catchment area, with four of those sites identified in the short-term development horizon of 5-7 years (1010 Somerset St. W, 557 Albert St., 89 Bayview Rd., 159 Forward Ave.) and two sites in the long-term development horizon (90-90 Bayview Rd. and 141 Bayview Rd.)
- City staff met with the Steward's Table in March to collect input on the 10-Year Housing and Homelessness Plan refresh. We are also planning a consultation with the NESI drop-in in April.
- The Public Policy Development branch of Emergency and Protective Services (EPS) launched a Rental Accommodations Regulations Study in 2018 at Council's direction. The study will assist in informing decisions about an optimal regulatory framework for rental accommodations in the City of Ottawa. The Advocacy Committee will be meeting with the City staff leading this process and Catherine McKenney on April 10th. The new Official Plan process was launched in early March. SWCHC is collecting information on potential asks that we can include in their early consultation process, which ends in late May.



BUILDING COMMUNITY...TOGETHER WRAP-UP

The Building Community...Together project started in 2017 with the idea that every person should have a voice when changes are planned for their community. Over the last two years, we coordinated a series of workshops throughout the community to learn what people need to feel healthy and happy. The final wrap-up event was held on April 2nd to report back on the themes that emerged from our conversations, and collect ideas for future engagement. A report will be available in late April that will summarize these themes, and show the results of a mapping exercise we did to determine what community amenities are most utilized, and where there are gaps in community resources and services.



ROCHESTER HEIGHTS REDEVELOPMENT PLANS

Catherine McKenney and Ottawa Community Housing hosted an Open House on March 5th to present the plans for the Phase I redevelopment of Rochester Heights. The redevelopment plans include a low-rise building along Gladstone which will include bachelor, 1 and 2 bedroom units, as well as stacked 3-4 bedroom family unit townhouses along Balsam St. There is still uncertainty about Rent-Geared-to-Income units in the redevelopment, which has created anxiety among former Rochester Heights residents that were hoping to return to the Phase I redevelopment. This uncertainty is due to lack of clarity on the funding structure for the redevelopment.

VOLUNTEER AND STUDENT ENGAGEMENT

Our volunteer program coordinated four income tax clinics, held at Rochester Heights, 30 Rosemount, and 55 Eccles. The tax clinics provide a critical service that facilitates low-income residents to receive government benefits as well as tax returns. We saw a total of 157 clients. In total, our clients received over \$33,918 in tax returns.



We continue to support teams of volunteers to prepare food for our new Community Fridge. Approximately 2-4 teams are volunteering each month to help stock the fridge with meals.

YET KEEN COMMUNITY LUNCHES

With funding from New Horizons for Seniors, Yet Keen has partnered with the Dalhousie Food Cupboard to provide a free community lunch once a month to over 300 community members.

CHILDREN & YOUTH

EARLY ON FUNDING

We received confirmation that we have been accepted as an Ontario Early Years Child and Family Centres Service Provider (EarlyON), which is now flowed through the City of Ottawa. The new agreement will take effect July 1, 2019.

EXPANDING OUR CROSSROADS PARTNERSHIP

Crossroads Children's Mental Health Centre has agreed to extend the pilot with Headstart programs. This program model includes Educator Capacity Building, Assessment and Treatment and Parent Capacity Building. Their investment has increased from one day per week to four days per week for the next year.



HARM REDUCTION

AFRICAN CARIBBEAN BLACK (ACB) HIV/AIDS PREVENTION

As part of our partner engagement strategy, we've been working closely with Ottawa Public Health to help design and launch a survey to assess ACB Mental Health in the city. We will also be working with the Canadian Centre for Sexual and Gender Diversity this summer on their HIV anti-stigma, POZitivity/Séro-positive.

ANONYMOUS HIV TESTING

This month, we met with an alliance of organizations serving the Men who have sex with Men (MSM) community to share promising practices and build capacity in the Ottawa-Gatineau region.

NEEDLE EXCHANGE/SAFER INHALATION (NESI)

NESI facilitated a visioning meeting with over 45 peers where they gave feedback on the program's direction and how to optimize service delivery in the NESI drop in, outreach services and the peer program. This was also an opportunity for peers in various levels of the program to come together and reflect on the last year, including addressing collective grief.

Several peers have organized a committee to open a discussion with the City to illustrate the scope and magnitude of the homelessness crisis and lack of affordable housing impacting their community. The NESI team dealt with a spike in homelessness last month with several clients facing enforced evictions. The team worked as best they could to support these community members with limited alternative options.

The sudden spike in overdoses at end of month had many drug users, and front-line workers on high alert with countless stories of community members responding to fallen friends and loved ones in the neighborhood, in some cases multiple times a day. NESI continues to work collaboratively with our Supervised Consumption Service team to provide optimal support and case management for shared clientele.

Sadly, this month a young member of the community was lost to health complications. He was a phase two member of the NESI peer and cherished by many. A memorial with friends and family was held at the Centre.

SUPERVISED CONSUMPTION SERVICES (SCS)

We saw an unprecedented spike in overdoses in Ottawa in March due the increasingly tainted drug supply. In the midst of this, our SCS team successfully reversed 15 overdoses over a one-week period. A report with statistics on the SCS will be available next month.

We received confirmation from the Ministry of Health that our application under the Consumption and Treatment Service model has been approved.



PRIMARY HEALTH CARE

The Primary Care Outreach team marked the first year of successfully integrating the health links approach into practice. This highly functional team comprises a registered nurse and two community health workers that lend support to one another as they care for the most frail and often isolated seniors (65years+) within our community. Using health links, a client-centered approach the team focuses on coordinating care for those at risk seniors living with multiple chronic conditions and complex needs. By identifying and working towards the client's health goals they are often able to remain at home longer!



OTTAWA NEWCOMER HEALTH CENTRE (ONHC)

MENTAL HEALTH SERVICES AT ONHC

The Integrated Mental Health Support and Trauma Care for Refugees and Immigrants program focuses on supporting the mental health and emotional wellbeing of vulnerable clients throughout the settlement process. Pre-migration conditions and mass-displacement have meant a breakdown in many of the traditional community structures and coping mechanisms that support individual, family and community well-being. This program offers emotional supports and mental health care that facilitates adaptation, resilience and/or recovery.

Since first implemented in August 2018, ONHC counselling services have been busy getting organized. We hired our 1.2 FTE mental health counsellors who are both registered psychotherapists and, combined, can provide direct support in five different languages. We also hired a 0.6 FTE mental health navigator who provides practical assistance support and crisis counselling when required. Not to our surprise, it didn't take long for the demand to spike and the referrals started pouring in. JFS and SWCHC have hired a consultant who will be developing a measurement framework, so that we are well-prepared to conduct our program evaluation in August 2020.

OTTAWA COMMUNITY LUNG HEALTH PROGRAM

The Complex Respiratory Care Program remains very busy. In the past month alone, two long-term ventilation clients have been transferred from hospital back to home. This program is working well within the Champlain LHIN Sub-Acute Care Capacity Plan by improving support for those with complex respiratory needs, as well as creating significant healthcare dollar savings. Of course, the most impactful piece is enhancing the quality of life for our clients and their loved ones, through their return to their home.

Recently, our team asked our pulmonary rehabilitation clients what kinds of services they would be interested in learning more about. The results showed stress management and nutrition would be helpful workshops. As mentioned below in the mental health update, a member of the counselling team co-led a workshop with ten participants in early April, and the feedback has been outstanding! Another session with our dietitian will take place later this month. She'll be teaching our clients about nutrition basics, how to address some of the nutrition challenges related to COPD, and the group will be making smoothies.

MENTAL HEALTH AND COUNSELLING

GROUP COUNSELLING IN THE COMMUNITY

The Mental Health & Counselling team is working to integrate mental health into our primary care and regional programs. Our team's recent efforts have focused on supporting or co-facilitating existing client groups offered in the community. For example, our mental health counselor co-facilitated an education session on stress management, anxiety and relaxation with a respiratory therapist. The goal of this co-facilitation approach is to de-stigmatize mental health, promote better access to counselling programs, and support recovery in the community. Further partnerships and opportunities through our outreach teams are being explored.

TRAUMA INFORMED PRACTICE

The Mental Health & Counselling team will be leading a review of existing models of trauma-informed practice and provide recommendations for implementation to an interdepartmental working group. Much of this work will be based on the Trauma-Informed Practice Guide from the Centre of Excellence for Women's Health. A strategy implementation plan will include priorities for a policy statement, staff training plan, centralized intake, universal screening, client engagement, chart audits and incident reports. An effective implementation of the proposed strategy will have the potential to prevent and respond to trauma among clients and staff.



UPCOMING EVENTS



Spring Feast

with First Nation Elders

Friday April 26, 2019

Somerset West Community Health Centre

3rd Floor Board Room | 55 Eccles St.

12:00 p.m. to 4:00 p.m.

Featuring: Medicine Teachings, Pipe Ceremony and Feast

ANNUAL GENERAL MEETING

Join Us!

Wednesday, June 19, 2019

Registration | 5 p.m.

Event | 5:30 p.m.

18 Eccles St.

Ottawa Chinese Alliance Church

SOMERSET WEST
COMMUNITY
HEALTH
CENTRE



CENTRE DE
SANTÉ
COMMUNAUTAIRE
SOMERSET OUEST

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