

## **Executive Director Report March 2010**

### **Chinese Language Counselling**

Management has decided to withdraw the services of Chinese social worker Peter Lo from Western Ottawa Community Resource Centre. Peter has been there a half day per week since April 2008. Initially his time was well spent there but the numbers of clients seen has been waning consistently over the last year- 30 clients only were seen individually from September 2008 to December 2009. He also offered 6 workshops with the average attendance of 7 participants. We have consulted with WOCRC about this decision and will meet with them this week to formally wrap up.

### **Housing Support Program**

Susan Diggon, Housing Support Worker, continues to be extremely busy at the Forward Family Shelter. Currently there are 55 families housed at motels as overflow for the 2 family shelters. Susan is responsible for housing 20 families in motels in addition to the 20 at the shelter. As this is typically a quiet time of year, we are concerned about what spring and summer will be like. She is seeing an increase in the numbers of families that are hugely challenging to house due to rent arrears, special needs, etc. Public housing providers are often reluctant to house such families and Susan will be trying to locate private market landlords as well now.

### **Rochester Heights Community House**

The Rochester Heights Youth Advisory Committee made an excellent presentation at the most recent Ottawa Community Housing Board of Directors meeting on March 11th. As a result of this presentation, they received a \$50 donation from a senior who was very impressed with their work. They have also been asked to write a column in the Ottawa Community Housing newsletter.

FemPower is a women's wellness group that has started at the Community House. This group is facilitated by Josmi Sodhi, the multicultural worker in Rochester Heights, and covers a range of topics and activities that promote health and wellness.

The Community House is partnering with Scouts Canada to offer a Scout About program for 5-7 year olds. This program will begin on March 25th and includes crafts, songs, nature activities, outdoor play and more.

### **Community Development**

As part of the Community Development Framework, the Rochester Heights Community Action Plan is complete and will now move into implementation. Some of the main priorities for residents include: improving community safety, increasing access to healthy and affordable food; improving the condition of the neighbourhood, in particular the play structure in the community; enhancing community engagement; increasing access to recreation for children and youth; and addressing housing maintenance issues.

The Ottawa Neighbourhood Study hosted a community forum on March 9<sup>th</sup>. The aim of the study is to better understand the physical and social features in Ottawa neighbourhoods that

impact community health. They have updated their website with neighbourhood profiles and interactive maps.

On March 20th, SWCHC hosted an Income Tax Clinic for people in the catchment area on low-income with volunteers trained by the Canada Revenue Agency. Over 80 income tax returns were completed.

### **Partnership with Bell Pharmacy**

Nurse Practitioner Yvonne Makosz in collaboration with Bell Pharmacy will be holding bi-weekly Wellness Clinics bi-weekly beginning in April. Bell Pharmacy will be providing space at their site and Yvonne will, in collaboration with other SWCHC staff, offer health talks and assessments. The target population for this endeavor is the residents of 201 Bell Street, who are largely newcomers to Canada, as well as residents of the area rooming houses.

### **Pap-alooza**

“Pap-alooza” is another innovative new interdepartmental program that brings together Harm Reduction staff and Yvonne Makosz, Nurse Practitioner. Yvonne refers to this program as a “PJ Party and a PAP”. The monthly program is geared at street involved women and offers Point of Care HIV testing, counselling, pizza, make-up and of course the opportunity for these women to have a PAP test. A great opportunity for this marginalized population to become connected here at the centre and learn about the full range of services we offer.

### **Bike Clinics**

With the spring weather comes the return of the ever popular Bike Clinics which are run out of St Luke’s. Working with a variety of community partners attendees can have their bikes repaired or find a bike for themselves. Donations of old or new, bikes, bike parts, helmets etc. are gratefully accepted. Persons wishing to donate to this program should contact Yvonne at extension 2367.

### **Health Coaching & Wellness Program**

This is a new comprehensive self-management program for people at-risk for or living with chronic disease. This program is funded by the Ontario Ministry of Health Promotion.

There are four key components:

#### **1- Personal Health Coaching**

This component will pilot a new model of care at SWCHC. A chronic disease team (Chronic Disease Nurse, Registered Dietitian, Health Promoter for Physical Fitness, and Counsellor as indicated) will offer health education and support individuals in goal setting, problem solving, coping strategies, and behaviour change to prevent and manage chronic disease. A key part of health coaching is meeting with individuals at regular intervals even when they are well.

This program is ideal for people who: i) may need more information about their chronic disease; ii) would benefit from more time working one-on-one with a health care provider; iii) are looking for support to self-manage a chronic condition; iv) want to prevent chronic disease through lifestyle changes and health monitoring; and/or v) have hypertension, prediabetes, or metabolic

syndrome (we really want to raise awareness that these aren't "borderline conditions", they need to be treated!).

This program is available Tuesday afternoons (at 395 Parkdale and 755 Somerset) and Fridays (at SWCHC).

## **2- Individual Fitness Assessments and Plans & Group Fitness Classes**

Staff member Patrick Beriault will be available on Tuesday evenings and Friday mornings to see individual clients, assess their fitness status and develop a tailored fitness plan. As well, Patrick and Kinesiology students will be offering more low and moderate intensity group classes: chair exercises, strength training, flexibility training, and core training to prevent and manage chronic disease.

## **3- Cooking For Your Life!**

A nutrition education and cooking skill development group for people at-risk for or living with diabetes or heart disease. Both Bonnie Baxter and Krystal Taylor, our registered dietitians will be running these groups in the New Year at Rochester Heights and SWCHC.

## **4- Living Well with a Chronic Condition**

As well, a 6-week self-management group to help connect with other people with similar conditions and learn how to manage the day-to-day challenges of living with a chronic condition will be offered. Thanks to our four trained facilitators: Todd Cunningham; Laurie Taylor; Angie Cassell; and Anne Viljoen for facilitating four groups in 2009! People interested in the program can participate in one or all the program components.

## **Policy Review**

The Senior Leadership revised and approved a number of policies regarding privacy, confidentiality and client records. Merry Cardinal was tasked with consolidating as many policies as appropriately possible in order to reduce redundancy and avoid cross-referencing. The following was approved by Joint SLT:

**SWCHC deletes the following corporate policies:**

**COR-1E Amendments to Client Records, COR-1D Access to Client Information, COR-1B Client Records, COR-1F Release of Client Information (external), COR-2B Limits to Confidentiality** as all of these policies are addressed in an updated policy **COR-2E COR-2E Privacy Policy on the Collection, Use and Disclosure of Personal Information.**

**COR-2A Awareness of and Agreement to Confidentiality and COR-2D Privacy Policy on the Collection, Use and Disclosure of Personal Information of Employees, Volunteers and Students** are both addressed in updated HR policies.

## **St Luke's Lunch Club**

The Executive Director has approved \$1,000.00 from the Special Projects Fund for the St Luke's Lunch Club to assist them with kitchen renovations. To date the Lunch Club has raised \$25,000 toward a target of \$45,000. The SWCHC contribution will add to the money raised. The last kitchen upgrades were in 1991. During the renovations the Lunch Club will relocate to Annunciation Orthodox Church at 15 Lebreton St.

## **Trip to Africa**

Nurse Practitioner, Laura Kollenburg is heading to Tanzania Africa on a medical mission with a group of nurses and doctors, organized by the Canada-Africa Community Health Alliance. This is the group started by Dr. Don Kilby - they go to several sites in Africa on a regular basis, supplementing the care available to residents (and sometimes, the only medical care available to the locals). This mission is completely voluntary and she needs to raise \$5000 to cover the cost of airfare and accommodation, but also medical supplies and equipment. The Executive Director has approved \$500.00 from the Special Projects Fund to support this effort.

Submitted by:  
Jack McCarthy  
March 23, 2010