

## Executive Director's Report May 2011

### Policies and Procedures

The following policies and procedures were recently approved by the Senior Leadership Team:

**HR 1-5 Employment Classification** - The change is that should funding permit after two (2) years on a term contract; the employee will be offered regular employment with benefits if funding permits.

**COR- Retirement Recognition** – this new policy provides guidelines regarding the recognition of staff retiring from the Centre

**OHS-11 Bed Bug Policy** - this new policy is written for the protection of staff, volunteers, students and clients.

### Canadian Hearing Society

A partnership with the Canadian Hearing Society and our outreach nurses has resulted in 3 very busy sessions to screen hearing. The testing has provided information to clients about the status of their hearing and the need for some assistance.

### Diabetes Clinic

Our diabetes clinic, with an emphasis on self-management, has expanded to our Vietnamese clients. Our nurses, physician, and dietitian provided testing, information, and chips and self-management to 30 Vietnamese clients - in their language!

### Chinese Health Fair

On May 14, despite the rain, "The Healthy Eating for Healthy Living Fair" for the Chinese community was held at Centretown Community Health Centre with over 215 participants of all ages. Our outreach nurses focused on selecting healthy food, reading labels, food safety, and cooking demonstrations adapted a Canadian context. More than 30 volunteers and staff from Aging in Place, Yet Keen, the Ottawa Chinese Community Service Centre, Immigrant Women Services, City of Ottawa, and Centretown Community Health Centre participated to make the event a huge success.

### Harm Reduction Program

We have hired new staff member John Becvar to fill the vacant HR Outreach worker position. John had been a social services student with the harm reduction team since September. We have redefined the job description for this position, assigning John to take a lead role with mobile van staff.

Along with creating this new role on the team, we have implemented a new staff schedule for the harm reduction team. Regular outreach staff now work on the van 2 nights during the week. The van lead works 4 nights, and relief staff are assigned to work with John on weekends. This new schedule will provide greater consistency in van staffing, which is important for clients, as well as free up regular staff to have a greater presence in both our harm reduction room and the community during the day.

We have been invited to present on the Safe Inhalation Program at the Harm Reduction Canada 2011 conference taking place at Carleton University in July.

## **United Way**

The following is a summary of an e-mail circulated to community agencies last week.

*United Way Ottawa has played a critical role in supporting agencies to develop and deliver programs and services that respond to the needs of residents in our city. However, there is growing concern that current trends in United Way Ottawa are undermining this historic role.*

*Some of the concerns as stated by some community members include:*

- Over-emphasis on metrics and measurable outcomes results in critical community needs not being met. The cancellation of summer programs for young children because outcomes are hard to measure.*
- The RFP process puts additional demands on agencies already stretched to capacity. Agencies are required to produce the same outcomes with less funding or insecure funding leading to high staff turnover and difficulty with staffing projects to completion.*
- High percentage of funds raised remain in United Way (over 30%) A 10 year review of UW financial statement reveals increasing amounts of funds raised are being spent internally. Nearly \$6 million dollars spent in UW's own programs are funds that do not go to community agencies, are not evaluated or publicly reported.*
- A reduced number of well-meaning individuals with little or no direct knowledge and experience in the communities being funded are making critical decisions.*

*As a consequence of the above these same community members are calling for:*

- A public review of spending on services within United Way.*
- A public review of leadership and an assessment of organizational health.*
- A cost/benefit analysis of the rfp process that accounts for internal and community agency investment of time and resources.*
- An impact analysis of funding based on the current priority goals taking into account what is not funded.*
- A comparative analysis of the income, staffing size and structure, vis a vis other major UW's in Canada.*

*This review and report will be presented to a Special Meeting of UWO membership.*

Please note that: SWCHC will receive \$207,011 this fiscal year from the United Way.

## **Ottawa Local Immigration Partnership (OLIP)**

On Monday June 20<sup>th</sup> 2011, the Ottawa Local Immigration Partnership (OLIP) will officially launch the Ottawa Immigration Strategy at Ottawa City Hall (110 Laurier Avenue West). The launch event will take place in Jean Pigott Hall from 8:30 to 11:30 a.m. This is the culmination of much work done in the planning phase determining how best to provide integrated and effective human services to immigrants coming to Ottawa. The Executive Director of SWCHC chairs the Health Sector table and sits on the OLIP Council.

## **Community Events**

- Jack and Rosemary attended a lovely gala event for Cornerstone Emergency Housing for Women on May 3<sup>rd</sup>. Cornerstone announced that they had reached their goal of \$2.5 million dollars for their new facility at 314 Booth St.
- Rosemary represented SWCHC at the unveiling of the new play structure at Cambridge Street Public School.
- May 21<sup>st</sup> was the 8<sup>th</sup> annual Colonel by Classic at Carleton University, SWCHC was again the charity of choice for the 8, 3 & 1 km runs. Although the turnout was low the weather was beautiful and SWCHC was well represented with great volunteers at the event. Two staff participated in the 8 km run and did an awesome job.
- AGM planning is well underway and we expect a great turn out this year with our membership topping out at 320 members.

## **CHEO**

The CHCs in the Champlain LHIN have entered into a formal partnership with CHEO to collaborate on a “shared vision for children and youth to grow up healthy, confident and secure; able and enabled to realize their full potential and to participate in and contribute to their communities”.

## **Rochester Heights Community House**

The Rochester Heights Annual Celebration on May 15, 2011, was a success. Approximately 100 residents from Rochester Heights and the surrounding community attended this event where we marked the successes in the Community with the Community Development Framework over the last year, introduced the new House Board, heard tenant speeches about community involvement, and enjoyed a performance by a local youth. Sandy Panchi has been doing an excellent job teaching computer classes at the Community House. Sandy is a youth from Rochester Heights who was hired through the Community Access Program (CAP) Youth Intern program. She has been teaching classes to all ages and has developed computer learning resources for residents to use at the Community House.

## **Community Development Framework**

A door-to-door outreach campaign was initiated this month in the new CDF micro-neighbourhood, and several resident leaders have been identified. This is the first step in our effort to reach out to residents in the area of Willow St. to Rochester St. and Bell St. to Raymond St.

## **Physical Activity – Health Promotion Program**

In Partnership with the Ottawa Salus, Patrick Beriault led a group of over 20 clients in a weekly physical activity program. This is a multidisciplinary effort with other SWCHC staff offering monthly health promotion including contributions from Krystal Taylor and Bonnie Baxter, Community Dieticians’ and Ginette Drouin, Outreach Nurse. This kind of program represents the best example of the CHC model of care in action with a partnership that includes a community agency and SWCHC staff from various disciplines and benefits from the scope of practice of various professionals. This program will break for the summer and resume in the fall.

## **Children and Youth Program**

We were fortunate to receive \$20,000 from the Ministry of Health Promotion and Sport to support our Laroche Park Homework Club. In addition to this funding, we also receive an additional 30,000 from the Ministry of Health Promotion and Sport to support Children and Youth Programming.

We were pleased to learn that the City of Ottawa is implementing a centralized waiting list for all Headstart Programs. This is a city funded non-profit service to extend the Child Care Centralized Waiting List to all licensed child care centres and home child care agencies within the City of Ottawa. SWCHC has been advocating for the creation of this kind of waiting list for the past two years. This registry presents us with an opportunity to promote our programs to parents and potentially increase the number of program referrals we receive.

## **Food Security**

We continue to be involved with the Food for All policies and will play a role in promoting and publicizing the policies in the near future. In other food security initiatives, we are working with the City of Ottawa to explore the possibility of having a raised bed community garden in Hintonburg at the Tom Brown Arena or Hintonburg Park. We also held a workshop on the Good Food Box and Health Eating in Hintonburg, as we explored the option of getting a Good Food Box site at 151 Parkdale Ave. In addition, we are exploring new ways of collaborating with the Chinatown BIA to further develop the grocery store inventory project to support shopping locally.

## **Families First: Supporting Homeless Families**

Several of the CHCs, including SWCHC were represented at a meeting organized by the City on May 18, 2011 to discuss the Families First initiative which is designed to support chronically homeless families moving from shelters to the community to maintain their housing and to support at risk families who are housed to maintain their housing. This is a part of the City's Housing and Poverty Reduction Investment Plan (the 14 million). **\$750 (annualized) is going to this new program and an additional \$167 K is coming from the feds to make a total of about \$917 K.** The purpose of the meeting was to present the model, get agency input and to look at which agency in Ottawa may be best situated to be the lead for this initiative. Pinecrest Queensway CHC is submitting a proposal on behalf of the CHRC Coalition to be a lead agency and SWCHC has signaled its interest to be a partner in this initiative.

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