



SOMERSET WEST
COMMUNITY
HEALTH
CENTRE

ANNUAL REPORT
RAPPORT ANNUEL

2007-2008



Our Mission

Our purpose is to help residents make their lives as good and healthy as possible. Special attention is given to people who don't have enough money, come from other countries, are raising children alone, are disabled, and don't have any family. This includes people from all sexual orientations and gender identities and people who have other special needs.

We Believe

The way society is organized does not allow all people the same opportunities. Everyone deserves to be treated with dignity and respect, have equal opportunities and be free from discrimination and harassment for any reason.

The community we live in makes a difference in our lives, therefore people can improve their lives by working together to change things in their community.

All people can learn new things, give to others and take control of their lives, if given the chance. The best way to help people is to support them in deciding their own goals and working toward them.

Notre mission

Nous avons pour but d'aider les résidents à rendre leur vie aussi bonne et saine que possible. Nous prêtons une attention particulière aux gens qui ne possèdent pas assez d'argent, qui viennent d'autres pays, qui élèvent des enfants seuls, qui sont handicapés ou qui sont sans famille. Nous incluons également les personnes de toutes les orientations sexuelles et de toutes les identités de genre et celles qui éprouvent d'autres besoins spéciaux.

Nous croyons

Que la société, à cause de son organisation, n'offre pas les mêmes possibilités à tout le monde. Chacun mérite d'être traité avec dignité et respect, de bénéficier de chances égales et de ne pas subir de discrimination et de harcèlement, pour quelque raison que ce soit.

Que la communauté dans laquelle nous vivons transforme nos vies. Par conséquent, les gens peuvent améliorer leur vie en collaborant pour changer les choses dans leur collectivité.

Que tous peuvent apprendre de nouvelles choses, donner aux autres et prendre leur vie en main, si on leur en donne la chance. La meilleure façon d'aider les gens consiste à les appuyer dans la prise de décisions sur leurs propres buts et dans l'atteinte de ceux-ci.

Board of Directors 2007-2008

Aileen Leo
Chair

Peter Fan
Vice Chair

Lucinda Boyd
Treasurer

Glenn Ramsay
Secretary

Elda Allen
Mike Bell
Tony Boghossian
Nancy Douglas
Cliff Gazee
Wendy Gorham
Esmail Merani
Vicky Smallman
Mary Tang
Sarah Todd
Barbara Wright

Staff Representatives
Roman Belete
Laura Muldoon



Community and Social Services

Celia Abraham, Mandy Afelskie, Roman Belete, Najat Benmellah, Myra Bolton, Summer Boone, Elizabeth Briggs, Patrick Brennan, Anne Christie-Teeter, Shelby Cornwall, Alain Corriveau, Todd Cunningham, Cynara Desbarats, Susan Diggon, Vannak Dysayon, Murat Erlik, Monica Ethier, Maxine Field, Jennifer Findley, Julie Girard, Mony Heang, Amy Hoare, Pascale Hough, Kathleen Iley, Haoua Inoua, Ashley Jones, Christine Lang, Terra Larence, Alice Layiki-Dehne, Andrew Leonard, Jessica Lin, Peter Lo, Karen Luong, Meghan MacDonnell, Amy Matchett, Vanessa Maxwell, Steven McNeil, Karen McQuarrie, Fauza Mohamed, Diane Moore, Felicité Murangira, Christine Nerge, Ha Phuong Nguyen, Suzanne O'Byrne, Kim Ou, Tara Pouyat, Louise Blackburn Quiggin, Desiree Rapoch, Jacqueline Richer, Cindi Rye, Cathi Savage, Sarana Sin, Tasos Sinas, Gagan Jot Singh, Josmi Sodhi, Bonnie Stephanson, Kimberly Stoddard, Colin Stuart, Elizabeth Styffe, Cori Thompson-Smith, Agnes Tran, Hoang Tran, Valarie Trenholm, Catharine Vandelinde, Tracy Walby, Lindsay Windsor, Teresa Wong, Susan Xu, Anna Yip

Health Services

Nigatwa Abate, Lynn Alexander, Yvette Baptiste, Bonnie Baxter, Patrick Beriault, Joanna Binch, Manon Bouchard, Dona Bowers, Kitty Braceland, Daniela Buri, Luanne Calcutt, Merry Cardinal, Angela Cassell, Elena Charapova, Ewa Ciechanska, Paula Day, Lara De Salaberry, Sheila Dolan, Tania Dorley, Ginette Drouin, Hoa Duong, Marilyn Fahey, Darlene Fischer, Corey Hammond, Sue Head, Lekien Hong, Jennie Humbert, Sylvie Jacques, Emer Kelly-Rombough, Michael Kirlew, Laura Kollenberg, Marie-Anne Larose, Christine Laver, Kay Lee, Lorraine Magalhaes, Yvonne Makosz, Louise Marleau, Leonard Moore, Maureen Morris, Sandra Morrison, Laura Muldoon, Mindy Nelson, Cuong Ngo-Minh, Sigrid Overhoff, Lucille Poisson, Elizabeth Preston, Sarah Rice, Diane Roscoe, Silvana Rotilit, Halima Said, Lisa Schmitz, Bibiane Seguin, Krystal Taylor, Laurie Taylor, Debbie Tirrul, Jackie Tran, Tam Tran, Huy Truong, Anne Viljoen, Yolaine Villeneuve, Weizhong Wang, Diana Warfield, Kristine Whitehead, Leah Williams, June Wu, Zhenhong Ye, Ann Yee, May Yip, Lucy Zhao

Administrative Services

Leslie Azcona, Daniel Benjamin, Thérèse Benson, Kathy Burhoe, Sally Clarke, Anne-Marie Gray, Doug Kersey, Sokham Koy, Marjorie McOuat, Greg McWilliams, Hanh Nguyen, Joey Nguyen, Shane Nguyen, Son Nguyen, Pat Poirier, Rachid Rhiwi

Executive Services

Jeremy Irving, Rosemary Jones, Karen Larsen, Jack McCarthy, Jennifer Simpson, Eugene Williams



Somerset West: Every One Matters

Dear Friends,

As the Chair of the Board of Somerset West Community Health Centre, I appreciate the opportunity to address you one final time before my tenure on the SWCHC Board of Directors concludes in June 2008. It's hard to believe that my six years on the SWCHC Board is coming to an end, and I'm grateful to have been part of an organization so vital to the health and well-being of our community.

In March of this year, the Association of Ontario Health Centres launched a campaign to showcase the benefits of increased access to Community Health Centres. This is an exciting time for CHCs in Ontario, as they undergo the largest expansion since the first Centres opened over thirty years ago. Expansion will enable more Ontarians to access the responsive, efficient and effective care CHCs provide. CHCs will play an integral part in upcoming provincial initiatives to reduce poverty and improve the provision of much-needed oral health to low-income families.

The AOHHC launched this campaign under the banner "Every One Matters" — a vision at the core of Somerset West CHC. This has been particularly evident over this past year as we have responded to significant community needs, including the fire at the corner of Somerset Street West and Booth, the continuance of the safe inhalation program to reduce HIV and Hepatitis C, and a feasibility study concerning the possibility of a food co-op to ensure affordable and nutritious food in the wake of the closure of the Loeb grocery store at Booth and Eccles. The Centre also sought to ensure that it is welcoming to all by amending our mission statement to include sexual orientation and gender identity. This vision is also apparent in the ongoing work by our staff, Board, other volunteers and partner agencies every day to meet the needs of everyone who seeks our help with compassion, sensitivity, dignity and respect, regardless of background or circumstances.

I'm proud to have played a small part in this work and would like to thank our staff, Board, other volunteers and partner agencies for your continuing commitment to inclusion and responsiveness for all, an area of excellence recognized by our last accreditation in 2006 and one which I have every confidence SWCHC will achieve again as it embarks on another accreditation process this fall. In particular, I would like to thank Executive Director, Jack McCarthy, for his strategic insight, superb leadership, and his personal support and friendship to me as Board Chair; senior leadership team members Dona Bowers, Suzanne O'Byrne and Sally Clarke for their essential role in SWCHC's continuing prominence; Karen Larsen for her unfailing support to all Board members; and health promoter Gene Williams for his invaluable support to the advocacy committee and me during many presentations and functions.

I'll miss being a part of the SWCHC Board but will continue to volunteer on various committees and in other ways. I wish the Board and staff well and look forward to a new form of engagement with Somerset West in the years ahead.

Sincerely,

Aileen Leo

Chair, Board of Directors

Somerset West Community Health Centre



Au CSC Somerset Ouest, chaque personne compte

Chères amies, chers amis,

À titre de présidente du conseil d'administration du Centre de santé communautaire Somerset Ouest (CSCSO), j'apprécie l'occasion qui m'est donnée de m'adresser à vous une dernière fois avant la fin de mon mandat, en juin 2008. Il m'est difficile de croire que mes six ans au conseil du CSCSO tirent à leur fin. Je suis reconnaissante d'avoir fait partie d'un organisme si essentiel à la santé et au bien-être de notre collectivité.

En mars dernier, l'Association des centres de santé de l'Ontario (ACSO) a lancé une campagne pour faire valoir les avantages d'un accès accru aux centres de santé communautaire (CSC). Il s'agit d'une période excitante pour les CSC en Ontario, car ils connaissent actuellement leur plus grande expansion depuis l'ouverture des premiers centres, il y a de cela plus de 30 ans. On veut ainsi donner à plus d'Ontariennes et d'Ontariens accès aux soins attentifs, efficaces et efficaces que les CSC fournissent. Par ailleurs, ces derniers joueront un rôle dans les prochaines initiatives provinciales visant à réduire la pauvreté et améliorer les services de santé bucco-dentaire dont les familles à faible revenu ont grandement besoin.



L'ACSO a adopté pour sa campagne le slogan "Chaque personne compte", vision au cœur des initiatives du CSC Somerset Ouest. En particulier, celle-ci s'est concrétisée au cours de la dernière année, alors que nous avons subvenu aux immenses besoins de la collectivité. Entre autres, nous avons réagi à l'incendie qui a éclaté à l'angle des rues Somerset Ouest et Booth, nous avons vu au maintien du programme d'inhalation sûre, afin de réduire l'incidence du VIH et de l'hépatite C, et nous avons réalisé une étude de faisabilité concernant une coopérative alimentaire destinée à assurer l'accès à des aliments abordables et nutritifs à la suite de la fermeture de l'épice Loeb, à l'angle des rues Booth et Eccles. En outre, le Centre a vu à ce qu'il soit accueillant pour toutes et tous en modifiant son énoncé de mission afin d'inclure l'orientation et l'identité sexuelles. Cette vision est également évidente dans les réalisations de notre personnel, de notre conseil d'administration, des autres bénévoles et des organismes partenaires qui voient, chaque jour, à satisfaire les besoins de tous les gens qui cherchent notre aide et qui le font avec compassion, sensibilité, dignité et respect, peu importe les antécédents ou les circonstances.

Je suis fier d'avoir apporté ma modeste contribution à ce travail. Je tiens à remercier le personnel, le conseil d'administration, les autres bénévoles et les organismes partenaires pour leur engagement incessant à inclure tout le monde et à répondre à leurs besoins. Il s'agit là d'un domaine d'excellence qui a été reconnu lors de l'examen d'agrément en 2006. Je suis convaincue qu'il le demeurera, alors que le processus d'agrément sera de nouveau enclenché cet automne. Je veux remercier tout particulièrement le directeur général, Jack McCarthy, pour sa vision stratégique, l'excellence de son leadership et son amitié personnelle. J'adresse aussi mes remerciements à Dona Bowers, Suzanne O'Byrne et Sally Clarke, membres de l'équipe de la haute direction, pour leur rôle essentiel dans le maintien de la notoriété du CSCSO. Enfin, je remercie Karen Larsen pour son soutien inébranlable de tous les membres du conseil et Gene Williams, agent de promotion de la santé communautaire, pour son précieux appui au comité de la promotion des droits et à moi-même lors de nombreuses présentations et activités.

Je regretterai de ne plus faire partie du conseil d'administration du CSCSO, mais je continuerai d'être bénévole, au sein de divers comités et d'autres manières. Je souhaite bonne chance au conseil et au personnel, et j'attends avec impatience de pouvoir participer d'une nouvelle façon aux initiatives du Centre au cours des années à venir.

Veuillez agréer l'expression de mes sentiments les meilleurs.
Aileen Leo
 Présidente du conseil d'administration
 Centre de santé communautaire Somerset Ouest



THE YEAR IN NUMBERS

- Provided a happy, safe and caring environment for 292 preschoolers in playgroups.
- Developed or strengthened partnerships with over 80 social service and health care organizations, schools, local merchants and businesses to build our community and improve service access and integration.
- Supported 95 mothers before, during and after their pregnancies to grow a healthy baby.
- Cared for 5,882 people through the provision of quality primary health care and social services.
25 % of these people were first time visitors.
- Mobilized community support for the victims of the fire at Somerset and Booth Street fire by raising \$55,695.
- Nurtured our client and community's ability to remain healthy and manage their illness through the provision of 68 groups.
- Celebrated the diversity of our community through the provision of service in over 8 languages to people from 25 countries.
- Assisted 705 people through the provision of food vouchers, bus tickets, information and referral to health care or community services.
- Reached people from 42 countries through visits to our website. An average of 50 hits per day.
- Offered educational placements to 61 students from high schools, universities and colleges studying medicine, nursing, human kinetics, social work, psychology, counseling, early childhood education, social services physiotherapy and population health.

Program Highlights

- The Centre was selected as one of five CHC pilot sites to initiate the role of a Physician Assistant in Ontario. This is a two year demonstration project.
- The Elvis Sighting Society's sold-out Scotiabank Black Tie Beanfest saw over 400 people come together for dinner and dancing on October 13, 2007. SWCHC was again this year's major recipient of \$25,000 going towards the Rochester Heights Community House.
- Somerset West Community Health Centre became the first Community Health Centre in Ontario to receive designation as a Baby Friendly Health Service with the approval of the Breastfeeding Committee for Canada and under the auspices of the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF).
- Green Shield Canada Foundation has awarded our Lung Health Program a \$203,550 grant over 3 years to conduct a Chronic Obstructive Pulmonary Disease (COPD) rehabilitation activity program in the community.
- With a grant from the Community Economic Development Technical Assistance Program (CEDTAP), we worked with community organizations to coordinate a Food Security Research Project and surveyed close to 500 residents in our area.



- We championed the cause of harm reduction programs when Ottawa City Council, in its capacity as the Ottawa Board of Health, ended their participation and funding for the Safe Inhalation Program. SWCHC responded by mobilizing members of the Ottawa Coalition on HIV/AIDS and key service providers to maintain this vital harm reduction program. The result of this community engagement process was an announcement in December 2007 by George Smitherman, the Minister of Health and Long Term-Care, that the Safe Inhalation Program through SWCHC would receive ongoing funding to coordinate the program city wide.
- A Babysitters course ran weekly at the Rosemount Library. The program provided instruction for 10 youth to learn how to safely care for a young child while employed as a babysitter.

- The Centre continues to have a strong relationship with the Department of Family Medicine at the University of Ottawa, having graduated our second family medicine resident.
- Ontario Early Years Centre/Canadian Mothercraft gave us \$5000 to enhance program equipment within our early years programs. This also enhanced our toy lending library.
- 2007 saw SWCHC launch its new website with updated graphics and features.
- The youth in Hintonburg engaged in a community safety audit, in partnership with WISE (Women's Initiative for a Safer Environment). A report was drafted and submitted to the community safety association and the city counsellor's office.
- Our "Clothing Cupboard" in which clothes are donated from Boomerang Kids is accessed daily. On average 360 children are benefiting from these clothes monthly.
- Nanny Goat Hill Nursery School received \$1000.00 from the Kiwanis Club for an Early Literacy Program.
- The Centre organized a Get Up And Go Community Fitness Program in partnership with the Kinesiology Program of the University of Ottawa.
- We said goodbye to our Learning for Tomorrow (L4T) program in March. Operating out of the Bronson Centre since early 2006, L4T created a community access hub for the refurbishment and provision of computers to low income members of our community.
- SWCHC is currently working with Ottawa Community Housing and residents of the Rochester Heights community to open the Rochester Heights Community House, located at 299 Rochester. Renovations to the unit will take place this summer, with a grand opening expected for this fall.
- The Centre continues to be actively involved with the Ottawa Seniors Action Network. This group was a recent recipient of a New Horizons grant and is using this funding towards identifying key issues and challenges that are facing seniors in different areas of Ottawa.
- In September 2007, 'Blaze-Aid', a fundraiser held by Ottawa's local musicians along with the Somerset West Community Health Centre, the Hintonburg Economic Development Committee and the support of local businesses raised \$4736.00 to support the victims of the fire at Somerset and Booth in August of last year.

Ongoing and Upcoming

- On March 20, 2008 the new blue “bubble” marked the spot for the Eastern Ontario launch of the new Community Health Centres brand and tag line Every One Matters. SWCHC hosted other Eastern Ontario CHCs, politicians, stakeholders, community leaders and the media to unveil what we’ve always known...Every One Matters in a community health centre.
- We reorganized our accounting function generating substantial savings in our administrative costs and invested in capital improvements to make more efficient use of office space and improve community program space.
- In August 2007, Somerset West organized the Second Annual GLBTTQ Health Fair in partnership with community service providers to provide health promotion information to members of the gay lesbian, bisexual, transgendered, two spirited and queer community.
- The United Way/Centraide Ottawa donated new computers for the shelter and Laroche Park to assist with homework.



- We have become formal partners with the Champlain Immigrant Health Network, working closely with Reception House, offering immunization clinics at their site to ensure that newcomer children can access the school system quickly.
- Our Nurse Practitioners continue to offer outreach in the Richard Pfaff High School, Forward Avenue Shelter, Saint Luke’s Lunch Club, The Rooming Houses, Rideauwood Addiction Treatment Center, and Rideauwood Addiction and Family Service with the Drug Treatment Court.
- The Hintonburg Drop-In which runs on Thursday afternoons, has been a huge success over the past year. Clients are welcome to drop by and stay for dinner with an opportunity to socialize or speak to the workers about issues affecting their well-being.
- SWCHC continues to participate in the Neighbourhood Planning Initiative in Hintonburg, comprised of community members, local business owners, and service agencies to develop a long-term planning vision for the neighbourhood, in partnership with the City of Ottawa. A final report is expected in June 2008.
- Forward Avenue Shelter School Transition Support Program aims to provide support to families residing in the shelter. The program works directly with youth to ensure that they get specific support while in the shelter and once they are in transition to permanent housing.

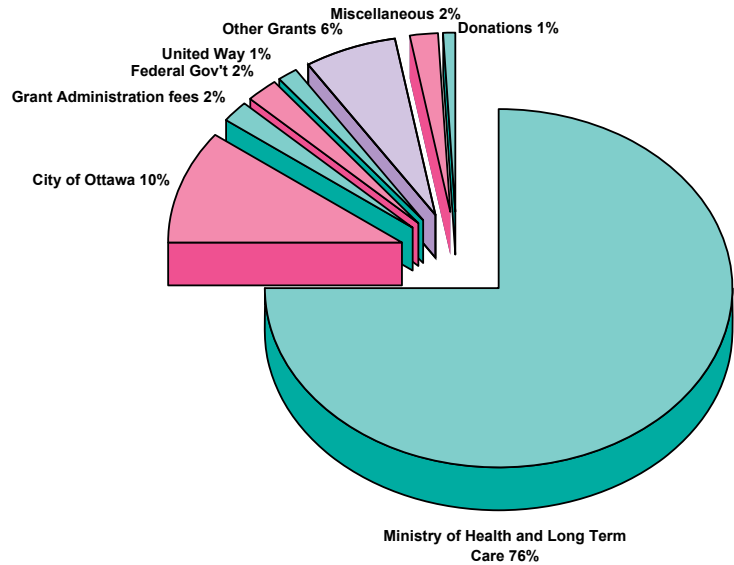
Funding

Ontario Ministry of Health and Long-Term Care
City of Ottawa
Human Resources and Social Development Canada
Canadian Mental Health Association
United Way/Centraide Ottawa
Ontario Ministry of Community and Social Services
Community Foundation of Ottawa
Public Health Agency of Canada
RBC Foundation
Rideauwood Drug Treatment Centre
Trillium Foundation
Green Shield Canada
Ontario Early Years Centre/Canadian Mothercraft
Multicultural Health Coalition
Community Economic Development Technical Assistance Program
University of Ottawa (Department of Family Medicine)
Canadian Prenatal Nutrition (First Steps)

Somerset West Community Health Centre's budget has grown to \$7,300,000, most of which comes from Ministry of Health and Long-Term Care. The graphs on this page show our revenue sources and our spending by function.

Our audited financial statements are available on our website: www.swchc.on.ca.

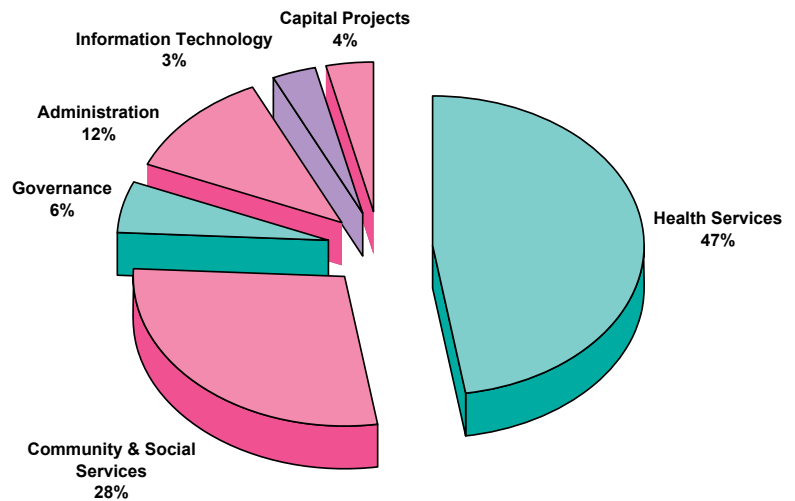
Revenue by Source 2007-08



Donors

- Staff and Board of SWCHC
- Elvis Sighting Society
- Bell Canada
- HBC
- Scotiabank –Somerset Branch
- Safe Crack Use Coalition of Toronto
- Gerry Kelly & Gwen Millar
- Kiwanis Club of Ottawa
- Nescorp Realty Ltd
- Boomerang Kids
- Cielo Printing
- Tina & Company
- Burgess Business Interiors
- Chinese Alliance Church
- Tanis Trading
- Bell Pharmacy
- Giant Tiger- Wellington Street
- Hartman's Your Independent Grocer
- Diane Holmes
- Dave Smith
- Coffeemark Coffee and Tea Services Ltd.
- Somerset Chinatown BIA
- Friends of Somerset West

Expenditures by Function 2007-08



With Our Thanks

At Somerset West we're privileged to enjoy the ongoing support of volunteers, community groups and corporate partners. With their help, we continue to develop and offer the health care and social services programs that are needed in our community. We gratefully acknowledge our funding partners and generous donors.



SOMERSET WEST
**COMMUNITY
HEALTH
CENTRE**

55 Eccles Street
Ottawa ON
K1R 6S3

Ph:613-238-8210
Fax:613-238-7595
www.swchc.on.ca