

## **Executive Director's Report**

**March 23, 2016**

### **Refugee 613**

The PHC team remains very much involved in the Refugee 613 response through their work at the Radisson Hotel. The Nurse Practitioner, usually Paula Day, is on site 3 days per week with administrative support and an interpreter. Currently, Paula sees from 10-15 people per day. We monitor the situation daily to assess whether weekend clinical support is required. Many of the original residents have moved out to permanent housing and have been replaced with newcomers. On February 19, 71 persons were moving out while approximately 50 more people are expected over the next week. Clients are primarily securing housing in the Donald Street/Vanier area, the Hunt Club/Bank area and Barrhaven.

Dr. Dona Bowers works every Monday providing Initial Medical Assessments for current and former Radisson Hotel residents. These medical assessments provide a baseline for future healthcare and ensure any health issues are identified and that all immunizations are current. This work will continue until the end of April when we have completed IMAs for all the people assigned to us. The Champlain LHIN has committed to providing financial support into the new year to allow completion of the work.

Family medicine residents Dolly Lin and Rebecca Warmington, under the guidance of Laura Muldoon, are planning a research study that they hope will benefit the care of future refugees. More to come on that once ethics approval is received.

Jane Moloney has been engaged to assist with much of the coordination and communication among the many partners involved and plays a key role as LHIN liaison. Of note, Jane has worked closely with OPH and others to ensure that those with acute dental care needs are assessed and transported to dental clinics. Many of the children and adults have significant dental caries and some also have broken, painful teeth. Through her work with OPH and Carefor Community Transportation service, Jane facilitated a change that will positively impact future health car transportation. Carefor will now transport children who require booster seats.

The Radisson Clinic was featured by CTV news reporter Joanne Schnurr on February 19 after a visit with Paula Day NP and Merry Cardinal Director Primary Health Care. A young Syrian boy, interviewed with his family was asked if he would like to say something. He said, *Thank you Canada...I love you.*

### **Yet Keen Seniors Program**

A program review of the Yet Keen Seniors Program has been completed as a result of projected funding shortfalls for 2016-17. Strategies to strengthen volunteer engagement, reduce staffing, rely more on partner agencies, reduce the number of days the program operates from 5 to 4, ending the outreach program are all being implemented. The Yet Keen membership and Program Advisory Committee have been actively engaged in this restructuring process.

Yet Keen celebrated Chinese New Year at the Chu Sing Restaurant on Feb 18. There were 130 participants, including 5 seniors over the age of 90, who were honored at the event.

### **Children & Youth Program**

Centretown CHC, Mothercraft, Ontario Early Years Centres (OEYC) and SWCHC are working in partnership to provide early years programming for Syrian refugee families residing at the Radisson Hotel.

### **Winter Carnival**

Children and Youth staff supported the Mechanicsville Community Association with their annual Winter Carnival in Laroche Park, an estimated 60 participants were in attendance; enjoying a pancake breakfast, outdoor children's activities and sleigh ride.

### **Community Health Promotion**

SWCHC recently set up a meeting with City Councilor Jeff Leiper to discuss the redevelopment of Laroche Park and the Laroche Park Field house. SWCHC runs a number of children and youth programs and community development activities out of the Field house. Councilor Leiper iterated his commitment to seeing the park and Field house re-developed by the end of his term (2018), however, stated the challenge of limited funding to see the development take place. Funds for the re-development would come from cash-in-lieu of parkland funds from developers in the area. Councilor Leiper's office will begin consultations in the community about park and Fieldhouse re-development in 2016.

### **Families First Program**

The Families First Team sees families with very complex issues. Families First is a nine month program, some families are extended to 12 months. It is becoming more evident as time goes on that there are families that require supports for a longer period than 12 months. This is due to language barriers, health and mental health issues, lack of education and family dynamics. It would be beneficial to those families and to the City if the timeline was revisited to provide more support for families to increase their chances of succeeding in the community and reducing their likelihood of returning to the shelter.

Bed bugs and cockroaches are an ongoing issue for families. This issue is extremely frustrating as we see that there are many landlords who do not take responsibility and families fight to have better living conditions

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

The month of February was a very busy month for the program. The African Caribbean Community Development and HIV Health Initiative project participated in a number of events marking the Black History Month. We also organized two major events; the ACB HIV Awareness Day event with partner churches as well as the ACB Health Symposium. The symposium which was under the theme, "Inspired People Changing Lives Changing Community" brought together 69 people to discuss important issues including Diabetes, Sickle Cell, HIV, Refugee situation

and faith and health. The ACB Health Symposium was organized in collaboration with ACB HIV Prevention Program staff.

### **Rochester Heights Community House**

The Rochester Heights Community House after-school program was very well attended throughout the month of February, with continued new enrollments to the program. Children completed the I Love to Skate Program, weekly recreation provided in partnership with the City of Ottawa. The Ottawa School of art, a long-established partner, provided weekly art classes to after-school program participants. The program has been very popular among the children. They've had the opportunity to work with various mediums, including clay sculpture, paint, pastels, and more.

### **University of Ottawa Skills & Simulation Centre (uOSSC)**

On Thursday February 18 Dr. Glenn Posner and his team from the University of Ottawa Skills and Simulation Centre facilitated the simulation of 3 life saving scenarios performed by the PHC team. All staff, including the medical office assistants were involved. Scenarios included anaphylaxis, grand mal seizure and cardiac arrest. Dr. Posner was very impressed with the PHC team and their efficient, effective management in all 3 situations. While the management of emergency scenarios are often discussed this was the first time hands on simulations were done. Simulations of this nature help to ensure effective communication and the teamwork necessary to successfully manage emergency situations.

### **NOD PHC Data Quality Work begins to show results**

Our most recent MSAA results which were run after a major clean up of client data resulted in some improved results. The colon cancer screening rate target of 60% was met and surpassed with a rate of 61.14 %.

The cervical cancer screening rate increased by almost 5 % and came in just shy of the 70 % target set at 69.26%. The work continues.

### **Walk In Counselling Clinic**

We have started a pilot project with Jewish Family Services (JFS) on March 8 to offer walk in counselling in Cantonese, Mandarin and English. JFS is funded by the LHIN to offer walk in counselling across the entire Champlain region, with multiple sites and language capacities in Ottawa. Clinic hours are available at different locations each day of the week, including evenings and weekends. No referral is required and clients are seen on a first come, first serve basis.

The pilot project with JFS and SWCHC will extend from March 2016 to March 2017, at which time it will be evaluated. For the duration of the pilot, the counsellor will be a seconded staff from JFS. The clinical supervision of the counsellor will be shared by Bonnie Stephanson and Todd Cunningham. The clinic will be offered here weekly on Tuesdays.

## **Support for Transgender Population**

We have been supporting Centretown CHC with their regional program to improve access to primary care for members of the transgender community since 2013. Bonnie Stephanson has been the designated counsellor- one of only 4 CHC counsellors in Ottawa- working with clients doing psychosocial assessments for trans-people seeking hormone replacement therapy. The assessment process involves a minimum of 6 sessions to gather history and assess a person's gender identity issues, ensure they are capable of making informed consent to the medical treatment, and make recommendations for treatment to the primary care provider or endocrinologist.

Along with the Director of Mental Health and Addictions and the Nurse Navigator from Centretown, Bonnie presented at the bi annual Rainbow Health Ontario conference in London in early March.

Submitted by: Jack McCarthy  
March 23, 2016