



**Ontario's Community
Health Centres**

**Les centres de santé
communautaire en Ontario**

FORTY YEARS FORTY STORIES

SOMERSET WEST
**COMMUNITY
HEALTH
CENTRE**

ANNUAL REPORT
2011-2012

Centre de Santé Communautaire Somerset West Community Health Centre

FORTY YEARS FORTY STORIES

1972

Situated above the Capital House Tavern on Rochester Street, Dalhousie Community Services saw multiple agencies come together under one roof for the first time.

1975

A strong community consensus that medical services were needed in the Dalhousie area lead to the addition of three physicians and a Centre supervisor. More space was needed and the Centre moved to 43 Eccles Street.

1978

Dalhousie Health and Community Services became officially incorporated and saw the addition of new services including the Family Support and Enrichment Program.

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OUR MISSION

Somerset West Community Health Centre exists to help the residents of West-Central Ottawa achieve optimal health and social well-being. Special attention is given to those who have additional needs because of income, language, culture, age, gender, gender identity, sexual orientation, family composition, disability or other factors and as a result have difficulties accessing primary health care or social services.

OUR APPROACH

We promote and assist change at the individual, community and social levels through the provision of quality services, community action and social advocacy.

NOTRE MISSION

Le Centre de santé communautaire Somerset Ouest existe pour aider les résidents du secteur ouest du centre d'Ottawa à bénéficier d'une santé et d'un bien-être social optimaux. Nous portons une attention spéciale aux personnes qui éprouvent des besoins supplémentaires en raison de leur revenu, de leur langue, de leur culture, de leur âge, de leur sexe, de leur identité de genre, de leur orientation sexuelle, de la composition de leur famille, d'un handicap ou d'autres facteurs, et qui, par conséquent, connaissent des difficultés d'accès à des soins de santé primaires ou à des services sociaux.

NOTRE APPROCHE

Nous promouvons et aidons le changement sur les plans personnel, communautaire et social par la prestation de services de qualité, l'action communautaire et la défense d'intérêts sociaux.

1982

Dalhousie Health and Community Services moved into improved office space at the former St. Jean Baptiste School located at 755 Somerset St. West.





“Volunteers do not necessarily have the time; they just have the heart.”

Elizabeth Andrew

OUR VOLUNTEERS

Volunteering is fundamental to a healthy, vibrant and resilient community! We would like to thank all our 115 registered volunteers who contribute thousands of hours of services with compassion, dedication and commitment.

OUR DONORS



The generosity of our individual donors, community and corporate partners continues to support our efforts in enhancing programs and services for the community we serve. In 2011-2012 we collectively raised over \$90,000 in donations, corporate sponsorship and one-time funding opportunities. These funds supported our mental health outreach programs with much needed supplies, enhanced seniors programming, funded cultural festivals and special events, bought school supplies for kids whose families are on limited income and so much more!

To all our donors and partners, thank you for helping us continue moving forward in building a healthy community!

SWCHC BOARD OF DIRECTORS 2011-2012

Board Chair

Mike Bell

Vice Chair

Nancy Douglas

Board Secretary

Grace Xue Xin

Treasurer

Anthony Boghossian

Board Directors:

Elda Allen

Andriata Chironda

Cliff Gazee

Annie Hillis

Dau-Thi Huynh

Margarite Keeley

Kristie Kelly

Glenn McLeish

Sally Rutherford

Vicky Smallman

Valerie Adams

Khanh Vu Duc

(resigned)

Staff Representatives to the Board (Non Voting)

Daniela Buri

John Becvar



LETTER FROM THE BOARD PRESIDENT

This is the end of my six year term as a Board Member of SWCHC and the end of my second year as the Chair. In my time on the Board I have had the privilege of being mentored by dedicated and talented staff and Board Members who have made this time a learning experience for me that rivals the programs provided by many educational institutions in this country. I will be forever appreciative of what I have learned here at SWCHC. Dedication, passion, compassion and consistency are values that I have observed here on a daily basis, day after day, year after year. There is a spirit in this organization that makes change happen while keeping true to the principle of Every One Matters.

Ours is an organization that continues to evolve and to grow. At a time of government austerity, the CHC model of care is being recognized as one of the most efficient means of delivering primary health care to the community. The demand for our services continues to increase, straining our capacity to provide for the needs of the residents in our catchment area.

Over the last 40 years, SWCHC has become an anchor organization in the community, providing primary health care, assisting with the needs of families, as well as lobbying for the betterment of the social determinants of health for the residents of the area and for the citizens of Ontario as a whole. The direction forward is further growth to the western side of our catchment area with the exciting new development of the Hintonburg Hub. We do live in interesting times but the values, systems and integration of SWCHC in the community that it serves, ensures that whatever lies ahead, we will be up to the challenge.

Mike Bell
Board President
2011 - 2012

**1985
to
1989**

These years saw rapid expansion of services including Community Development, Asian Social Services and Seniors Interaction.

1990

Dalhousie Health and Community Services saw its service boundaries expand to include Elmdale ward to the west.



LETTER FROM THE EXECUTIVE DIRECTOR

This year we celebrate the 50th anniversary of Medicare, arguably one of our country's finest accomplishments, thanks in large measure to the leadership of Tommy Douglas. To think 30 years ago at the annual general meeting of Somerset West CHC (formerly Dalhousie Health and Community Services) our guest speaker was none other than Tommy Douglas. And this year we celebrate 40 years of building a healthy community. All important anniversaries!

It is a great feeling to have, knowing that our community health centre is a part of this proud history. Over the last forty years our mission has been to provide quality primary health care services, build a healthy community and contribute to healthy public policy. We have done this with gusto, and we continue full steam ahead. We have not only been inspired by the vision of Tommy Douglas, but have been energized by the engagement of board and staff members past and present in the struggle to make our world / our community a better place.

May the next 40 years at SWCHC build on this fine tradition, as we take a moment this year, our 40th anniversary, to both celebrate the past and look forward to shaping the future.

Jack McCarthy
Executive Director
June 2012



1. CHANGE

I used to be someone who thought she was below being heard by people who could create societal change, and now I am a familiar face at some change-creating meetings. With the patience, understanding and assistance provided by the Community Developers at SWCHC our community has nurtured a vision for our future and a sense of hope and the power to make it a reality.



Amanda Bigeau
(Former Staff)

2. ALTERNATIVE CARE

Your 40th anniversary gives me a good opportunity to express my heartfelt thanks for the decade's long attentive care I've obtained from SWCHC by doctors and especially by the Seniors Outreach Nurses. I'm in my 88th year now and I've received innumerable help from SWCHC including good medical advice and helping smooth the difficulties of my loneliness.

—John Bekesy (Client)

3. SERVICES

It all began nineteen years ago when I moved to this neighbourhood! Upon finding a new family doctor, I discovered the many services available at SWCHC. Through the years everyone has been wonderful and has made me feel like a part of a family in our community.

—Lorraine Trudel (Client)

1991

Property on the corner of Booth and Eccles Streets was purchased and construction began at 55 Eccles Street.

1992

Dalhousie Health and Community Services officially became Somerset West Community Health Centre.

1993

Somerset West Community Health Centre hosts the official grand opening of 55 Eccles St. Our new Walk-In Clinic is staffed by Nurse Practitioners.



4. MUSIC

During the Laroche Park Youth Drop-In we had the opportunity to create a proposal for a music program in our community. WE WERE SUCCESSFUL and we are looking forward to the opportunity to enhance our musical skills and showcase our talent at local community events.

—*Codie Amaro* (Client)

6. KINDNESS

Heartfelt gratitude is what I feel when I think about the Somerset West Community Health Centre! It is not just the professionalism and services at the Centre but the warmth, friendliness, patience, courtesy and kindness which are appreciated by a disadvantaged member of the community.

—*Linda Bloomfield*
(Client)

5. HEALING

My adult children and now my two grandchildren have grown up in the SWCHC family. As a small token of my appreciation I now volunteer at the Centre. SWCHC is a community agency that exemplifies what a health care organization should be; only when the mind, body and spirit are treated as a whole can we truly heal, grow and develop.

—*Laura Mayer*
(Volunteer/Client)

7. VALUABLE

The expertise provided at the Well Baby Drop-In has been incredibly valuable to myself and my family – through the incredible support and guidance of the lactation consultant to the advice of the nutritionists. Thank you so much for this invaluable program and the fantastic staff.

—*Ingrid Burgetz* (Client)





8. DEDICATION

The SWCHC is an outstanding health centre! I am so thankful that I am receiving such marvelous health care. The staff are always welcoming, friendly and dedicated to helping the patient. Thank you for the wonderful care and Happy Anniversary!

—*Bernice Plebani*
(Client)

9. WELLNESS CENTRE

The Wellness Centre and SWCHC helped me and many others adapt to life in Canada! They found us family doctors to keep us well, helped make other needed appointments including health specialists and dentists. We are blessed with your services!

—*Amal* (Client)



Jean Christie
(Former Board Chair)

10. PRIMARY CARE

I became a client because I was a huge fan of the model of community-based primary care that CHCs represented. CONGRATULATIONS to the hundreds of people whose commitment, dedication and selfless hard work have made Somerset West CHC the community treasure it has been, for 40 years!

11. COMPASSION

The heartbeat of SWCHC has always been the people who walk through our doors, and the staff have always been what's held SWCHC together with compassion, dedication and hard work! We look forward to the next 40 years and the surprises and challenges ahead.

—*Rosemary Jones* (Staff)

12. BREASTFEEDING

My son's first doctor's appointment at 4 days old is something I will never forget! I was having so much trouble feeding my son and I was feeling tired and stressed. SWCHC made an appointment for me with the lactation consultant, it literally saved our breastfeeding relationship, as well as my mental health and confidence. Thank you SWCHC and happy 40th anniversary!

—*Ilana Smyth* (Client)

1996 SWCHC celebrates 25 years of making a difference in our community.

1997 SWCHC joined with other member Centres to form the Coalition of Ottawa Carleton Community Resource Centres – now known as the Coalition of Community Health and Resource Centres.

13. YOUTH PROGRAMS

Somerset West has positively impacted my life through their many programs for youth. Soon after the Rochester Height's community house first opened, I was immediately attracted to the range of activities offered. I can never express enough gratitude for Somerset West staff who put forward their best efforts in making programs fun and worthwhile. Somerset West will always have a piece of my heart!

—Amina Haggar (Client)

14. MADE A DIFFERENCE

Imagine you are an immigrant, you know little about Canadian culture and society. On top of that you are embracing the challenging role of being a parent. You might feel lonely, lost and even depressed! This was how I felt 9 years ago when I encountered the staff at SWCHC. They made such a difference in my life, they helped us immensely and I'm forever thankful for the help and services offered. Happy Anniversary!

—Ju Hang (Client)

15. WOMEN'S SELF ESTEEM

The Women's Self Esteem program has provided me with infinite tools that have helped me conquer huge obstacles in my life. I still keep in contact with ladies from the group and today they have all blossomed into strong women, productive members of their communities and are involved in volunteering because of the program and group support.

—Norma Carlsson (Client)

16. SENIORS

Yet Keen Seniors' Day Centre is such a good place for seniors to play, learn and meet more friends. I would definitely recommend SWCHC to my friends and family. SWCHC makes a huge difference in the seniors' lives. Our seniors have an enjoyable life, and become more physically and mentally healthy.

—Grace So (Client)



17. IMPROVING LIFE

When SWCHC marks its 40th anniversary at this year's AGM, I will be completing my second 6 year term on the board. SWCHC has come to play a significant role in my life; from helping me through a time of crisis to affording me the opportunity to make a contribution to improving life in our community and city. I am eternally grateful to SWCHC and its dedicated staff for bringing light and hope back into my life and by extension, into the lives of my children.



Cliff Gaze
(Board of Directors)

18. MULTICULTURAL

我是日健高齡康樂中心的會員。我參加日健的太極班、氣功班和電腦班等等。我極之願意向親友推介森瑪錫西社康中心，他們的職員有很好的教育和專業水平。日健使我們這羣老人有機會參與社區活動。我可以在這裏和其他會員交任，又有機會認識新朋友。自從參加了日健後，我不再感到孤獨。日健使我們互相扶持，又助我們與社區連繫。

余贊霖

19. PRE-NATAL It is really important that First Steps Prenatal Nutrition program is offered in our community. Coming to First Steps has helped me to understand my growing baby and that proper eating habits for me are really important.

—Tracy Walby (Client)

20. ROLE MODELS

SWCHC took a lead role in creating the Rochester Heights Youth Advisory. This group of dedicated youth are passionate about representing the youth in their neighbourhood, and making their voices heard. Their community service has enriched the community, and has provided children in the neighbourhood with positive role models.

—Meghan Macdonnell
(Youth Worker)

2000

Saw slow and steady growth with several new programs added including Street Health Outreach, Youth Employment Apprenticeship Program and services within the local family shelter.

2003

SWCHC had over 31,000 client visits and our annual budget topped out at just over \$5 million dollars.

21. COMMITMENT

If the walls could talk, they would describe a committed staff and community members who are constantly seeking new ways to make the quality of people's lives better, through quality health care, advocacy and community development. I still love coming back to see everyone and so many people are still there after more than 10 years away! Congratulations I hope to see you to celebrate your 40th Anniversary on June 20th.

Sherryl Smith
(Staff, Retired)

22. ADVOCACY

I had the honour of serving as a board member between 2000 and 2006. SWCHC has had a positive impact on the health of individuals, cultural groups, and our entire city over the past 40 years. SWCHC has made a difference in our city by advocating for change that makes our city a better place to live.

—Marion Van de Wetering
(Former Board Member)

23. LOVE

Our job is just like planting seeds; with patience and confidence we give them good soil, water, sunlight, love and care. We can't see what's happening under the ground, but one day it will grow. Never give up!

(Outreach Nurse)

24. WELL-BEING

I have lived in the catchment area for over 10 years. I served on the Centre's board for 6 years, and have remained a community volunteer with SWCHC. I'm grateful to assist an organization so vital to the health and well-being of our community. Congratulations on this important anniversary.

—Aileen Leo
(Volunteer/Former Board Chair)



25. INITIATIVES

On behalf of all of us at Cornerstone, I am very happy to express our best wishes to Somerset West Community Health Centre on the occasion of your 40th anniversary. It has been our pleasure to be neighbours and partners over the last year, and we look forward to developing a number of shared initiatives in the coming years.

—*Sue Garvey*
(Executive Director, Cornerstone)

26. MULTICULTURAL Gia đình tôi và nhiều người Việt khác có sử dụng những dịch vụ y tế và xã hội của Trung Tâm với sự giúp đỡ tận tâm, chu đáo và kín đáo của nhân viên. Hợp với câu “Vui lòng khách đến, vừa lòng khách đi.” Ngoài ra, Trung Tâm còn có dịch vụ như chăm sóc sức khoẻ cho người bệnh tâm thần để có thể sống hòa nhập trong cộng đồng. Nhân dịp này, tôi cũng xin cảm ơn ông Jack McCarthy cùng nhân viên của Trung tâm đã xin chính phủ tỉnh bang Ontario chấp thuận cho dịch vụ chăm cứu, giúp đỡ được rất nhiều người trong cộng đồng.

—*Lam An*



2005

Tragedy touched our community with the loss of five members of one family in a devastating fire on Somerset Street. SWCHC coordinated our community, our province and our country in coming together to help this family heal and begin to re-build their lives.

27. VOICE

As a community based organization, touching many aspects of life in the community Somerset West Community Health Centre is not only the focal point of health and developmental services, but also the voice and heart of the community. Thank you for the great work in the last 40 years SWCHC. As we would say in Chinese 【做福社群，天人共慶】. May God bless SWCHC, the people it touches and its many meaningful programs.



Peter Fan
(Former Board Chair)

28. COUNSELLING

I think SWCHC is very unique in providing programs and services to the immigrant community in the Ottawa-Gatineau capital region. Culture is a very important factor in good mental health and relationships. SWCHC's culture sensitive programs and services are very precious for the Chinese immigrant community.

—Name Withheld

30. HOPE As a former principal at Cambridge Street Community School, and a former SWCHC director, I have seen, first hand, the wonderful work carried out by the staff of SWCHC. SWCHC is a beacon for health promotion, social justice, and hope in this multicultural community. Happy 40th Anniversary SWCHC, thank you for all you have done for the community and for what you will no doubt continue to do in the future.

— Barbara Wright
(Principal OCDSB, Retired)

29. WELCOMING I've been working with SWCHC for just a few months as a vendor partner. I was apprehensive before my first meeting at the Centre because I have a long history of bad relationships with healthcare environments. When I walked in to Somerset West something was different! I felt at ease. The space was bright, warm and welcoming. It felt inclusive and safe and happy. The energy of the space matches Somerset's mission and it is an absolute joy spending time at the Centre and working with the staff there. It is the first healthcare space that I have ever felt truly comfortable in.

—Patrice Hall (Business Partner)

31. COMMUNITY

Congratulations on the great work done coordinating the Community Development Framework. This has been a great benefit to the Rochester Heights Community.

—Diane Holmes
(City Councillor)

32. MULTICULTURAL

Trung Tâm nhiều vị hiền tài; giúp người già yếu, khó nghèo, đơn cô. Bệnh đau có bác sĩ Cường; nhà cửa, tiền bạc cô Thu giúp liền. Nhức mỗi, châm cứu đến June; thể dục, sức khoẻ, Phụng, Tâm, tận tình. Hoàng, Hoa, thông dịch tiếng Anh; Huy, Hòa, Kiên, đến lâu hai gặp liền. Hạnh, Sơn, giúp đỡ linh tinh; nhân viên tất cả, thủy đều dễ thương. Mọi người có tấm lòng nhân; người Việt cảm tạ Trung Tâm thật nhiều.

—*T.T.H. Flower* (Client)

34. SUPPORT

SWCHC has been valuable in supporting the Vietnamese Canadian Centre's senior's healthy living programs by providing resources to educate our community. By supporting our Asian Heritage Month initiatives they also contributed to a more cohesive community by encouraging intercultural collaboration. Thank you SWCHC and congratulations on 40 years of dedicated community service.

—*Minh Luu*
(A/Executive Director, Vietnamese Centre & Vietnamese Canadian Federation)

2007

As we celebrate our 35th Anniversary, the Community Services Team of SWCHC moved back to space at 755 Somerset Street as we began to outgrow our space at 55 Eccles. SWCHC was designated as a Baby Friendly Organization, the first CHC in Canada to achieve this designation.

33. CULTURE Somerset West Community Health Centre has made a big difference to our family from my parents, to me and my children with exposure to the Chinese language and culture, and to helping new families adapt to Canadian culture.

—*Diane Chan* (Client)

35. COLLABORATION

Congratulations on 40 years of understanding and responding to the community's needs. As a seconded worker at SWCHC from the Children's Aid Society of Ottawa I spent over 20 years marveling at the compassion, innovation, dedication and collaboration from every person involved with SWCHC, from the program volunteers, board members and every staff member. With continued leadership from SWCHC the future certainly is BRIGHTER.

—*Paul Bourguignon*
(CAS Ottawa)





Kitty Braceland
(Staff, Retired)

36. MEMORIES

As my 34 years of service at SWCHC as a Nurse Practitioner wind down I will take with me many memories of a workplace that was never boring, always challenging, full of laughter and always strives to provide the best health care available. As I head into retirement, SWCHC will always have a place in my heart and I send my sincerest congratulations on 40 years of outstanding community service.

37. VIETNAMESE COMMUNITY

As an individual working within the Vietnamese community, I can attest to the importance of community members, especially seniors, having access to health care and social services in Vietnamese. Having been on the Board of Directors of SWCHC, I have seen up close, the dedication and caring of your team. Thank you and Congratulations on your 40th Anniversary.

—*Nhung Hoang* (Former Board Member)

38. DEVELOPMENT

My involvement with Somerset West CHC began in 1990 when I was asked to help manage a capital project that became the building at 55 Eccles. The building has evolved into an important community hub, with the modest “piazza” in front becoming a gathering place for area residents. Congratulations on 40 years of exceptional service to the community and here’s to the next 40 years!

—*Phillip Brown*
(Former Board Member)

39. PARTNERSHIP

Thank you SWCHC for all the years of wonderful service to our community! At St. Luke’s Lunch Club we appreciate all the time your staff dedicate to our programs and the working partnership we have enjoyed for more than 25 years. Congratulations on your 40th Anniversary from all of us at St. Luke’s.

Maxine Stata
(St. Luke’s Lunch Club)

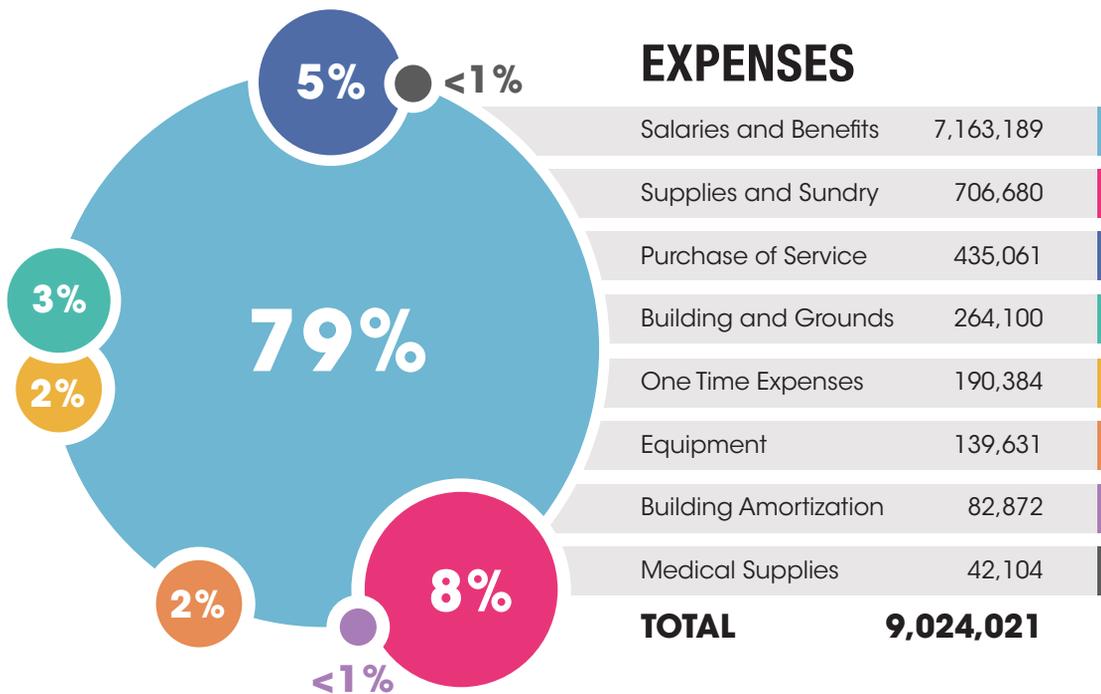
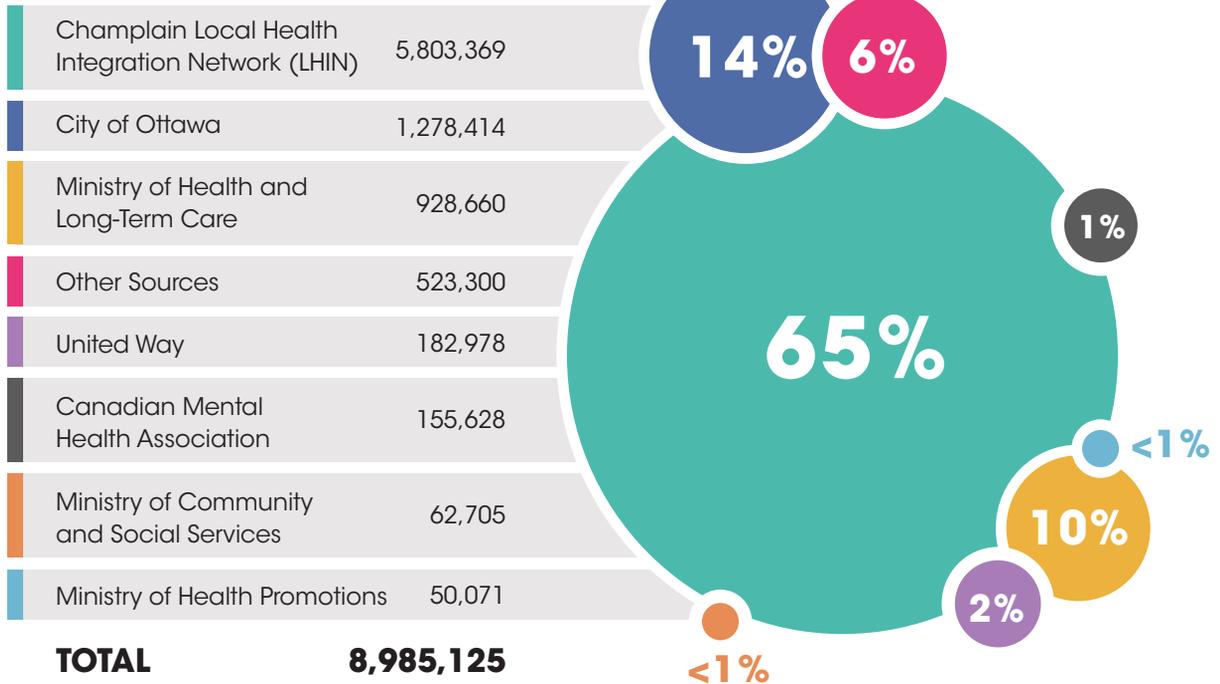
40. UNIQUE

I think SWCHC is very unique in providing programs and services to the immigrant community in the Ottawa-Gatineau capital region. Culture is a very important factor in good mental health and relationships. SWCHC’s culture sensitive programs and services are very precious for the Chinese immigrant community.

—*Name Withheld*

REVENUE AND EXPENDITURES

REVENUE



*This schedule of revenue and expenses is un-audited. Please go to www.swchc.on.ca for our full audited financial statements.

FORTY YEARS FORTY STORIES

TIMELINE

Members of the Rochester Heights community celebrate the long awaited opening of the Rochester Heights Community House.

2008

SWCHC physician Dr. Dona Bowers receives the Ontario family Physician of the Year Award - a first for any CHC physician.

2009

SWCHC heads into 40 years of building a healthy community that will be celebrated on June 20, 2012 with our 40th Annual General Meeting.

**2011
to
2012**