



Annual Report 2013-2014

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.

Chair of the Board and Executive Director's *Report* (2013–14)

Momentum and excitement are building as we get ready to open our new Branch at 30 Rosemount on September 2, 2014. Staff have been very busy over the past year working out all of the details of the design and work flow of our new space. It will be functional and welcoming and we can't wait to show it off! Over 15 SWCHC staff members will relocate to the new site as more than 3,000 of our existing clients will soon receive services there.

Our development team, lead by Phil Brown of Jackson Brown and Associates, has come together to oversee this major renovation at 30 Rosemount. Phil's guidance has been invaluable. Anthony Leaning of CSV Architects and the folks at Bradford Construction have been great to work with. As well, local artists have been engaged to ensure that the Rosemount Branch captures the spirit of their neighbourhood.

Board members are taking lead roles in launching our capital fundraising campaign. We are very optimistic that we will achieve our goal of raising \$500,000. Many thanks are due to local businesses and individuals who are contributing to our campaign. Several community fundraising events are planned in the months to come. Please watch for our grand opening celebration on September 18, 2014.

Each month at our regular meeting, the Board is grateful to receive a presentation from front line and program staff, which invariably demonstrates the commitment, passion and energy in which our vast range of health and social services are delivered to our community. For example, the Yet Keen Seniors' program, Ottawa Newcomer Clinic, After 4 programs, and the work of our dietitians are just a few of the amazing programs that the Board has seen fulfill the mission of SWCHC this year.

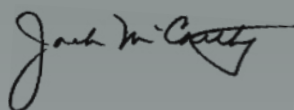
The SWCHC Quality Oversight Committee is fortunate to have board and community members with a wide breadth of skills and knowledge. This diversity of views and the willingness of members to contribute have enabled the committee to evolve from a focus on the monitoring of targets to more generative discussions that challenge our assumptions and probe the values behind the data.

Our advocacy work continues to be one of our core strengths. Supporting refugee health programs, food security, lobbying for affordable housing and more: these continue to be issues that we address as part of our commitment to ensure our focus on the social determinants of health is alive and well at SWCHC.

To all of our volunteers, partner agencies, community organizations, elected representatives, donors, board members and staff, we thank you wholeheartedly for your support.



Annie Hillis
Board Chair



Jack McCarthy
Executive Director



Annual Report *Highlights*

Transition to Rosemount Site

The Primary Health Care Team remains hard at work planning the many operational details required for the successful transition of a team of staff members who will move to our second location at 30 Rosemount Avenue. From scheduling, to supplies and equipment, staff are working hard to ensure no details are overlooked. The Rosemount Branch is scheduled to open officially on September 18, 2014.

Pharmacist in PHC Pilot

With the generous support of Tony Boghossian of Bell Pharmacy, the Primary Health Care Team implemented a seven-month pilot that incorporated a pharmacist into the PHC Team. The pharmacist, Kassem Osman, worked with a small group of providers one day per week. The benefits of having a pharmacist on the team are innumerable and something SWCHC has wanted for a very long time.

Multicultural Health Navigators

SWCHC has received funding from the Champlain Local Health Integration Network (LHIN) to hire four part-time staff to assist members of four ethno-cultural communities access and navigate the health system. These staff will be located at the Newcomer Clinic at 219 Argyle Avenue. This proposal was generated by the Health and Wellbeing Sector Table of the Ottawa Local Immigration Partnership (OLIP), which is chaired by Jack McCarthy, Executive Director of SWCHC.

Art Program

Our harm reduction clients participated in an art workshop in April, facilitated by an artist through Artswell. Artswell is dedicated to improving the quality of life and well being of individuals living with the effects of age, illness or injury. Their goal is to empower individuals and communities through creativity by exposure to and engagement in the arts.

Health Promotion and Community Programs

The Department was successful in securing over \$345,000 in new grants from multiple funding sources which allowed us to deliver important health promotion and community programs in our catchment.



Daisy's Drop In

We are now running an early morning drop in for women working in the sex trade. This is a partnership with a number of organizations, including Carlington CHC, Ottawa Community Housing, Caldwell Family Centre, Crime Prevention Ottawa, Ottawa Police Service and Ottawa Public Health. The drop in offers a safe space where the women can receive breakfast, support and resources twice a month in the very early mornings.

Falls Prevention Exercise Programming

In July 2013 SWCHC participated in a submission to the Champlain Local Health Integration Network (LHIN) for a "Falls Prevention Exercise Program" aimed at seniors. This joint submission was successful and \$185,000 will be used by Champlain CHCs to offer evidence based falls prevention programming.

Accreditation

Thanks to the efforts of all our staff and the leadership provided by our board and managers, SWCHC received accreditation from the Canadian Centre for Accreditation for another four years.

Partnership

SWCHC is a partner with Centretown and South East Ottawa CHCs in the Chronic Disease Risk Assessment Project. The first year of this project will be focused on diabetes, including an Annual Diabetes Risk Assessment session which will include screening, diabetes education and health promotion.

Yet Keen Seniors Program

The Ontario Trillium Foundation has approved two year funding for a Volunteer Coordination Program for the Yet Keen Seniors Day Centre. This funding will allow Yet Keen to establish a culturally and linguistically appropriate program for the recruitment, selection, training and management of volunteers to support our programming at the Bronson Centre.

Children and Youth Services

The Children and Youth After School Program submitted a funding application to the RBC Foundation that was successful, resulting in \$26,000 for our afterschool programs for the 2013/14 school year.

We are implementing a new program in a grade 3 classroom at Cambridge St. Public School called FRIENDS for Life. This is a program designed to build emotional resilience and teach strategies that are practical and useful to help students cope with stressful life events.

Rochester Heights Community House

The Community House received \$22,000 in funding from the Ministry of Community Safety and Correctional Services which enabled us to involve 50 at-risk children and youth in community programs and after school activities.

Housing Support Services

A recently completed year-end report for the City of Ottawa highlighted the fact that SWCHC has provided temporary accommodation and housing support services to 172 families, with 74 of these families moving on to permanent affordable housing.

African, Caribbean and Black (ACB) Community Development Project

The ACB Community Development Project continues to improve access to health and community services for the African, Caribbean and Black communities by recruiting service providers for the citywide network.

HIV Prevention and HIV Health Initiative: African, Caribbean and Black Community

The ACB HIV Prevention Program and ACB Health & Community Development Initiative collaborated to organize a Health Symposium in February 2014. The Symposium brought together service providers who provide health and social services to the ACB Community in Ottawa to share best practices and seek solutions to the many challenges facing ACB communities.

Community Development

This winter, SWCHC piloted two winter Good Food Markets in January and February 2014 at 280 Rochester Street. At these markets, we were able to provide fresh, affordable produce at a great value. The majority of the market attendees were seniors who face accessibility issues in addition to facing challenges accessing healthy food.

Needle Exchange Safer Inhalation Program (NESI)

In the past year we've had the following interactions within the Needle Exchange and Safer Inhalation (NESI) Program:

Total amount of client interactions within our outreach services – **6,154**

Total amount of short term case management clients – **936**

Total amount of active Peer Workers – **79** (48 males, 31 females)



Our *Donors*. Thank you for being there for us!

We thank you once again for your generous gifts. SWCHC is fortunate to receive support from so many facets of the community. As a registered charity, SWCHC receives donations from many caring individuals, local businesses and corporations who wish to play a vital part in our community. We want to take this opportunity to say to all of our donors and partners: **Thank you for being there for us.** As SWCHC strives

to meet the needs of our community, these donations are invaluable for the support and enhancement of our programs and services.

This coming year will see SWCHC move into the largest capital fundraising campaign in our 42-year history! We look forward to the continued support of all our donors as we expand our services to our Rosemount Avenue branch in September 2014.



By The *Numbers*

12,887

active clients are registered with SWCHC

The Needle Exchange and Safer Inhalation (NESI) program saw

4,827

clients through our outreach van and

2,109

in the NESI room at 55 Eccles.

668

children, parents and caregivers attended playgroups

1,818

flu shots administered

55 children were served by our after school programs

74 groups had **1,434** sessions with an average of **11** people in each group

The NESI program supports **79 active** Peer Workers



1,461

clients had

5,285

appointments with our counselors

264

clients visited social services Walk-In.

In all, they made

407 visits

2,808 clients visited our walk in clinic.

In all, they made **6,979** visits to the clinic

1,482

are first-time clients

17 youth earned a total of

600

volunteer hours,

with 14

earning their

CPR/First Aid

certifications

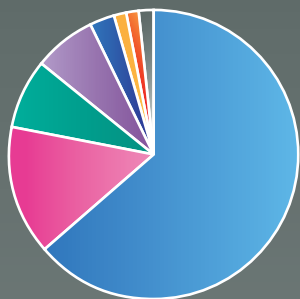


Rosemount Branch *Update*

After listening to our community's need for better access to health and social services, several years ago we began to plan the addition of what is now known as our **Rosemount Branch**. This branch will offer services and programs designed for the western part of our catchment area, where residents feel distant from our current facility by virtue of the rail line and bridge that divide our community. Between the new branch and improvements to our current branch, our health and social service teams will be able to serve an additional 1,100 clients. **By the fall of 2014, we will be one organization working in two main branches.** We will apply our knowledge from this experience when working at our two branches. Opening our new branch at 30 Rosemount Avenue will place community health in the heart of the neighbourhoods of Hintonburg, Mechanicsville, Wellington West and Champlain Park currently underserved by our original location. Excitement is growing!

Rosemount Avenue Capital Fundraising *Campaign*

March 20, 2014 saw the launch of SWCHC's largest capital fundraising campaign in our 42-year history. The Board of Directors approved a \$500,000 fundraising campaign to bring home the funds for needed supplies and equipment at our Rosemount Branch and much needed updates at our 55 Eccles location to enhance client flow and increased efficiency with more examination rooms. To be part of this exciting project, become a donor! Please check out our website at www.swchc.on.ca.



- **\$6,661,020**
Champlain Local Health Integration Network
- **\$1,506,056**
City of Ottawa
- **\$792,796**
Ministry of Health and Long-term Care
- **\$726,886**
Other Sources
- **\$303,650**
Other Community Health Centre Led Initiatives
- **\$131,144**
United Way
- **\$155,628**
Canadian Mental Health Association
- **\$151,455**
Other Ministries

REVENUE GROWTH

2013-14 Revenue	\$ 10,428,635
2012-13 Revenue	\$ 9,654,605
Growth	\$ 774,030
As %	8.0%

Audited financial statements available upon request or on our website www.swchc.on.ca

Funders

SWCHC would like to acknowledge and thank our principle funders, the Champlain Local Health Integration Network, City of Ottawa and the Ministry of Health and Long Term Care for their continued support. Our thanks also to the Public Health Agency of Canada, United Way Ottawa, Canadian Mental Health Association, Ministry of Community and Social Services, Ministry of Tourism Culture and Sport, Ministry of Safety and Correctional Services, The Community Foundation of Ottawa, Canada Post Foundation, RBC Foundation, Bell Pharmacy, Canadian Mothercraft, Brighter Futures and many other contributors who help keep our community programs and services active where they are needed most in our community.

Volunteers

Volunteering is fundamental to a healthy, vibrant and resilient community! We could not achieve what we do without the help of our diverse community of volunteers—the 145 women and men who give of themselves to ensure the best possible support to the programs and services we offer our clients. SWCHC volunteers generously gave almost 8,000 hours of service to our community in 2013-2014.





SWCHC Board of Directors

Annie Hillis	<i>Chairperson</i>
Margarite Keeley	<i>Vice Chairperson</i>
Glenn McLeish	<i>Secretary</i>
Valerie Adams	<i>Treasurer</i>
Andriata Chironda	Priscilla Hudon
Dau-Thi Huynh	William Lau
Sally Rutherford	Sarah Schmidt
Laura Setzer	Valerie Stam
Dick Stewart	Dawn Stoll
Erin McMahon	<i>Non voting staff representative</i>
Laurie Taylor	<i>Non voting staff representative</i>

“ We all want to live in a place that values health. Having an open-minded, practical and entrepreneurial organization like the Somerset West CHC open a branch in our neighbourhood is a very exciting thing that our community has already embraced.”

Annie Hillis, SWCHC Board Chair

“ SWCHC is a gold standard CHC that is generous in knowledge transfer, is a leader in its field, puts the client at the centre of everything it does, and has a strong team culture to achieve its mission, vision and strategic goals.”

Canadian Centre for Accreditation

“ Sometimes it only takes a moment to change a life. We at SWCHC want to be there at that moment.”

*Merry Cardinal,
SWCHC Director of Primary Care*

“ A health centre is part of a strong, vibrant community, alongside fresh food markets, good transit, walkability to local schools, shops, restaurants and opportunities to meet neighbours. We're part of a continuum of healthy living.”

*Jack McCarthy,
SWCHC Executive Director*

Where to Find Us



SWCHC Eccles Branch

55 Eccles Street, Ottawa, ON K1R 6S3
Main Reception: 613-238-8210
Main Fax: 613-238-7595
Medical Reception: 613-238-1220
Medical Fax: 613-235-2982
E-mail: info@swchc.on.ca

SWCHC Rosemount Branch

Opening September 2014
30 Rosemount Avenue
Ottawa, ON K1Y 3H7



Ontario's Community Health Centres
Every One Matters.