

# 2017



## SOMERSET WEST COMMUNITY HEALTH CENTRE ANNUAL REPORT



SOMERSET WEST  
**COMMUNITY**  
**HEALTH**  
CENTRE

# A Snapshot of Somerset West Community Health Centre (SWCHC)

**3,257**  
people visited  
**SWCHC**  
walk-in  
clinics

**3,624**  
visits to  
**SWCHC**  
counsellors

**100**  
volunteers &  
**80**  
harm reduction  
peers

**50+** programs &  
services

Services in  
**14+** languages

**13,916** clients

Home  
visits to  
**30+**  
rooming houses and  
**over 400**  
rooming house  
tenants

**724**  
children and  
caregivers  
**attended**  
**playgroups**

**80**  
children regularly  
attended  
**SWCHC**  
after-school  
programs



*I like the fact that SWCHC is more  
community-oriented and more into  
prevention than regular doctors I've met.*



# Letter from the Chairperson of the Board & the Executive Director

**S**omerset West Community Health Centre (SWCHC) is always a very busy place and that was indeed the case in 2016-17. Three important projects made for a fruitful year at SWCHC: accreditation, planning our future, and leading a movement for respect for diversity in our community.

Every four years, SWCHC undergoes an accreditation process through the Canadian Centre for Accreditation (CCA). The CCA reviews every aspect of who we are, how we engage with the community, and how we deliver services that are relevant and effective. We choose to do this because we are committed to providing excellent services. This rigorous process starts with months of preparation and culminates in a week of review and examination by an external team of peers. We are proud to report that SWCHC has received accreditation by the CCA.

In 2016-17, we also turned our attention to what the future holds for SWCHC and our community. We facilitated several strategic planning events throughout the year to gather valuable information from stakeholders and partners in our service area. We are now in the process of developing a new strategic plan to guide the organization in the upcoming years in our community. Also, in collaboration with the other five community health centres in Ottawa, we are establishing a joint plan to work together regionally in the increasingly complex environment. We will present this plan to our members for consideration in 2018.

SWCHC is a community leader in promoting acceptance of and respect for all. In 2016-17, the

Centre adopted an anti-racism and anti-oppression policy. This is one way we have responded to both systemic and overt acts of racism in our community and our city. SWCHC will continue to lead by identifying and responding to acts of racism and oppression.

As an innovator, SWCHC always looks for new opportunities to better serve our community. Examples include expanding our Lung Health program to include home-based ventilation, and offering the Friends for Life anxiety prevention program in local schools. We look forward to celebrating community engagement and diversity at our 2nd annual open house in December 2017. Onwards!



**Dick Stewart**  
*Chairperson of the  
Board of Directors*



**Naini Cloutier**  
*Executive Director*





We provide services in anti-racist, anti-oppressive environments that are safe for people.

Adopted an **anti-racism and anti-oppression** policy ✓

Trained over **80 staff** on Indigenous Awareness and the historical reality of colonization – **organized by our Health Equity Committee.** ✓



*You feel comfortable to join whatever programs are going on, everybody is friendly!*



# Sabeen's Journey

Sabeen arrived in Ottawa with her family as a refugee. Her journey with SWCHC began in the winter of 2016 when she was temporarily housed at the Radisson Hotel. There, a SWCHC nurse practitioner provided her with urgent primary care and referred Sabeen to the Centre's **Ottawa Newcomer Clinic**. After being assessed and referred for further specialized care, Sabeen was diagnosed with a serious health problem and needed treatment. Our work was not finished just yet!

We connected Sabeen with one of our **multicultural health navigators** who helped her navigate the healthcare system, including getting to and from the hospital and managing multiple appointments. Throughout her journey, Sabeen and her interprofessional healthcare team were able to communicate thanks to the **interpretation services** provided by SWCHC's Ottawa Language Access program. That's what we call quality, coordinated care!



*"The healthcare system is marvelous and I was able to get everything I needed."*



Multicultural health navigators serve newcomers in nine languages.

We strive to improve the social conditions that affect people's health, such as housing, education, and employment.

## Affordable Housing

Our outreach to local rooming houses shows that the **living conditions in West-Central Ottawa rooming houses are poor**. This year, we **advocated** for change.

In partnership with Centretown Community Health Centre, we released a research report on the health and well-being of people in rooming houses and called to action the three levels of government to ensure **safe, affordable housing** for all.

### Outcomes

- Increase in the number of rooming houses inspected by **by-law and fire services**
- **\$75,000** donated anonymously to SWCHC to provide necessities for rooming house tenants, such as beds and mattress covers



# Food Security

Finding affordable, nutritious food is an ongoing challenge in West-Central Ottawa. That's why SWCHC coordinates programs to **increase access to healthy and affordable food** in our neighbourhood. Kudos to the many volunteers who donate time to make our community food secure!

## We're happy to report:

- The MarketMobile now visits Mechanicsville every week
- The Good Food Box grew by **45%** in 2016-17

Our programs and services increase the capacity of local communities to address their needs and improve individual and community health and well-being.

## Steward's Table

The Steward's Table, a group of community leaders and partners convened by SWCHC, began meeting this year to explore strategies to address the negative impacts of **gentrification** and development in our community. Our goal is to support and build a **healthy, diverse and inclusive community!**



Members of SWCHC's Steward's Table



Growing greens and learning about healthy eating with a garden tower from the Parkdale Food Centre

## Food and Finance

The Rochester Heights Community House and the Parkdale Food Centre (PFC) partnered this year to bring home-grown produce back to the neighbourhood! Kids from SWCHC's after-school program at Rochester Heights learned to plant, nurture and harvest lettuces and herbs from a vertical aeroponic garden tower as part of PFC's *Food and Finance: Growing Futures* program. The greens are then sold to local restaurants or enjoyed by the kids, who learn about financial literacy and healthy eating along the way!



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## Making Voices Count

Making Voices Count (MVC) – of which SWCHC is a member – works with Ottawa City decision makers to create **a city for all**.

In 2016, MVC successfully advocated for more **affordable public transit** and **increased funding for social agencies** in Ottawa. As a result:

- OC Transpo **launched the EquiPass**, a new affordable monthly bus pass for people with low incomes
- The City of Ottawa created a **500k sustainability fund** for local social services agencies to meet growing demand for services

## Yet Keen Seniors' Day Program

Yet Keen is a day program that promotes the physical wellbeing of Chinese-speaking seniors. This year, Yet Keen helped keep over 250 seniors active and engaged in the community by providing culturally-appropriate services!



Yet Keen seniors enjoying a holiday party.



We ensure people who face barriers to accessing health services – because of their culture, disability, age, and many other factors – get the services they need.

## Walk-In Counselling

In 2016, SWCHC started offering **walk-in counselling services** in Cantonese and Mandarin. The new program, called The Walk-In Counselling Clinic, is a partnership with Jewish Family Services.

As a primary health care organization, we are accountable for reporting outcomes to funders and our local community.

- Quality Improvement Plan
- Client Experience Survey
- Accreditation by the Canadian Centre for Accreditation

### Follow up care

**74%** of clients had contact with SWCHC within 7 days of discharge from hospital



*"I feel a great debt of gratitude to [SWCHC's Lung Health program] for your kindness and expertise in bringing me to this feeling of good health!"*



# Supervised Injection Services

Every person deserves access to safe health services. That's why, in June 2016, the Board of Directors approved the **expansion of the Needle Exchange and Safer Inhalation (NESI) program** to include supervised injection services (SIS) for people who use drugs.

In March 2017, SWCHC **submitted a funding application** to the provincial government in order to operate SIS.



Staff and peers of the Needle Exchange and Safer Inhalation (NESI) program.

We plan services and programs based on population health needs: that's what makes us unique.

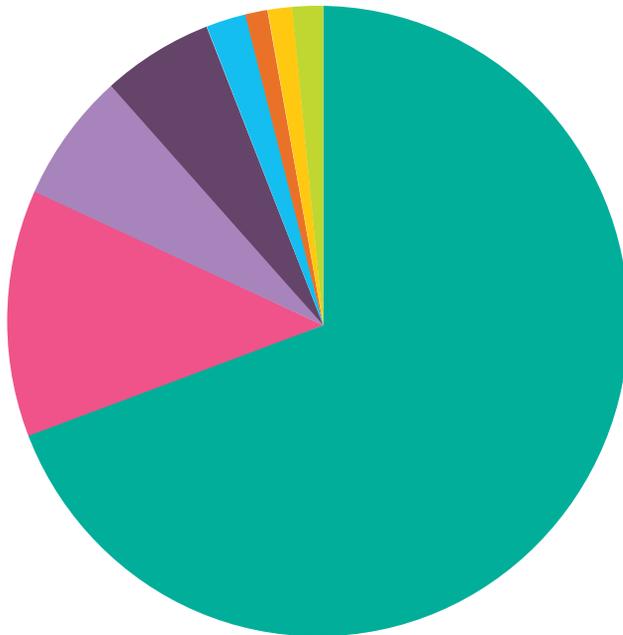


## We're happy to report

As of June 2017, SWCHC has submitted a federal exemption application to Health Canada and is waiting for authorization to offer SIS at the Centre's Eccles Branch

# Funding

Thank you to our many partners and funders that make it possible for us to support people and communities to enjoy the best possible health and well-being.



Champlain Local Health Integration Network	<b>\$7,646,502</b>
City of Ottawa	<b>\$1,381,717</b>
Ministry of Health and Long-Term Care	<b>\$737,896</b>
Other Sources	<b>\$570,725</b>
Other Community Health Centre Led Initiatives	<b>\$259,299</b>
United Way	<b>\$94,176</b>
Canadian Mental Health Association	<b>\$155,628</b>
Other Ministries	<b>\$180,316</b>

**TOTAL: \$11,026,259**



Audited financial statements are available online at [swchc.on.ca](http://swchc.on.ca).

# Stay Connected



## VISIT US:

[swchc.on.ca](http://swchc.on.ca)

## DROP BY:

### **Eccles Branch**

55 Eccles Street  
Ottawa, ON K1R 6S3

### **Rosemount Branch**

30 Rosemount Avenue  
Ottawa, ON K1Y 1P4

## CALL US:

613-238-8210

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# Service Area



## Proud member of



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COALITION DES CENTRES DE RESSOURCES  
ET DE SANTÉ COMMUNAUTAIRES D'OTTAWA



Ontario's Community  
Health Centres  
Les centres de santé  
communautaire en Ontario

ASSOCIATION CANADIENNE DES  
CENTRES DE SANTÉ COMMUNAUTAIRE



CANADIAN ASSOCIATION OF  
COMMUNITY HEALTH CENTRES

# Governed by Community

We are governed by a local volunteer Board of Directors who ensures that we respond to the needs of our community. To our Board Members, thank you for your engagement and contributions to developing social capital and community leadership!



*SWCHC is an organization that puts clients first and continually works to improve services through the dedication and creativity of its board and staff."*

- Canadian Centre for Accreditation





# Our Philosophy: The Model of Health and Wellbeing

Developed by the Association of Ontario Health Centres, the Model of Health and Wellbeing represents the **values and principles** that guide community health centres across the province.

At Somerset West Community Health Centre (SWCHC), this model is the **foundation** of all the work we do.



## Mission

We **support people and communities** to enjoy the **best possible health and well-being**.

We do this by providing primary healthcare and social services, and promoting access to the social conditions that influence health, such as housing, food security, employment and civic engagement.

We remove barriers to accessing services for **people who are vulnerable** because of their age, income, abilities, sexual orientation or gender identity, and language or culture.