



OUR JOURNEY TOWARDS HEALTH EQUITY

APRIL 2017

Primary Health Care and Harm Reduction collaborate on another successful veterinary clinic. 28 clients were served, and care provided for 13 cats and 16 dogs. People accessed primary healthcare, dental screening (Ottawa Public Health) nicotine replacement therapy and twenty Naloxone kits.

Contract with Jewish Family Services (JFS) renewed for a second year for Walk-In Single Session Counselling services.

Scouts Canada teamed up with our Keeping Youth Connected at Rochester Community House to build 4 raised garden beds.

Community Foundation of Ottawa supports "Building Community...Together" a grassroots community engagement initiative to develop a resident-led community plan for West Centretown.

Staff and Board Members identify four strategic areas People Centred, Equity and Advocacy, Healthy Work Environment and Organizational Sustainability for our framework for our aims, aspirations, and objectives.

"I AM SO PROUD TO BE A PART OF SUCH PIONEER FOR CHANGE AND WITH SUCH COMMITTED, LIKE-MINDED PEOPLE!"
ADELINE, HARM REDUCTION WORKER

JUNE 2017

We receive four-year Accreditation from the Canadian Centre for Accreditation.

Need help with emotional eating? "Craving Change" will help you build awareness, cope with urges, and create a healthy relationship with food. Offered throughout the year.

We celebrate the 45th Birthday of SWCHC with a street party at 30 Rosemount.

A partnership with Richard Pfaff Alternative High School and the Urban Aboriginal High School provides on-site health services. These students can also access services through Eccles Walk-In.

Through a partnership with the City of Ottawa's Love to Skate program, all our after-school program participants receive a Canadian Tire voucher to be used for the purchase of new skates and a helmet and will attend skating lessons.

JULY 2017

Installation of harm reduction vending machines at 55 Eccles provides 24 hours access to sterile needles and inhalation supplies.

SEPT 2017

90 seniors from Yet Keen Seniors' Day Centre visited the historic Railway Museum in Smiths Falls and were thrilled to see old trains and learn about the Canadian railway transportation system.

Our Health Equity Committee sets targets to monitor the implementation of our Anti-Racism, Anti-Oppression Policy.

Demand for services at the Ottawa Language Access Services reaches capacity necessitating that we explore alternative revenue streams such as a Social Enterprise. Thanks to Elaine Medline from the Champlain LHIN support.

DEC 2017

All systems are go for our Supervised Injection site at 55 Eccles. We have been granted an exemption from Health Canada and program funding from the Ministry of Health and Long-Term Care.

We work with Access Alliance to champion the development of a common health equity framework to overcome systemic inequities.

Second Annual Open House at 55 Eccles is a community celebration with crafts, cookie decorating, henna, a photo booth, and a performance by St. Anthony's Children's Choir.

Champlain LHIN funds a three-month pilot project allowing us to work in partnership with Centretown and Carlington Community Health Centres to identify best practices in employing people with lived experience as harm reduction workers.

Ontario Trillium Foundation funds a 3-year grant to replicate the successful NESI peer program at the Rochester Heights Community House, at the Yet Keen Seniors' Day Centre, and in the Mechanicsville community. The project also seeks to build capacity in these program areas by recruiting, training, and supporting 'peers' within the program to support service delivery.

CELEBRATION OF HEALTH AND WELLBEING WEEK!

Rochester Heights Community House celebrates a Cultural Celebration community meal. Over fifteen community members volunteered to cook a meal from their culture! There was music, an El Salvadorian dance group, African drummers, henna, and face painting. We had tremendous support from Community Development Framework and the United Way Spark Grant. This is sure to become an annual event.

We celebrate the unveiling of "The DNA Model for Community" by Marika Jemma, an Enriched Bread Artist, and motivational speech by Karen Secord, Parkdale Food Centre.

IT WAS INDEED A GREAT PRIVILEGE TO WORK WITH SUCH A PASSIONATE AND DEDICATED GROUP OF PEOPLE (VOLUNTEERS AND PROFESSIONAL STAFF) WHO HAVE A PROACTIVE AND STRATEGIC APPROACH TO EXCELLENT HEALTH SERVICES AND PROGRAMMING FOR THE COMMUNITY (INCLUDING THE UNDERSERVED POPULATION).

WILLIAM LAU, RETIRING BOARD MEMBER

FEB 2017

Yet Keen Chinese Seniors' Day Centre hosts over 80 of its members and almost 20 senior guests to enjoy Chinese New Year together.

SWCHC Health Equity Committee hosts an internal staff discussion on how we can make our services welcoming. Thanks to the Ottawa Public Library for support.

African Caribbean Black Health and Wellness Symposium hosts over 160 people to discuss personal definitions of blackness and how it shapes our work and worldview. Thanks to Dr Anthony Bailey, Parkdale United Church, and other members of the faith community.

MARCH 2017

Sharing our Journey, over 40 partner agencies listen to panelists on how we can support our community to achieve health equity.

LOCATION OF SERVICES

Yet Keen Seniors' Centre / Bronson Centre
Queensway Preschool / Parkdale United Church
Nanny Goat Hill Nursery School / Dalhousie Community Centre
Primary Health Care and Harm Reduction / 55 Eccles Ave
Primary Health Care and Community Development, Multicultural Health Navigators / 30 Rosemount Ave
Lung Health Program / Suite 200, 2249 Carling Ave.
Ottawa Newcomer Health Centre / 219 Argyle Ave., Level B
Laroche Park Field House
Forward Ave Shelter
Mobile Harm Reduction Van / Various Locations

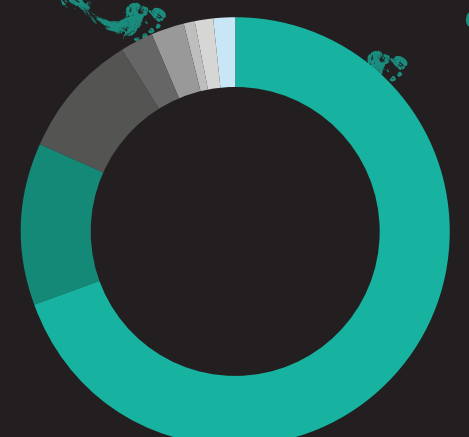
ANTI-RACISM/ANTI-OPPRESSION A POLICY TO CREATE CHANGE

To fight inequality and oppression, we will examine structures, policies, and programs, and work to ensure that systems are fair and equitable for everyone.

FINANCIAL INFO

■ Champlain Local Health Integration Network	\$8,199,918
■ City of Ottawa	\$1,441,253
■ Ministry of Health and Long-Term Care	\$1,115,486
■ Other Sources	\$306,131
■ Other Community Health Centre Led Initiatives	\$280,615
■ United Way	\$90,258
■ Canadian Mental Health Association	\$155,628
■ Other Ministries	\$194,910
Total	\$11,784,209

Audited financial statements are available online at swchc.on.ca.



STRATEGIC PLAN

VISION A HEALTHY, DIVERSE, AND INCLUSIVE COMMUNITY FOR ALL.

MISSION TO SUPPORT PEOPLE AND COMMUNITIES TO ENJOY THE BEST POSSIBLE HEALTH AND WELL-BEING.

ASPIRATIONS PEOPLE CENTRED, EQUITY AND ADVOCACY, HEALTHY WORK ENVIRONMENT AND ORGANIZATIONAL SUSTAINABILITY

THANKS TO OUR COMMUNITY PARTNERS AND FRIENDS:

Champlain Local Health Network, Chinatown BIA, City of Ottawa, Ottawa Police Service, Ottawa Public Health, Parkdale Food Centre, Good Companions, Coalition of Community Health and Resource Centres, Ottawa Community Housing, Dalhousie Food Cupboard, Mechanicsville Community Association, Hintonburg Community Centre, Hintonburg Community Association, Parkdale United Church, Rosemount Library, Dalhousie Community Association, Connect Ottawa, Catholic Centre for Immigrants, Ottawa Local Immigration Partnership, Refugee 613, Centretown Citizens Ottawa Corporation, AIDS Committee of Ottawa, Cornerstone, St Luke's Table, Fischer Park Community School, Cambridge Public School, Ottawa Adult High School, Enriched Bread Artist, Preston BIA, Connaught Public School, RecLINK, City for All Women Initiative, Ottawa West Community Support, Housing Help, Family Shelter, Giant Tiger, Plant Recreation Centre, Living Healthy Champlain, Jewish Family Services, Ottawa Community Immigrant Services, Bell Pharmacy, C.T. Lamont Primary Health Care Research Centre, École Saint-François-d'Assise, Ottawa Muslim Association, Christie Lake Kids, Chinatown Showboat Team, Access Alliance Multi-Cultural Health and Community Services, Just Food, University of Ottawa, Carleton University, Algonquin College, Richard Pfaff Alternative High School, the Urban Aboriginal High School, Canadian Hearing Society, Salus, St Anthony

750

Smokers Counilled to Quit

959

Anonymous HIV Tests

51,193

Primary Health Care Visits

200

Staff at SWCHC

8,077

Number of Primary Health Care Clients



OTTAWA NEWCOMER HEALTH CENTRE

778

Clients

1,226

Harm Reduction Clients

1,980

Children in early childhood development programs

213

Yet Keen Members

300

Health Equity/Anti-Racism Discussion Participants

170

Primary Care Outreach Clients

ANNUAL REPORT

2017-18

OUR JOURNEY TOWARDS HEALTH EQUITY

FOCUS ON LUNG HEALTH



The Lung Health Program received significant investment from the Champlain LHIN for the Ottawa Community Lung Health Program. This program provides education, self-management, and pulmonary rehabilitation exercise programming for clients with a diagnosis of COPD. With this great investment, the Ottawa Community Lung Health Program relocated to 2249 Carling. The Lung Health Program has partnered with Centre de Santé Communautaire de L'Estrie this past year to provide four new sites in the Eastern Counties. This area had no lung health services despite a high percentage of the population having COPD.

The Complex Respiratory Care program is in full swing with a full time Respiratory Therapist providing outreach services for the very complex respiratory clients who depend on ventilation for life support. To date we have served 32 clients in the community and continue to work with the tertiary care centres to support transition from hospital to home.

The Primary Care Asthma Program funded by the Ministry of Health continues to run across the 7 CHCs and Wabano Aboriginal Centre. The program had over 2500 face to face visits in the 2017-2018 fiscal year and an increase of 50% in referrals for pulmonary rehabilitation.

ROOMING HOUSES

Rooming Houses in West-Central Ottawa Receive Failing Grade Again in 2017

Many of our clients live in rooming houses and struggle with poor living conditions which negatively impact their physical and mental health and wellbeing. SWCHC and partners continue to advocate for improved conditions. Because of this advocacy work, the City of Ottawa Bylaw Services has committed to a review of rooming house licensing and bylaws.

OTTAWA NEWCOMER HEALTH CENTRE



OTTAWA NEWCOMER HEALTH CENTRE | CENTRE DE SANTÉ POUR NOUVEAUX ARRIVANTS D'OTTAWA

The Ottawa Newcomer Health Centre provides holistic services that promote the health and social well-being of refugees and immigrants. The centre offers three different programs, the Ottawa Newcomer Clinic, Multicultural Health Navigator and Ottawa Language Access.

CLIENT PROFILE 2015-2017

49%

Are in the lowest income bracket

28%

Are newcomers

27%

Are under the age of 18

Source: Champlain Practice Profile

MESSAGE FROM THE NAINI CLOUTIER, EXECUTIVE DIRECTOR AND DIK STEWART BOARD CHAIR

We have been active this year in our journey towards achieving Health Equity for All. Health equity is about fairness, ensuring that everyone has equal opportunities for a healthy life. It is about looking at everybody's unique situation and addressing barriers to health.

In 2017-2018 our journey towards health equity continued with the introduction of innovative lung health programs, additional focus on immigrants and refugees and the opening of our temporary supervised injection service. Affordable housing and good food are essential to enjoy the best possible health and well-being and this year we continue our work in these areas.

Our children and youth programs, primary health care programs and programs for seniors continue to work with our communities to champion health equity.

We continue to believe that having a diverse and multicultural community benefits us all. We aspire to create safe places in our community where people can share their experiences and are listened to without being judged or oppressed. Next year we will be using our Anti-Racism Anti-Oppression policy to frame community conversations on racism and diversity.

We are looking forward to next year and sharing this journey with you.

CLIENT TESTIMONIAL

"I have had lung problems for as long as I can remember. Over the years, my medications have changed but the one thing that has stayed the same is my fabulous lung health team. We review and revise my action plan twice a year when the seasons change to make sure I stay as healthy as I can."

CLIENT EXPERIENCE SURVEY

97%

Answered yes when asked if they always feel comfortable and welcome at SWCHC

94%

Agree that Staff help them to connect to the services they need

94%

Rate the services of SWCHC as very good or excellent

94%

SWCHC has helped improve health and wellbeing

95%

Agree that they are involved as much as they would like in decisions about care and treatment