

COMMUNITY GOVERNED

Primary Health Care - the Foundation of Somerset West CHC for over 45 years

Thanks to our community members and clients that serve on our Board and Board Committees.

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MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR

The current health care system is not always welcoming to many in our community. Sadly, many people continue to be marginalized because of how they look, where they live, their economic circumstances or their lived experiences. The ability to address attitudinal and structural barriers is integral to the community health centre's Model of Health and Wellbeing. Somerset West Community Health Centre has the organizational expertise that allows us to deliver culturally appropriate care, advocate for our community and clients and empower them to advocate for themselves.



We look forward to working with our many diverse health and social services partners during the upcoming health care system transformation to ensure that health equity remains at the core of the services we deliver.

**Naini Cloutier, Executive Director,
Somerset West Community Health Centre**

On behalf of the Board of SWCHC, I would like to extend our appreciation for the amazing work done by the staff of SWCHC. We recognize that most of you contribute many hours beyond what is expected, and your professionalism is impressive. One of the areas that continues to impress the Board is the staff's ability to innovate and respond to the changing healthcare environment.



This ability to innovate will serve our clients and community well in the upcoming year.

Michel Frojmovic, Board Chair

Our Audited Financial Statements, full 2019-2020 Quality Improvement Plan, and our 2019-2022 Multi-Sector Accountability Agreement are available at swchc.on.ca

STRATEGIC DIRECTIONS

Health Equity is Our North Star

Working as a collective to address systemic barriers and challenges to accessing healthcare

Sharing similar mandates, client profiles and pressure points, the 6 Ottawa CHCs (Carlington CHC, Centretown CHC, Pinecrest Queensway CHC, Sandy Hill CHC South East Ottawa CHC and Somerset West CHC) engaged in a joint strategic planning process. The collaboration allowed each CHC to identify joint priorities while permitting centre-specific goals based on unique needs and priorities impacting their communities.

Common Strategic Directions:

- Enhance Access for People with Complex Needs
- Demonstrate Quality Through Impact
- Leverage Collective Capacity

Program Locations:



FILLING THE GAP

Year In Review 2018-2019

A COMMUNITY BUILDER FOR BETTER HEALTH AND WELL-BEING



Annual Open House

Connecting clients, community and businesses. In December 2018, we opened 55 Eccles to our community for an evening of fun, giving people a chance to learn about our services and celebrate the holiday season.

Black History Month

Bringing together community leaders and partners. In February, we participated in over 15 Black History Month events and hosted our first Black History Month celebration recognizing Black culture, leadership, strength, history, success and community. SWCHC is now leading in a variety of initiatives focusing on Black mental health.

Anti-Racism Events

Tackling barriers in the community, sharing experiences and creating comfortable safe places. We hosted five community discussions and a final event with speaker Senator Wanda Bernard in March 2019.

REMOVES BARRIERS AND ENABLES ACCESS FOR NEWCOMERS

The Ottawa Newcomer Health Centre

Targeting the challenges that newcomers face and encouraging growth and development with community input. ONHC launched Ottawa Language Access, a social enterprise which permits health and social services organizations to offer free interpretation services to clients. We provide **Holistic Services** through our newcomer clinic, multicultural health navigation and Ottawa language access program.

Yet Keen Seniors' Centre

Encouraging sound mind and body. We shared our services and programs with the Ontario Minister of Seniors' Services and Accessibility, Raymond Cho, during a visit to the centre in August 2018.

Mental Health Services for the Chinese Community

Building Bridges. We received new funding to offer individual and group counselling, community workshops and educational sessions in Mandarin for the 2019-20 year.



PROMOTES BETTER HEALTH THROUGH INNOVATIVE PROGRAMS

The Ottawa Community Lung Health Program

Helping people with problems breathing remain healthy and out of hospital. Marking one year in our new location at Carling Ave., the bigger space has allowed the program to hold education, self-management and group exercise classes for Pulmonary Rehab clients. The program also offers the Complex Respiratory Care Program, providing services in home to allow people to remain out of hospital, smoking cessation and the Primary Care Asthma Program.

Peers Helping Peers

Building capacity for people to care for themselves and their community. SWCHC offers peer programing in our Harm Reduction Services as well as in community engagement. Program participants get involved in a variety of program support activities, receive training and benefit from social networking.

Child and Family Focused Mental Health

Preventing future mental health problems in young children and their families. Crossroads Children's Mental Health Centre has agreed to extend the pilot with Headstart nursery school programs. This program model includes Educator Capacity Building, Assessment and Treatment and Parent Capacity Building. Their investment has increased from one day per week to four days per week for the next year.



GROWING SERVICES AND INITIATIVES

Anonymous HIV Testing

Advancing GBT2Q men's health. We held point of care HIV tests for Canada's Health Minister, Ginette Petipas Taylor and PM Justin Trudeau's Special Advisor on LGBTQ+ Issues, Randy Boissonnault. The testing took place as part of the national launch of Advance and an increased funding for GBT2Q men's health.



Community Fridge

Barrier-free access to food 7 days a week and 12 hours a day. A community fridge was launched providing access to food such as fruit, vegetables and simple meals for those in need.

Consumption and Treatment Services

Improving access to healthcare for people who use drugs. In June 2019, we opened the only operating SCS outside the downtown core for safe injection and inhalation. The site is currently open seven days a week and 12 hours a day.



PROVIDES A PLATFORM FOR PARTNERSHIPS AND COLLABORATIONS FOR A BETTER FUTURE

Advocacy for Affordable Housing

Unlocking opportunities for housing that supports health and well-being. Over the last several years we continued to work with other city-wide partners advocating for the City of Ottawa to increase its investment in affordable housing and it worked! In 2019, the city is looking to invest \$15 million to build more affordable housing for residents. This funding will allow the city to start construction on about 125 new affordable housing units.

Building Community Together

Discovering what the community needs, addressing barriers to health and support for all community members. We held workshops discussing needs in the community as part of an ongoing project on neighbourhood changes and gentrification.

Fluoride Varnish

Reducing dental cavities in children. This year, we piloted a new partnership with Ottawa Public Health offering fluoride varnish for children aged four months to five years old.

COMMUNITY IMPACT

Client Experience

6,408

visits to our medical walk-in, reducing costlier emergency room visits

1,000

visits to clients in their own homes or in the community

70%

received an appointment the same or next day when requested, **27%** above the average in Ontario

87%

learned about community resources through SWCHC

92%

were satisfied with service

Client and Health Outcomes

12,389

served, an increase of **12%** over last year

1,260

children received nutritious snacks, helping them learn and grow

9,703

visits to our Consumption and Treatment Services, **76%** of visits included health teaching

1,614

people participated in community conversations

\$50,000

in income tax refunds through our volunteer lead tax clinic

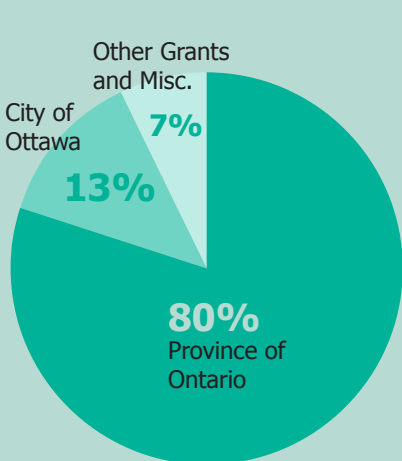
89%

of clients said SWCHC helped improve their wellbeing

142

healthy births

Value and Efficiency



\$14,325,260

budget, revenue increase of over **10%** from 2018

3%

below the target for the cost of administration

Employee Experience

77%

of all employees enjoy and feel connected to their work. This is **30%** greater than the results of a survey of over **5000** people conducted by IPSOS