

2025-2026 ANNUAL REPORT

CONNECTED THROUGH CARE



SOMERSET WEST
COMMUNITY
HEALTH
CENTRE

LAND AFFIRMATION

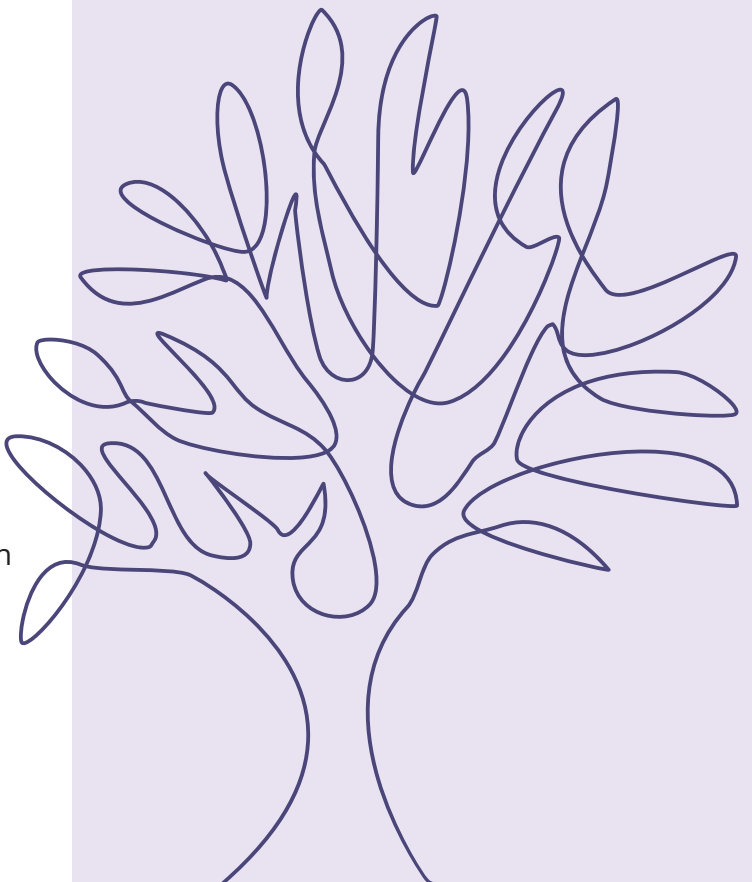
At Somerset West Community Health Centre, we live, work, and provide care on the unceded and unsundered territory of the Algonquin Anishinabeg Nation. This region has been cared for by Anishinabeg since time immemorial and remains a place of deep connection, responsibility, and belonging. Today, it is home to diverse First Nations, Inuit, and Métis communities whose knowledge, cultures, and leadership continue to shape and strengthen our shared future.

As a Community Health Centre, we recognize that health and well-being of Indigenous people and communities have been deeply impacted through historical and ongoing colonization - with lasting intergenerational consequences. We recognize and respect the expertise and cultural diversity that First Nations, Inuit and Métis people bring to our community and commit to listening, learning, and working in partnership with Elders, Knowledge Keepers, and community members.

We commit to building respectful relationships with Indigenous Peoples and to understanding our responsibilities as a health care organization to advance reconciliation. Guided by Truth and Reconciliation, we will continue to advance Calls to Action 22, 23, and 24, through mandatory Indigenous health education for healthcare providers, integrating Indigenous healing practices into mainstream healthcare, and increasing Indigenous representation in health professions.

We commit to continuing to examine our policies, practices, and services to remove barriers and create safer, more welcoming spaces.

With gratitude for the stewardship of the Algonquin Anishinabeg people, we affirm our responsibility to act with purpose, accountability, and respect as we work toward health equity, reconciliation, and a shared future grounded in relationship.



REFLECTIONS FROM THE BOARD CHAIR AND CHIEF EXECUTIVE OFFICER

CELEBRATING PROGRESS, SHAPING OUR NEXT CHAPTER

Progress takes root when the conditions around people make it possible.

Guided by this belief, we focused our efforts throughout the year on helping people access care, find stability, experience belonging, and connect with the resources and supports needed to thrive.

The progress of our Homelessness and Addiction Recovery and Treatment (HART) Hub offers a clear example. Since opening, we engaged 775 unique people with 43 of them being housed. Behind these numbers are individuals rebuilding their lives with housing, health care, mental health, substance use and social supports around them. Achieving these results during a period of significant transition reflects our ability to respond to changing needs, recognize where opportunities exist, and build practical solutions around what people need to succeed.

We expanded access to care for refugees and newcomers through the construction of our new 4,000-square-foot Ottawa Newcomer Health Centre (ONHC) facility, increasing our capacity to provide accessible, culturally responsive health care.

The Alternate Neighbourhood Crisis Response (ANCHOR) program reached 18 months of operation and expanded to downtown and east to St. Laurent Street. This collaborative initiative has now served more than 6,000 people, with 93 per cent of dispatched calls diverted from a police or paramedic response.

Our impact extends beyond direct service delivery. SWCHC contributed to broader discussions about the future of our city, including The Walrus Talks conversation on public safety and our participation in the Housing and Homelessness Leadership Table. Staff shared their expertise at the Alliance for Healthier Communities conference; Ontario's

largest gathering focused on community primary health care. These opportunities allow us to share what we are learning and contribute to system-wide solutions.

We continued strengthening the organization behind this work through investments in technology and improvements to how we support staff and lead our teams. This work may be less visible, but it is essential.

This same focus guided the development of our new strategic plan. Shaped through engagement with community members, staff, partners, and our Board, the plan commits us to making care easier to reach and navigate, supporting our people to do their best work, and leading with partners for greater impact.

We are proud of the impact achieved this year, while remaining clear-eyed about the growing complexity of the needs facing our communities.

Thank you to our staff, volunteers, Board members, partners, funders and community members.

With gratitude,



Suzanne Obiorah
Chief Executive
Officer



Sammy Onyeama-Asonye
Board Chair





*"Coming to **Yet Keen** makes me happy — I've made new friends, stayed active, and kept learning here. It's also connected me to senior community resources I never would have found on my own."*

OUR WORK IN ACTION

A key milestone this year was the **launch of the HART Hub**, a transformative initiative that connects health care, addiction treatment, recovery supports, housing services, and social programs.

775 people were supported through **10,300+** service interactions.

43 people secured housing and increased stability.

97% of clients felt welcomed and treated with respect.

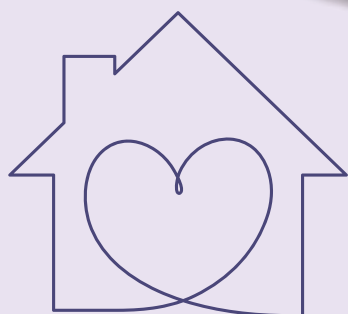
94% of clients felt their culture was acknowledged and respected.

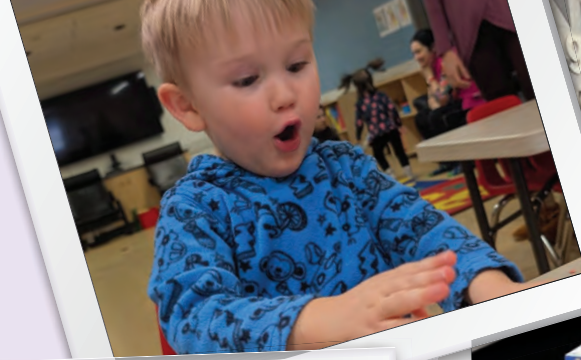
30% of placements at a housing location were dedicated to Indigenous clients, achieving our target and promoting equitable access.

More than **7,000** **Mental Health and Counselling** interactions, within diverse communities, including Black, Cambodian, Chinese, and Vietnamese community members.



97% of surveyed participants in our **Mental Health and Counselling Program, the Rochester Heights Community House and the Yet Keen Seniors Day Centre** said they felt more connected to their community.





100% of Senior Leaders completed **Foundations of Indigenous Cultural Safety** through the Indigenous Primary Healthcare Council.

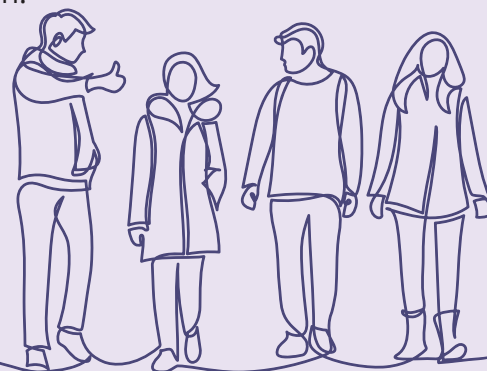
More than **28,000** connections through our **Children and Youth Program**.

Nearly **3000** children, youth, parents, and caregivers supported.

Through cultural learning led by Indigenous facilitators and Knowledge Keepers—including the KAIROS Blanket Exercise—staff deepened their understanding of Indigenous histories, cultures and the ongoing impacts of colonization, while reflecting on their responsibility to provide culturally safe, equitable and respectful care.

Our **HIV Outreach Team** connected with **775** people in African, Caribbean, and Black communities, supporting access to HIV education and prevention.

Our **Needle Exchange Safer Inhalation Team** provided more than **36,000** service interactions.





Our **Primary Health Care Team** redesigned services to introduce a **Same Day Access**, improving access to health care, better responding to community needs, and supporting sustainability of the clinic and staff well-being.

*"The **Rooming House Outreach Program** provides a safety net. Not necessarily financially, but when you are struggling emotionally, you help when we need emergency supplies, you help when we need to file paperwork. We feel like humans. You treat us like human beings. Not like skid row inmates."*

39,000
health care visits



The ONHC supported the **Men's Talk Program**, engaging more than **180** African, Caribbean, and Black men.

Our **Multicultural Health Navigator Team** connected with more than 360 clients and helped **67%** of newcomer clients access ongoing primary care in the community.





*"The **Pulmonary Rehabilitation Program** was excellent. The staff gave lots of details when they described the exercises so that I could do them at home. They were very caring and very kind. ... They taught me to do the exercises last year and I still do them at home now."*

OUR WORK IN ACTION

Our Leadership Extended Beyond the Walls of Our Centre

Ottawa Language Access helped more than **100** organizations bridge health equity barriers by increasing access to medical interpretation.

The **Ottawa Community Lung Health Program** provided over **8,700** service interactions to improve respiratory health and quality of life.

Influencing Change: By sharing our experience, partnerships, and voice, we helped shape how care is designed and delivered, bringing community voice to systems change

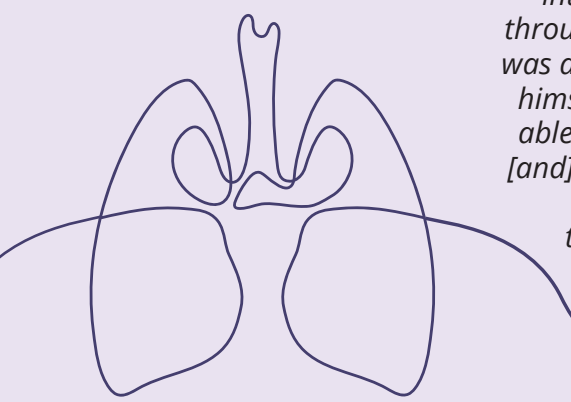
Shaping Public Dialogue: Through The Walrus Talks, we brought a community health and equity perspective to conversations about public safety.

Driving System Solutions: Through the Housing and Homelessness Leadership Table, we contributed frontline insights and collaborated on community-wide responses to complex challenges.

Sharing What Works: Staff presentations at the Alliance for Healthier Communities Conference helped spread promising practices across the health sector.



*"Because of the expertise and care of the **Lung Program** staff and the interpreter from Somerset West through the **OLA Program**, my father was able to take on the appointments himself, confident that he would be able to understand the instructions [and] raise questions for clarification as needed. Thank you for these integrated programs!"*



The **Black Health Plan** connected more than **1,800** people to health and wellness clinics.



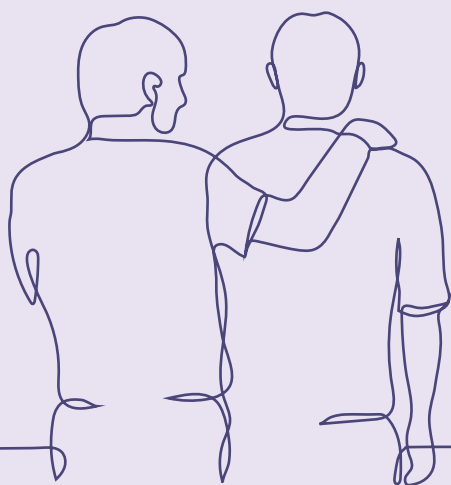
The **Ottawa Black Mental Health Coalition** hit a 5 year milestone year, which was marked by the City of Ottawa proclaiming Black Mental Health Week.

70+ members,
30 organizations, and
80 clinicians worked together to improve Black mental health in Ottawa.

OUR WORK IN ACTION

Our fundraising campaign in support of the new **Ottawa Newcomer Health Centre** clinic raised more than **\$220,000**, strengthening community partnerships and investment in newcomer health.

"I would like to express my sincere gratitude for your kind, compassionate, and unwavering support for my family. During some of the most difficult moments of our lives, you stood by us with genuine care and humanity. Your kindness and generosity will never be forgotten."



"I appreciated the honest conversation about difficult subjects in a safe space with emotional supports available if I needed them. Excellent variety of speakers and voices. The movement and music segments were great, such an important part of healing in community, the shared dance!"





Our **ANCHOR Program**, in partnership with Centretown CHC and Community Navigation of Eastern Ontario, completed eighteen months of service. Our services expanded downtown and east to St. Laurent Street.



Peer Outreach Program Participant Poem:

*Every drop is a lesson,
every setback made me strong.*

*It took the broken pieces,
from where I truly belong;*

*From tears to triumph,
singing my own song.*

*Proving to all the doubters,
that they have it all wrong.*

*Picking up the pieces,
putting them back in place.*

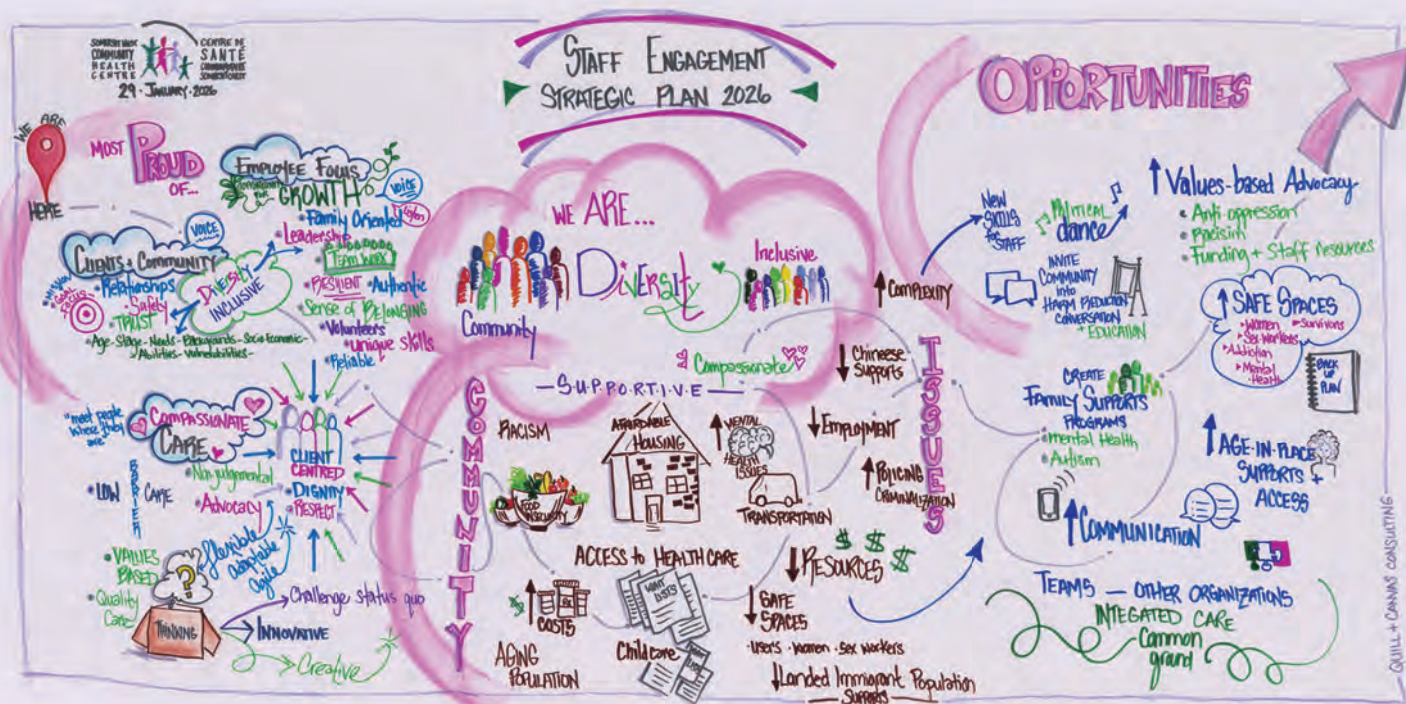
*Wiping off the dust,
and restarting this race.*

*Found a little strength,
found a little grace,
I'm picking up the pieces,
at my own pace.*





"The organization truly cares about its staff and listens to our concerns and questions. It provides practical and actionable feedback to support our well-being and maintain a healthy work-life balance. I feel that the work we do is meaningful and makes a real difference in the community. There are also many programs and opportunities to learn from, which help staff grow both personally and professionally."



Employee engagement remained strong, with a survey engagement score of **77.7%**, exceeding benchmark organizations by 10 points.

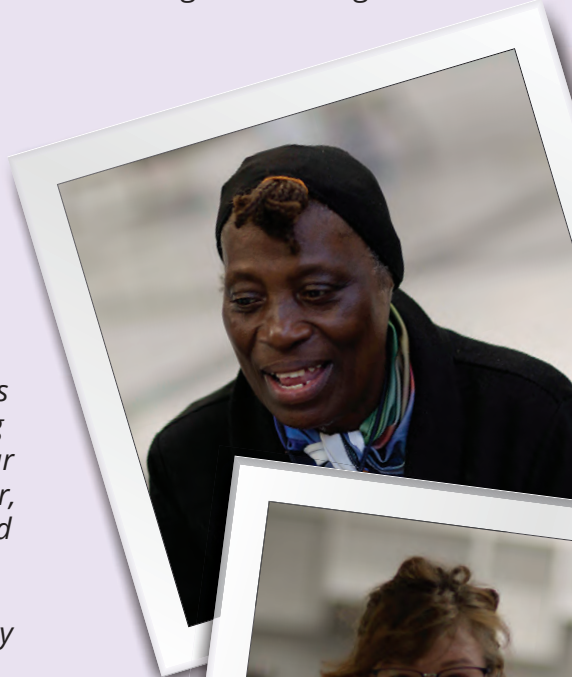


365 volunteers
contributed more than
9000 hours.

Revenue increased by **11%**
this year, reflecting continued
confidence in our services and
sustainable organizational growth.



*"Arriving in Canada at
a young age, the
Child-to-Child Program
at SWCHC gave my siblings
and me a safe, welcoming
place after school while our
parents worked. Years later,
after earning my Chartered
Professional Accountant
designation, I wanted to
give back to the community
that welcomed us so
warmly. Volunteering with
the **Community Volunteer
Income Tax Program**
(CVITP) for over 15 years
has allowed me to pay that
support forward..."*

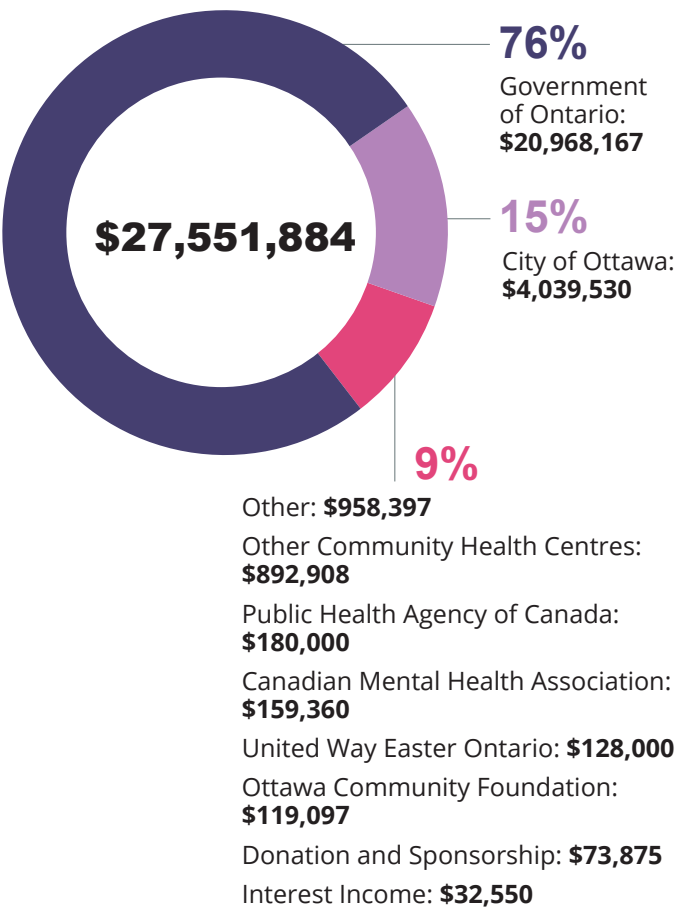


Volunteer tax preparers supported
community members to access
more than **\$2.8 million** in
income, benefits, and tax refunds.

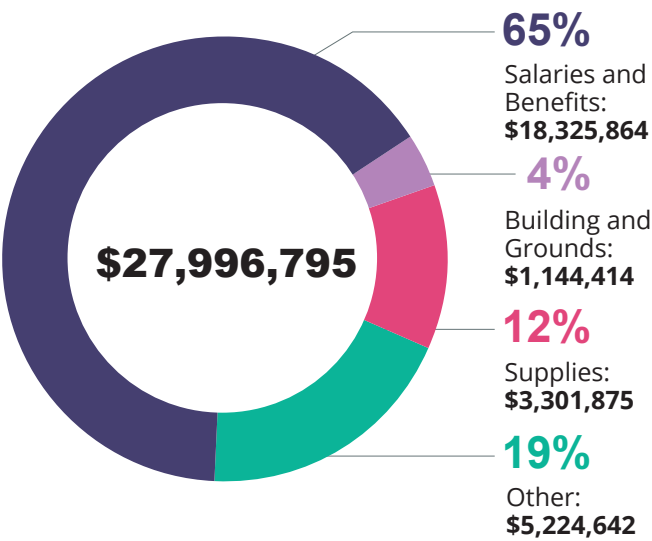


FINANCIALS

Revenue



Expenses



BOARD OF DIRECTORS

- Sammy Onyeama-Asonye,**
Chairperson
- Jennifer Arntfield,**
Vice Chairperson
- Derek Vilis,**
Treasurer
- Colleen Hendrick,**
Secretary
- Elham Gharji**
- Ife Olarewaju**
- Joey Yip**
- Mohammed Kibria**
- Marie-Louise Chartrand**
- Alison Molina-Girón**
- Drew Meerveld**
- Sydnée Burgess**
- Xiaojian Wang**



Thank you

To our generous funders



OTTAWA
COMMUNITY
FOUNDATION





swchc.on.ca