



Annual Report 2014-2015

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* (2014-2015)

In September 2014, we officially opened our new branch at 30 Rosemount Avenue. What an exciting day that was! It brought together members of the community, board, staff, funders and elected representatives to celebrate the expansion of our programs in the western half of our service area.

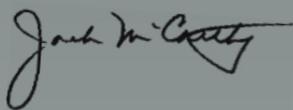
Our capital fundraising campaign in support of the expansion to 30 Rosemount concluded in March 2015, raising almost \$400,000 from the community. Big thanks are due to board and staff members who took leading roles in organizing the campaign. Most importantly, we are very appreciative of the contributions from our numerous donors who supported Somerset West Community Health Centre (SWCHC) in developing the Rosemount Branch. Thank you once again!

In October, SWCHC took a lead role in launching the Bridging the Gap report prior to the 2014 municipal election. Using the Canadian Index of Wellbeing (CIW) as a framework, the report spoke to how well Ottawa was doing in creating and sustaining healthy communities. It was strengthened by the work of the Coalition of Community Health and Resource Centres and the City for All Women Initiative (CAWI) who came together in the 'Making Votes Count Where We Live' project that spoke to the social issues (affordable housing, safe and affordable transit, food security and employment) that need to be discussed during municipal election campaigns.

Ontario Premier Kathleen Wynne visited SWCHC in November 2014. With our MPP Yasir Naqvi, the Premier participated in discussions on harm reduction, HIV prevention and awareness in the African, Caribbean and Black communities, and the critical importance of nurse practitioners in the CHC inter-professional model. Also in November, the Board of Directors held a retreat to explore different strategic initiatives. These included: strategies to create more local affordable housing, how to better use information technology to improve the client experience, enhancing access to our primary care services, and strengthening our communications efforts so that SWCHC can more effectively communicate with our local community. Work is progressing on each of these fronts.

Another jam-packed year full of excitement and change!

As always, we want to thank the staff and the Board of Directors of SWCHC for being such a dynamic group of people who give tirelessly in their efforts to create and sustain a healthy community.



Jack McCarthy
Executive Director



Margarite Keeley
Chairperson

Annual Report *Highlights*

Rosemount Branch and the Parkdale Food Centre (PFC)

In January 2015, the Parkdale Food Centre celebrated the grand opening of their new location at 30 Rosemount Avenue. SWCHC is thrilled to be neighbours and looks forward to working closely with PFC in continuing to build healthy communities.

FRIENDS for Life

Partnering with neighbourhood schools, our FRIENDS for Life program was delivered to 42 children and 5 teachers. This evidence-based prevention program is designed to help kids cope with feelings of fear, worry, and depression by building resilience and self-esteem and teaching cognitive and emotional skills.

Coalition of Community Health and Resource Centres of Ottawa

June 2015 sees the Coalition of Community Health and Resource Centres celebrating 25 years of service to residents in the City of Ottawa. The Coalition is a network of multi-service, community-based health and resource centres that recognizes the importance of responding to the diverse needs within local communities, and pays particular attention to community members who are most vulnerable and at risk. SWCHC is a proud member of the Coalition.

Lung Health Program

The Champlain LHIN confirmed capital funding of \$99,999 to renovate the basement space of the Rosemount Branch for the expansion of the Lung Health Program. With this expansion, the program will have more space and be able to see an increased number of clients.

HIV Prevention and Health: African, Caribbean and Black (ACB) Community

During Black History Month in February, the ACB HIV Prevention Program partnered to provide HIV training during diabetes screening sessions. They also organized and hosted the annual ACB Health Symposium, held on February 18, 2015.





Primary Care Outreach Program Expansion

A Mandarin and Cantonese-speaking Community Health Worker was hired to work within the Primary Care Outreach program to reach vulnerable, frail seniors. This unique position is shared between SWCHC and Carlington Community Health Centre.

Making Votes Count

SWCHC participated in the Making Votes Count project, a collaboration between the Coalition of Community Health and Resource Centres (CHRC) and the City for All Women Initiative (CAWI). This project promoted the discussion of common issues in the municipal election across all CHRC agencies.

TARGET Kids Cohort Study

SWCHC was invited to participate in an ongoing longitudinal cohort study that will follow children between birth and 5 years of age into adolescence. The study hopes to link early life exposures to health problems (including obesity and developmental problems) to improve the health of Canadians by optimizing developmental trajectories through preventive interventions in early childhood.

Emergency Department Follow-up Pilot Project

In January 2015, a pilot project was launched to improve follow-up for clients of the Eccles Branch recently discharged from hospital or emergency rooms. A Nurse Practitioner reviews hospital discharge summaries and contacts clients to answer questions, book any required diagnostic tests, and ensure they have appropriate and timely follow-up with their SWCHC provider.

Chronic Disease Self-Management Program

The Chronic Disease Self-Management Program was offered to the Chinese speaking population for the first time in May. A total of 28 participants were trained in the model in both Cantonese and Mandarin, and client feedback was very positive.

Good Food Markets

With funding from the Trillium Foundation and the Community Foundation, SWCHC hosted Good Food Markets at 280 Rochester Street twice per month. The response to this project has been extremely positive and local residents are thrilled the Centre provides fresh fruit and vegetables on a regular basis.

Needle Exchange and Safer Inhalation Program (NESI)

Our peer worker capacity continues to expand: we now have 71 active peers in the NESI program. Peers work in a variety of roles including preparation of harm reduction materials and community clean ups. Eighteen peer workers currently receive more in-depth training and support NESI staff with outreach, community speaking engagements, and serving clients in the harm reduction room.

Health Equity

SWCHC is participating in a Health Equity initiative with Western Ottawa Community Resource Centre. The goal of the initiative is to develop tools to apply health equity principles and practices to the way we work with our clients and communities. SWCHC is being supported by the City for All Women Initiative (CAWI) to receive training and adapt an Equity and Inclusion Lens for use by community agencies. To date, 106 staff have been trained.



Greater Funding for Health Promotion and Community Programs (HPCP)

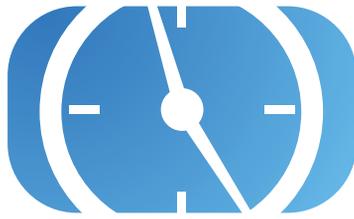
The HPCP team's efforts to secure greater funding for a variety of the Centre's community programs were successful. In total, over \$227,000 in new grants was obtained from multiple funding sources this year! Some of the community projects these funds supported included neighbourhood good food markets, business development support for African, Caribbean and Black Community aspiring entrepreneurs, health and wellness workshops for Chinese seniors, and support for families at the City of Ottawa Family Shelter.



Quality of Care



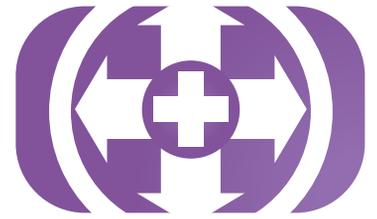
90% of clients rated the SWCHC services they received as very good or excellent



92% of clients thought their provider spent enough time with them



90% of clients felt providers allowed them to ask questions



93% of clients felt they were actively involved in decisions about their health

By the Numbers

12,678
active clients

2,301
first-time clients

2,660
clients made
6,872
visits to our
walk-in clinics

1,174
flu shots
administered

238 seniors
received in-home care



4,313
counselling
appointments

55 groups
held a total of
914
group sessions

The Needle Exchange and Safer Inhalation Program (NESI) had
8,335
contacts with clients both onsite and through our outreach services

281 children
and **228 parents**
and caregivers attended playgroups



NESI has
71
active peer workers

83 children attended our after school programs

Our Donors

The opening of the Rosemount Branch this year marked an exciting milestone in SWCHC's 43-year history and was made possible by the generous support of our neighbours and community partners. We received donations from many caring individuals, local businesses, and corporations who chose to invest in our local community. Thank you to all for your invaluable contributions! SWCHC wishes to acknowledge the following donors who contributed generously to our capital fundraising campaign.

Platinum Level \$10,000+

Taggart Parkes Foundation	Philip Brown and Joanne Jackson
Scotiabank	
Wellington West Business Improvement Area	Anthony and Salpy Boghossian
	Giant Tiger xpress – Wellington Street West

Gold Level \$5,000 to \$9,999

Peter Fan 范浩泉 and Christina Fan 劉秀英	Morguard Corporation
Burke-Robertson LLP	David Maclaren

Silver Level \$2,500 to \$4,999

Emond Harnden LLP	Dona Bowers and Bob Gagnon
Sally Rutherford	
Jack McCarthy and Sharon D'Arcy	

Bronze Level \$1,000 to \$2,499

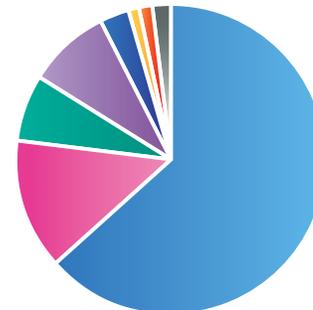
Bradford Construction Ltd.	Glenn and Karen McLeish
Somerset Street Chinatown Business Improvement Association	Dick Stewart
CSV Architects	Nancy Douglas
Minitel Communications Corp.	Elda Allen
Del Rosario Financial Services	Rosemary Jones
Halpenny Insurance Brokers Ltd.	Karen Larsen and Stephen Kennedy
Brent K. Hyde and Emily Addison	Merry Cardinal
Grace Vale	Dr. Kay P. Lee
Brian and Kathleen Eagle	Todd Cunningham
Margarite Keeley	Philip and Dorothy Hepworth
Sarah Schmidt	D-T Huynh
Margaret Ahearn and Ted Vick	Jeremy Irving
	Smallman/Denny Family
	Carlyle Design Associates
	Grant Holly, Jeff Yuen and Marcus

Volunteers

SWCHC is grateful for the outstanding support that we receive from our volunteers every year. One hundred and forty three people gave almost 10,000 hours of service to SWCHC in 2014-2015! Whether you're looking to meet new people, learn new skills, or show your commitment to the community, donating your time and talent is a great way to fulfill your personal goals while improving the lives of people across our city. Ranging in age from 14 to 80 years of age, our volunteers make both immediate and lasting change in our community by helping to improve lives and build a stronger community fabric person by person.

Funders

SWCHC would like to thank the Champlain Local Health Integration Network (LHIN) and the Ministry of Health and Long-Term Care for their continued support. Our thanks also to the Ministry of Community and Social Services, the Ministry of Tourism, Culture and Sport, the Ministry of Citizenship and Immigration, the City of Ottawa, the United Way, the Canadian Mental Health Association, the Trillium Foundation, the Public Health Agency of Canada, Canadian Mothercraft, the Community Foundation of Ottawa, Rideauwood Addictions & Family Services, Brighter Futures, RBC Foundation, the Ottawa-Carleton District School Board, the Ottawa Catholic School Board and many more who help keep our programs and services running in the communities where they are most needed.



● \$6,937,829 Champlain Local Health Integration Network	● \$329,602 Other Community Health Centre Led Initiatives
● \$1,484,287 City of Ottawa	● \$119,730 United Way
● \$737,896 Ministry of Health and Long-Term Care	● \$155,628 Canadian Mental Health Association
● \$959,984 Other Sources	● \$186,836 Other Ministries

REVENUE GROWTH

2014-15 Revenue	\$ 10,911,792
2013-14 Revenue	\$ 10,428,635
Growth	\$ 483,157
As %	4.6%

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



SWCHC Board of *Directors*

- Margarite Keeley *Chairperson*
- William Lau *Secretary*
- Dau-Thi Huynh *Treasurer*
- Valerie Adams *Vice Chairperson*
- Fatima Bahir, Janelle Rekman, Michel Frojmovic, Sally Rutherford, Annie Hillis, Sarah Schmidt, Grant Holly, Dick Stewart, Priscilla Hudon, Dawn Stoll
- Mai T.B. Nguyen *(appointed during the year)*
- Glenn McLeish *(resigned)*
- Erin McMahon *Non voting staff representative*
- Chantal Layoun *Non voting staff representative*

“ Joining the NESI team helped to bring me back to life. I have thoroughly enjoyed the experience and even was able to get a part time job. I feel much better and I credit my experience with the team. I am very grateful!”

NESI Peer Worker

“ I started to suffer from high blood pressure and bronchitis in my early twenties. When I immigrated to Canada 25 years ago, I was already over fifty. To my surprise, in Ottawa, I found my health took a turn for the better. My bronchitis miraculously disappeared and with half a pill daily prescribed by Dr. Muldoon, my blood pressure is well controlled.

Thank you, Canada!

Thank you, SWCHC.

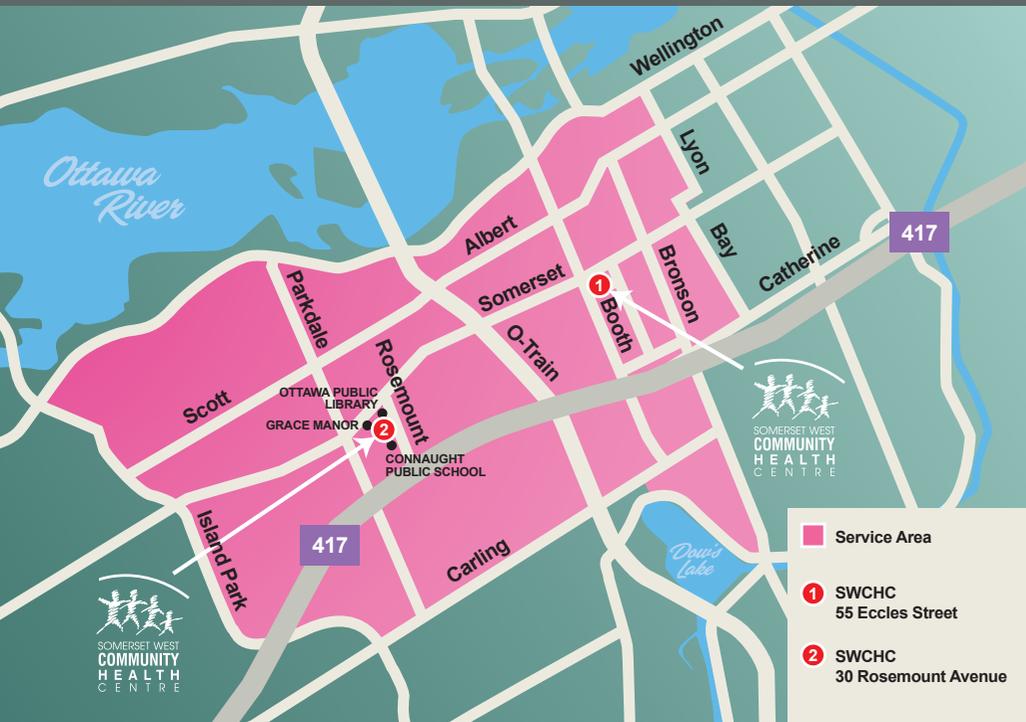
Thank you, Dr. Muldoon”

SWCHC Primary Care Client

“ I was very grateful being part of the NESI team and felt like I was treated with dignity and respect. I believe our voices are heard through seeing changes in the community and neighbourhood services.”

NESI Peer Worker

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

30 Rosemount Avenue,
 Ottawa, ON K1Y 1P4
 Main Reception: 613-688-1177
 Main Fax: 613-688-1991

