

*Somerset West Community  
Health Centre*

# EXECUTIVE DIRECTOR'S REPORT

*October 2019*

## PRIMARY HEALTH CARE

### **OPPORTUNITY FOR FREE LEGAL ADVICE FOR OUR CLIENTS**

Our Primary Care team recently hosted a lawyer from Connecting Ottawa at an information session for staff and clients. Connecting Ottawa is a project funded by the Law Foundation of Ontario, which supports the social services & legal community in increasing access to justice for individuals with communication barriers. This group has identified SWCHC as a partner to help under-served groups within the community. The event provided an opportunity for front-line workers & their clients to meet with a lawyer to discuss legal issues & recommendations for moving forward. It also developed our workers' capacity to understand how to best support our clients when legal needs arise.

### **PET FAIR: DOGS IN THE PARK**

In partnership with the Somerset West Community Development team & Community Veterinary Outreach, members of Primary Health Care outreach team took part in a Free Pet Fair: Dogs in Park. This was an opportunity for clients & residents with dogs in the neighborhood to connect with medical & dental services for both humans & pets! There were many fun activities that brought the residents together which included a dog show!



# OTTAWA COMMUNITY LUNG HEALTH PROGRAM

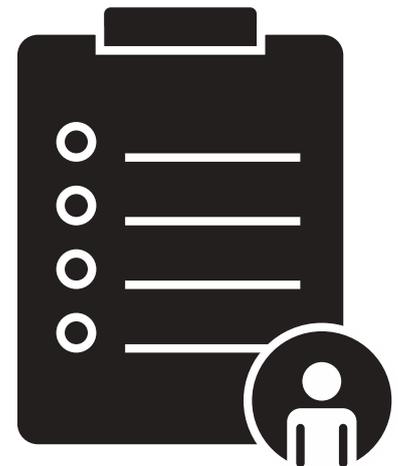
## WORKING TOWARDS A PROVINCIAL LUNG HEALTH STRATEGY

Our lung health program has been actively engaged in strategic discussions towards building a provincial lung health strategy amidst the emergence of Ontario Health Teams and health care reform. We have joined a working group with leaders in complex respiratory care to develop recommendations for system improvement that will create a coordinated, integrated system of health and supportive services providing seamless transitions, safe, high-quality care, and supports for individuals with complex respiratory care needs and their families. This working group also includes strong engagement and participation from clients who receive long term ventilation. Strategies this working group is exploring include adequate personal support workers, supportive housing and caregiver respite.

## UTILIZING OUR DATA

The lung association held a meeting with the 13 Primary Care Asthma Group (PCAP) coordinators and leaders from their organizations to discuss the importance of data collection as a group to consistently highlight the impact and positive outcome for clients receiving care through the PCAP program. SWCHC has been collecting this valuable information since 2017, which contributed to the success of program expansion for Chronic Obstructive Pulmonary Disease (COPD). The PCAP program aims to consistently report on asthma diagnosis, rate of hospitalizations and frequency of emergency department visits for this client population.

The Manager of the Lung Health program and the Director of Primary Care and Regional Programs met with the leadership team at Lanark Renfrew CHC Lung Health Program and the Asthma Research Group Inc to discuss healthcare utilization of clients living with COPD. Examining this data will help to inform a strategy to improve COPD care in Ontario. Our Centre remains a leader in enhancing lives of clients with lung health issues within the city and province.



# OTTAWA NEWCOMER HEALTH CENTRE (ONHC)

## RESEARCHING COGNITIVE BEHAVIOUR THERAPY

In partnership with the Centre for Addictions and Mental Health (CAMH), we have received funding approval to participate in a three-year study of South Asian Populations. The initiative will focus on the development and evaluation of Culturally Adapted Cognitive behaviour therapy (CBT) to improve community mental health services for Canadians of South Asian origin. ONHC will be a principal site of investigation in addition to two other sites (Vancouver and Greater Toronto Area). The objective of the project is to assess and improve access to mental health resources for immigrants, refugees ethno-cultural and racialized populations. The project will also aim to increase knowledge and application of evidence and best practices leading to improved health care system planning and performance for newcomer populations.

# FAMILY, COMMUNITY HEALTH AND HARM REDUCTION

## COMMUNITY DEVELOPMENT, HEALTH PROMOTION, AND ADVOCACY

### GLADSTONE STATION COMMUNITY DESIGN PLAN (CDP)

We have been invited to participate in the Gladstone Station Community Design Plan (CDP) workshop where City Planning staff asked for input on the area generally bounded by Somerset Street West, the 417, Breezehill Avenue, Preston Street, and Booth Street. This CDP process is of particular interest to us and our community, as it includes the planning for the redevelopment of the Gladstone lands which will host the new Ottawa Community Housing (OCH) Gladstone Village development, as well as the redevelopment of the Rochester Heights community. OCH has indicated that their engagement process for their properties will occur through the CDP process.

### OUR WORK WITH THE LEBRETON FLATS COMMUNITY BENEFITS AGREEMENT CONTINUES

We have signed on as a member of the Steering Committee for the LeBreton Flats Community Benefits Agreement Coalition (CBAC), advocating to the NCC to enter into a legally binding agreement to ensure community benefits are integrated into the redevelopment plans. The NCC released their public consultation report on the master plan for LeBreton Flats, and there will be a public consultation in November on the draft Master Concept Plan. The CBAC publicly launched on September 23rd and received media coverage, which has helped place the concept of a community benefits agreement on the radar of the NCC. Political representatives for the area have been engaged and are all supportive.

### ELECTIONS!

Over the last month, our team has been focused on providing civic engagement opportunities for our community. We set up informative kiosks at multiple program locations, held Making Voices cafes in both Hintonburg/Mechanicsville and West-Centretown, and connected residents to elections/city budget training opportunities offered by CAWI.

In addition, we worked with Centretown CHC and community food banks and centres to organize a successful Meet & Greet event with candidate for the Ottawa Centre riding on October 9, 2019.



## PEERS HELPING PEERS

Starting in September, our Peers helping Peers Program began a series of joint training sessions in order to provide peers with the tools and knowledge that they need to do community work. To date, three sessions have taken place with an average of 28 peers in attendance. Sessions have included group discussions, games, role play and a case study. Feedback has been positive. The priority at this time is to plan and deliver the remaining training sessions.

## WE'RE LAUNCHING OUR WELCOMING SPACES FUNDRAISING CAMPAIGN!

As health equity champions, we know that the design of a space plays a significant role to foster meaningful connections and to enable health and well-being.

For this reason, we are renovating the space at 55 Eccles to include a redesigned rear entrance, a place for people to wash their clothes a private counselling room and an outside courtyard. The newly imagined space will enable both physical and mental health benefits including reducing anxiety, increasing a sense of control, supporting people to connect with the natural calming influence of being outside and fostering connections between people. Ultimately, these changes will lead to an increase in belonging and dignity. The changes will enable greater safety and security. We are starting a fundraising campaign so that people can contribute to this exciting initiative - a contribution that will have a lasting impact!

For more information on how to get involved, you can visit our website at:

<https://swchc.on.ca/news-events/events/welcoming-space-fundraising-campaign>



## ROCHESTER HEIGHTS COMMUNITY HOUSE

The After School Program registration was a success and resulted in 16 program registrants. The rooming house Breakfast Program at 506 Bronson Avenue has started for the fall season. In order to address low levels of interest in the youth leadership program, the format of the program has been changed to include some incentives. These changes include:

- Introducing a \$1000 youth fund to support youth initiatives
- Offering volunteer hours as a result of participation in the program

Providing gift cards to youth who invite/engage other youth in the community.

## YET KEEN HELD A FALL FIELD TRIP

Over 70 seniors from our Yet Keen program went apple picking on September 19. It was a first experience for many of them and they are looking forward to more of these activities in the future!



## CHILDREN AND YOUTH

### WORKING THROUGH BACK TO SCHOOL

With all of our school year programs up and running for the fall, we have been assisting parents with registrations and ensuring all processes are working as we have many new staff and expanded services.

## HARM REDUCTION

A number of our clients are experiencing homelessness due to the increase in toxic drug supply, drug trade violence, and the housing crisis. We are actively working with neighbourhood and city partners to advocate and strategize around enhancing supports for this population, who are often not able to access mainstream downtown shelters for a variety of reasons.

### LAUNCHING THE DRUG OVERDOSE PREVENTION & EDUCATION PROGRAM!

The Overdose Prevention & Response project has been named the DOPE Response Team (Drug Overdose Prevention & Education). We have held meetings with partners and begun program promotion. The program launches early October and includes 3 outreach teams doing foot outreach in the Centretown, Carlington and Somerset West catchment areas from 4:30 pm - 11:00 pm. The Harm Reduction Department now employs over 30 Community Workers! We are overjoyed at the high representation of people with lived or living experience of drug use on the team.

### ANONYMOUS HIV TESTING & HIV/AIDS PREVENTION

This month we had the pleasure of conducting two HIV 101 workshops for two separate youth groups looking to improve their facilitator's knowledge of sexual health. We also hosted our popular game, Pop the Stigma, with a group of ACB youth in the care system. One of our staff attended the annual symposium of the African Caribbean Council on HIV/AIDS in Ontario, where healthcare practitioners from across the province came together to discuss emerging issues in the field of HIV care.