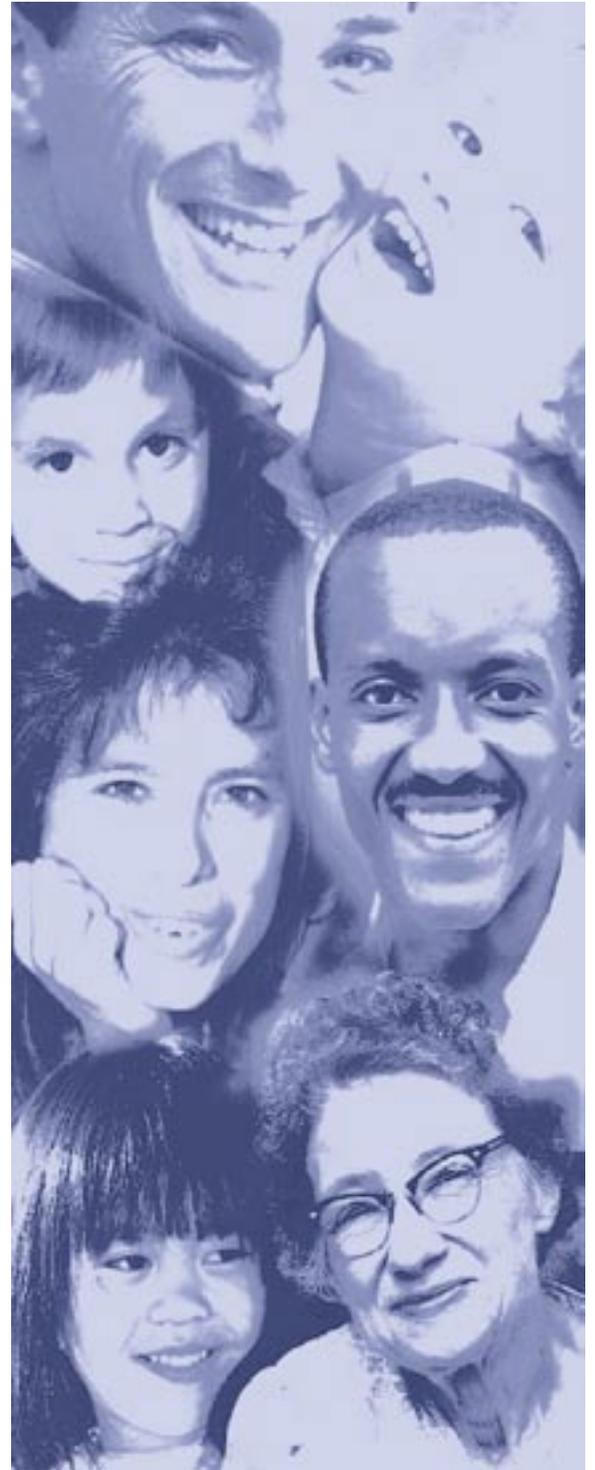




Centretown Community
Health Centre
Centre de santé
communautaire du Centre-ville

Annual Report 2007



Board of Directors

President : Louise Tardif
Vice-President: Catherine Caule
Treasurer: Yasir Naqvi **
Secretary: Brenda Emerson

Christine Harmston
John Julian
Eva Kiess
Marita Killen
Justin Laku
Hilary Myron
Alex Roussakis
Carol Silcoff
Jennifer Thériault*
Jayne Blair*

*Staff representative

** On leave effective May 6, 2007

Diversity Statement

We believe that diversity enriches the communities in which we live and work. Centretown Community Health Centre (CCHC) celebrates diversity and is committed to creating an inclusive environment where everyone is treated with dignity and respect, regardless of background, ethnicity, language, culture, religion, sexual orientation, gender, gender identity, age, disability or economic status. CCHC will work to promote equal opportunities and an environment that is free from discrimination or harassment.

Contacting CCHC

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Charitable Registration: # 10690 3073 Rr0001

Message from the President

As I look back on 2006-2007, I see a number of significant changes at CCHC: the launch of a new Strategic Plan and several new programs and new program partnerships. For the Board the most significant change is the transfer of CCHC, as of April 1, 2007, to the new Champlain Local Health Integration Network (LHIN). We will be focusing on building a strong Board-to-Board relationship with the Champlain LHIN, even as our staff develop working relationships at the operational level.

This year with the municipal election, we spent considerable effort with our Coalition partners on the 2007 City of Ottawa budget. Our Treasurer, Yasir Naqvi, and I appeared before Committee of the Whole to make a case for preserving services that we offer with City contributions, but also for many other services, operated by the City directly or other community partners. We were glad that the Community Funding envelope was not only retained but received a small increase to help cover rising overhead. However, we remain concerned about what the City will cut or reduce in order to live within its own budget decision.

In April, Board, staff and community members of Board Action Teams got together to talk about how we can strengthen our focus on helping people stay healthy, whether in the context of one-on-one service, group programs, community development and advocacy. The evening gave lots of good grist for fleshing out our Strategic Directions in the coming year, particularly with respect to chronic disease prevention and management.

As I complete my final year on the CCHC Board, I would like to tell the members of this centre as well as our surrounding community that you are very well served by the staff and the volunteers of the Centretown Community Health Centre. It has been a privilege for me to work on the board with my colleagues and with the staff. I owe them gratitude for their support and wish them the best of luck for the future.

Louise Tardif

Special Thanks

Heartfelt appreciation goes to our volunteers, about 60 in all, who contributed their valuable time and energy to CCHC and the community over the last year by their work in Administrative Support, Board and Action Teams and Advisory Committees, Client Surveys, Community Faces, Community Room, Flu Clinics, Good Food Box, Parent-Child Drop-In, LESA Men's Group & Outings, Seniors' Tea & Exercise, Summer Parks Program & Family Outings, Well-Baby Drop-In and Women of All Cultures.

Special recognition goes to Pat Martin of the Parent-Child Drop-In Program and Faduma Hajiaden of the Well-Baby Drop-in, Women of All Cultures and Somali Forum.

Thank you for your valuable contributions to our centre and our community!

Board Action Teams and LESA Advisory Committee

Advocacy and Communications Action Team: ACAT concentrated on getting our messages out during City budget discussions, and met with City Councillors as well as our MPP and MP. They wrote letters in support of child care, early introduction of the \$10 minimum wage and preservation of SCPI. ACAT is focusing on food security issues, with Hilary Myron representing us on the Community Advisory Committee for the food security follow-up study. Carol Silcoff led the work on a partnership paper that will be an advocacy tool with the Champlain LHIN. Thanks to all ACAT members: Christine Harmston (Chair), Dallas Alderson, Catherine Caule, Nathalie Debonville, John Julian, Denis Kra, Justin Laku, Hilary Myron, Yasir Naqvi, Joanna Williams Olsen, Wendy Robbins, Carol Silcoff, Andrew Taylor.

Board Development Action Team: BDAT focused on getting the Board ready for its part of the accreditation review, scheduled for September 2007 – revising policies and reviewing bylaws. In addition, BDAT oversaw the Board-Staff Dialogue, helped revise the Board Orientation package, managed the nominations process for our AGM and created a mentoring process for new Board members. Thanks to ACAT members Eva Kiess (Chair), Brenda Emerson, Rebecca Husband, Marita Killen, Grant Nash and Alex Roussakis.

2009 Action Team – Indicators Working Group: Catherine Caule chaired a working group, comprising Board and staff members, to create statements for the results we would like to achieve through our Strategic Plan and the indicators that will measure our success. Thanks, Catherine, as well as Alice Hutton, Marjorie Kort, Carol Silcoff and Louise Tardif.

LESA Advisory Committee: This year the Committee offered advice on changes to LESA services to women, provided feedback to the Champlain Addiction Coordinating Body on the needs for Community Withdrawal Management; and supported program changes at LESA. Thank you to these community agencies and members for offering their expertise to us.

Message from the Executive Director

Looking back at the first year of work on our new Strategic Plan, we can see exciting new programs, an innovative new partnership with the Central Ottawa Family Health Network, strengthened focus on chronic disease prevention and a revitalized Volunteer Program, as a few highlights. CCHC staff have also worked hard to improve care and services in our core programs, such as opening primary care wait lists, beginning a new program for insulin starts and hosting a Seniors' Forum.

Evaluations have helped us test the effectiveness of our programs and make improvements. This year, we monitored our counseling services, measured satisfaction with the Seniors' Tea, assessed needs of clients of the Ottawa Good Food Box and pilot tested Advanced Access in Primary Care. We also participated in external research that had direct relevance for the quality of care we provide. A Queen's University study on Access and Quality of Primary Care for People with Complex Health Needs reported positively on the care we and other CHCs offer to people with complicated health conditions. We are awaiting the final report of a study of the efficacy of primary care models, conducted by the C A Lamont Centre. Finally we collaborated on the Ottawa Food Study, research by the University of Ottawa Institute for Population Health, and sponsored a community meeting on the findings in November, in partnership with the university and Just Food. This study has led to a project that will take what was learned and apply it to food security policy and interventions.

We have been working hard to prepare for our accreditation review. This takes place every three years to make sure that CCHC meets high standards in all aspects of our operations. The review itself will take place in late September.

This is my last report as CCHC Executive Director, as I am retiring in July. It has been a wonderful experience for me, and very fulfilling. I want to thank especially the Boards who have been stalwarts of CCHC over the years, and the staff whose dedication, professionalism and commitment to community is outstanding. To clients, community members and our many volunteers, thanks for your support, your ideas and your tireless efforts, and for your patience during the months of garage construction. CCHC has a proud history and many stories of excellent service to tell. My best wishes to all for the future.

Margarite Keeley

Program Highlights

Diabetes Education Program

▶ Carried out a significant program expansion by increasing the number of staff teams from 2.6 to 7.4, and permanently locating nurse-dietitian teams at Nepean Osgoode Rideau Community Resource Centre and Orleans-Cumberland CRC, in addition to the 4 teams at Centretown CHC. One other location will be opened soon.

▶ Offered about 20 groups/month (up from 10/month) and 3572 individual follow-up visits for clients and their families. We saw 1958 new people this year.

▶ Launched a new insulin start service for people who need better blood glucose control than their oral medications can offer. We worked with community endocrinologists and primary care physicians to ensure safe, informed and confident client initiation onto insulin. We have served 53 people so far, and referrals are rising.

▶ Continued to work collaboratively with the Ottawa Diabetes Network, comprising area hospitals, CCAC, Public Health, the CDA, family physicians and endocrinologists, to coordinate services and ensure clients receive the best level of care in a timely fashion.

Primary Care

▶ Improved accessibility to primary care through timely access to appointments for existing clients and opening short wait lists every 3 months to place new clients.

▶ Piloted advanced access appointments with 3 physicians so clients can call in the morning one day a week for an afternoon appointment. Clients and practitioners like this system, so we are evaluating it to see if we can put it in place for everyone.

▶ Reduced congestion by opening a second check-in counter for medical reception.

▶ Offered health clinics by placing a nurse practitioner at Glebe and Lisgar Collegiates so students can get advice on mental health, sexual health and general health issues.

▶ Provided obstetrics services for 46 CHC clients and delivered 54 babies, including those from the on-call group.

▶ Reviewed the Needle Exchange and Crack Kit Program to develop a better service model for this valuable community program, and offer a more comprehensive approach for this well-used service.

▶ Continued as a teaching facility for family residents, nurse practitioner and nursing students, as well as providing observerships for International Medical Graduates.

▶ Introduced electronic charting and client enrolment as part of a province-wide initiative.

Early Years

▶ Continued to offer pre and post natal care, home visiting, parenting and wellness programs and well baby clinics to families with children 0-6 years.

▶ Worked in partnership with the YM-YWCA, Parents as Teachers Ottawa, First Words, Ontario Early Years Centre Mothercraft, and Frontier College to offer programs on a wide array of subjects such as speech and language, healthy child development and literacy.

▶ Provided school readiness programs, including Family Math, three workshops on Kindergarten Expectations, a workshop for newcomers on the education system in Canada and the program, I Love to Read.

▶ Offered two pilot projects for children six to twelve years of age: a 10-week Homework Club and Parent Discussion Group for 6 enthusiastic families, and a “Home Alone and Street-Proofing” program for 17 children between the ages of nine and twelve. We plan to seek funding to expand programming for this age group.

▶ Evaluated prenatal classes and found that participants increased their knowledge of fetal development, labour and delivery, breastfeeding, care of newborns and self care of mothers. Participants also increased their knowledge of other community resources and their level of personal support.

Community Health Promotion

▶ Offered 49 health education groups to 314 participants, including Stress Reduction, Seniors Exercise, Healthy Eating, Cooking Groups, and Smoking Cessation.

▶ Played a significant role in 8 community initiatives: for example, developing the capacity of agencies to work effectively with GLBT Seniors, and engaging community members in the City of Ottawa budget consultation process.

▶ Offered a new program called Community Faces for children aged 6-12 years who have experienced conflict or war in their countries of origin. Working together on an art project, the children gain skills in negotiation, peaceful conflict resolution, leadership, respect for differences and appreciation for their own role as a member of a community. Their art project will be unveiled in June.

▶ Provided leadership in cultural competence through our Diversity Development Team. Results of a cultural competence audit with Board, staff and management showed significant progress in staff recruitment, policies, programs and services. Cultural diversity among staff has increased and our staff language capacity spans twenty one languages.

▶ Played a lead role, through our Multicultural Community Developer, to improve the quality of language translation in Ottawa Community Health and Resource Centres, by producing a CD for translation agencies with a lexicon of 254 commonly used health terms in 7 languages.

▶ Piloted “Fun with Food and Fitness”, funded by the Ministry of Health Promotion, with 19 enthusiastic participants who lost weight, became more physically active and improved their eating habits.

▶ Attracted 56 women representing about 15 countries to the Women of all Culture Program to enjoy each other’s company, and learn about Canadian systems and how to improve their health. Every effort will be made to find a way to continue this popular and necessary program.

Social Services

▶ Offered, in partnership with Somerset West CHC, an Anger and Assertiveness Group for Women and a group for Gay, Lesbian, Bisexual and Transgender parents and their children.

▶ Organized training for counselors of community health and resource centres on working with trans clients, under the guidance of Dr. Helma Seidl.

▶ Continued to offer Anonymous HIV testing, with 167 community members using the service last year.

▶ Organized the Rainbow School Forum, attended by 185 students, teachers, vice principals and administrators, the forum promoted strategies to create a safe school environment for gay, lesbian, bisexual and trans students. A follow-up session was held in May.

▶ Piloted evaluation tools that assist counselors and clients to monitor the progress and effectiveness of counseling.

Lifestyle Enrichment for Senior Adults (LESA) Program

▶ Participated in creating a French video and resource kit for older adults with gambling problems, and a clinical manual in English and French, in collaboration with the Ontario Resource Group on Problem Gambling and Older Adults 55+. The resources have been distributed across the province.

▶ Received a Community Partner Award from Ottawa Salus for our collaborative work with adults facing mental health concerns.

▶ Developed closer work relationships with Ontario Works to support clients.

▶ Continued to offer groups, in collaboration with the Canadian Mental Health Association, to homeless seniors who have concurrent disorders.

▶ Offered therapeutic recreation activities with the help of 3 volunteers. Results show that this program helps clients make small, consistent improvements over time.

▶ Collaborated on Centre-wide programs for seniors through our Older Adults Team: developed a brochure on seniors' services, hosted a Seniors Forum, shared outreach to seniors' apartments and worked together on best practices training.

▶ Placed students from McGill University and Algonquin College, as well as an Intern from Help for the Aged.

Strategic Plan 2006-2009 – Progress Report

Excellent, Comprehensive, Integrated Primary Health Care

Develop innovative partnerships and provide programs and services that address the determinants of health in an interdisciplinary manner, in order to reach more community members and improve service collaboration and integration.

- ▶ Established a new partnership with the Central Ottawa Family Health Network: nutrition counselling; and pilot testing our new insulin start program.
- ▶ Joined the new Champlain Immigrant Health Network to improve our services to immigrants and refugees and improve collaboration with our partners.
- ▶ Coordinated care and support to recent Karen refugee families.
- ▶ Made great strides in developing a core chronic disease prevention program for example, Fun with Food and Fitness.
- ▶ Started a new program for clients with asthma and COPD, offering asthma education and obtaining medication and devices where costs may be a barrier, as well as ongoing education for our clinical team from a Certified Respiratory Educator.
- ▶ Started to extend more services to the Glebe and Old Ottawa South by collaborating with Glebe Centre, Abbotsford House and other seniors' residences, building language specific services for Mandarin and Cantonese seniors, and developing plans for supermarket tours and diabetes screening sessions in those areas.

Responding to Community Needs

Help strengthen the capacity of community members, in order to improve the health of their community.

- ▶ Secured project funds from the United Way for a highly successful Women of All Cultures program.
- ▶ Offered the 2nd Rainbow School Forum in collaboration with the Ottawa Carleton District School Board.
- ▶ Started discussions with Youth Services Bureau about the health needs of the young men in the new shelter across the street from us.

Organizational Health and Capacity

Provide an environment with appropriate space, systems and policies and with strong, sustainable leadership and management, in order to support the development and well-being of all staff and volunteers.

- ▶ Started work on a new Volunteer Program Vision Statement, along with an action plan, to rejuvenate our volunteer program.
- ▶ Launched Leadership Development Workshops for our coordinators and team facilitators.

Ensuring Accountability

Apply information and demonstrate results that are evidence-based, in order to provide responsive and effective programs and services.

- ▶ Prepared for our next accreditation, that takes place in September.
- ▶ Showcased program evaluations at the June 2007 AGM and how this work helps improve programs and services.
- ▶ Created a partnership paper, focussed on Champlain LHIN priorities, to highlight how we can contribute to health systems change.

Health Systems and Policy Change

Advocate strongly, in order to promote the CHC model of care, primary health care transformation, community issues and healthy public policy.

- ▶ Spoke out on healthy public policy: food security, quick implementation of the \$10 minimum wage, continuing federal funding for homelessness initiatives, child care services and essential public and community services to a healthy vibrant City.
- ▶ Increased communications with community members through articles in local community newspapers.

Financial Report

To the members of Centretown Community Health Centre Inc.

We have examined the financial statements of Centretown Community Health Centre Inc. for the year ended March 31, 2007, and have reported thereon without reservation to the members on May 23, 2007. Our examination included the accompanying summary statements of financial position and of operations and unexpended funds, and was made in accordance with Canadian generally accepted accounting standards. In our opinion, the accompanying financial summaries fairly summarize the related information contained in the financial statements examined by us.

Welch and Company LLP
Chartered Accountants
Ottawa, Ontario
May 23, 2007

Statement of Financial Position

March 31, 2007

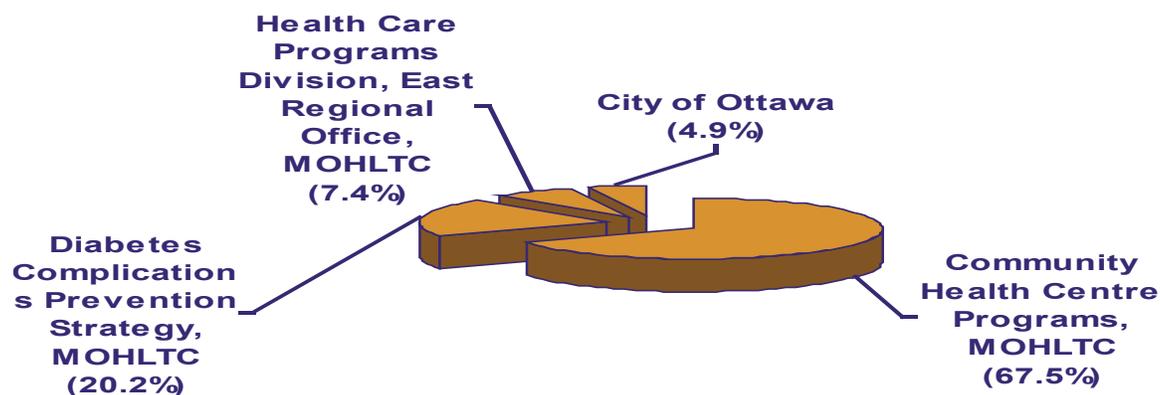
	2007	2006
ASSETS		
Current Assets		
Cash and cash equivalents	\$1,755,614	\$1,559,220
Accounts receivable and prepaid expenses	<u>257,865</u>	<u>187,208</u>
	2,013,479	1,746,428
Capital Assets	<u>866,853</u>	<u>787,143</u>
Total Assets	\$2,880,332	\$2,533,571
LIABILITIES AND FUNDS		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 736,481	\$ 789,597
Repayable to governments	560,260	336,682
Deferred revenue	<u>98,742</u>	<u>69,309</u>
	1,395,483	1,195,588
Deferred Capital Funds	866,853	787,143
Unexpended Funds	<u>617,996</u>	<u>550,840</u>
Total Liabilities and Funds	\$2,880,332	\$2,533,571

Statement of Operations and Unexpended Funds

Year Ended March 31, 2007

	2007	2006
Support		
Grants	\$7,274,244	\$6,681,056
Interest income	44,051	17,962
Donations	22,148	14,870
Other	98,023	53,110
Amortization of deferred grants	<u>175,493</u>	<u>152,035</u>
	7,613,939	6,919,033
Expenses		
Salaries and benefits	5,601,332	4,848,964
Program costs	691,556	856,255
Occupancy costs	754,428	718,000
General and administration	45,213	39,110
Amortization of capital assets	<u>175,493</u>	<u>152,035</u>
	7,268,022	6,614,364
Excess of support over expenses	345,917	304,669
Transferred from (to) deferred revenue - operations	(29,433)	67,750
Amount repayable to funders	<u>(249,328)</u>	<u>(333,440)</u>
Net revenue to be retained	67,156	38,979
Unexpended funds, beginning of year	550,840	511,861
Unexpended funds, end of year	\$ 617,996	\$ 550,840

Sources of Grants Received



Community Partners

CCHC would like to recognize and thank our many community partners

- * AIDS Committee of Ottawa
- * Abbotsford Seniors' Centre
- * Action Logement
- * Addiction Service Providers
- * Bethany Centre
- * Breast Cancer Action
- * Bronson Centre
- * Burmese Community Service of Ottawa
- * Bytown Urban Gardens
- * Canadian Cancer Society
- * Canadian Diabetes Association
- * Canadian Mental Health Association
- * Canadian Society for Exercise Physiologists
- * Carleton University
- * Canadian Perinatal Nutrition Programs
- * Catholic Family Service of Ottawa-Carleton
- * Catholic Immigration Centre - Ottawa
- * Centennial Public School
- * Central Ottawa Family Health Network
- * Centre 507
- * Centre for Addictions and Mental Health
- * Centre for Research on Community Services - University of Ottawa
- * Centretown Citizens Ottawa Corporation
- * Centretown Emergency Food Centre
- * Centretown Laundry Co-op
- * Champlain Addiction Coordinating Body
- * Champlain Immigrant Health Network
- * Children's Aid Society of Ottawa
- * Christmas Exchange Program
- * City of Ottawa – Community & Protective Services
- * City of Ottawa - Early Years Program
- * Coalition of Community Health and Resource Centres of Ottawa
- * Community Associations
- * Community Care Access Centre of Ottawa
- * Community Centres
- * Community Churches
- * Community Newspapers
- * Contact Ottawa
- * Coordinating Committee for Seniors Services
- * Cornerstone
- * Dancer's Equal Rights Association (DERA)
- * Diabetes Advisory Committee
- * Downtown Ottawa Garden
- * Eastern Ontario Community Primary Health Care Network
- * Entraide budgétaire
- * Elgin Street Public School
- * Elizabeth Bruyère Health Centre
- * Faith Partners
- * Family Services - Ottawa
- * First Words
- * Frontier College
- * GLBTQ Youth Service Providers Network
- * Gay Men's Wellness Initiative
- * Geriatric Assessment Outreach Teams
- * Glebe Community Centre
- * Good Companions Seniors' Centre
- * Health and Social Crisis Program
- * Healthy Babies, Healthy Children
- * Home Management Program – City of Ottawa
- * Hôpital de jour francophone
- * Housing Help
- * Immigrant Women's Services of Ottawa
- * Just Food Ottawa
- * LAZO
- * Legal Aid Ontario
- * Montfort Hospital
- * Nanny Goat Hill Community Garden
- * Older Adult Sub-committee of the Franco-santé Committee of Ottawa
- * Ontario Early Years Centre Ottawa
- * Centre Canadian Mothercraft of Ottawa-Carleton
- * Options Bytown - Non-profit Housing Corporation
- * Ottawa Carleton District School Board
- * Ottawa Children's Treatment Centre
- * Ottawa Chinese Community Service Centre
- * Ottawa Community Housing Corporation
- * Ottawa Community Immigrant Services Organization
- * Ottawa Diabetes Network
- * Ottawa Hospital
- * Ottawa Inner City Health Project
- * Ottawa Police
- * Ottawa Public Health
- * Ottawa Rape Crisis Centre
- * Ottawa Salus
- * Ottawa Seniors Action Network
- * Ottawa Women's Credit Union
- * Parents As Teacher - Ottawa Program
- * Parent Resource Centre
- * Perley-Rideau Veterans Health Centre
- * Pink Triangle Services
- * Program Training and Consultation Centre – City of Ottawa
- * Psychiatric Survivors of Ottawa-Carleton
- * Queensway-Carleton Hospital
- * Regional Geriatric Assessment Program
- * Responsible Gambling Council of Ontario
- * Rooming House Information Exchange Network
- * Royal Ottawa Hospital
- * St-Joe's
- * St-Mary's Outreach Centre
- * Saint Patrick Adult School
- * Saint Vincent's Hospital
- * Seniors' Tenant Associations
- * Service d'entraide communautaire pour les aînés francophones d'Ottawa
- * Sexual Health Centre – City of Ottawa
- * Social Planning Council
- * The Council on Aging, Ottawa
- * The Olde Forge Community Resource Centre
- * The Well
- * Winter Warmth
- * The Women's Emergency Shelter
- * Yet Keen Chinese Seniors' Centre
- * United Way - Centraide
- * University of Ottawa - Institute of Population Health
- * YMCA-YWCA Enterprise Centre
- * YMCA-YWCA - Childrens Services
- * Young Single Parents
- * Youville Centre
- * Ys Owl McLure Cooperative Centre