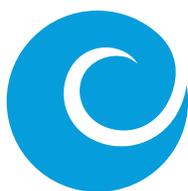




Centretown Community  
Health Centre  
Centre de santé  
communautaire du Centre-ville

# Annual Report 2008



Ontario's Community  
Health Centres



## Board of Directors

President : Catherine Caule  
Vice-President: Marita Killen  
Treasurer: John Julian  
Secretary: Moya Crangle  
Past President: Louise Tardif

Diane Caulfeild  
Brenda Emerson  
Christine Harmston  
Eva Kiess  
Andrea Madan\*  
Jeff Morrison  
Hilary Myron  
Donald Shultz  
Michael Smith  
Jennifer Thériault\*

\*Staff representative

## 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

420 Cooper Street  
Ottawa, Ontario K2P 2N6

Tel: 613-233-4443  
Fax: 613-233-3987  
TTY: 613-233-0651  
E-mail: [info@centretownchc.org](mailto:info@centretownchc.org)  
Website: [www.centretownchc.org](http://www.centretownchc.org)

Charitable Registration: # 10690 3073 Rr0001

## Message from the Executive Director



My first year at Centretown CHC has been an exciting one. It began with final preparations for our accreditation process. We are delighted to report that we were once again successful in meeting and exceeding the accreditation standards. This recognition speaks volumes about the hard work of both Board and staff in the past three years.

This year marked a number of milestones for CCHC, including meeting and surpassing objectives in Year 2 of our strategic plan. CCHC is also proud that the Community Diabetes Education Program of Ottawa celebrated its 10-year anniversary in March 2008. This program is offered in multiple languages in a number of sites across the City of Ottawa through our partners, the Community Health and Resource Centres. Our teams of dietitians and nurses do an outstanding job, supporting thousands of adults with Prediabetes and type 2 diabetes. Together with our CHC colleagues, we are also pleased with the new CHC logo, which is designed to make our model of interdisciplinary health care more visible throughout Ontario.

In order to improve our capacity to respond to the needs of our local community, CCHC worked with the University of Ottawa (lead), City of Ottawa, Sandy Hill CHC, and South-East Ottawa CHC to produce an Ottawa Neighbourhood study that defined 86 neighbourhoods in Ottawa. And for each one, research evidence was gathered on socio-demographics, neighbourhood health resources and health outcomes. Evidence is mounting that the neighbourhoods and communities in which we live affect both health and the gap in health between rich and poor. Our aim is to better understand the physical and social pathways through which neighbourhoods in Ottawa affect health. This knowledge will be used for planning and as a stepping stone to coordinate efforts in order to achieve a more substantial impact as well as to improve our neighbourhoods.

We are also pleased to announce enhancements to services for our local community, including the creation of a new Multicultural Health Worker position to help isolated newcomers. We also received funding approval from the Champlain LHIN to provide additional outreach primary health care services to the most vulnerable elderly living at home, i.e., frail seniors with complex needs and on low income.

In my first year, I had the opportunity to meet key community leaders such as representatives from the Centretown Citizens Community Association, the Glebe Community Association, the African Diaspora for Canada, Disabled and Proud, merchants from the Bank Street Business Improvement Association (BIA), residents running Neighbourhood Watches, as well as elected representatives. It has been most interesting to discuss issues of concern with members of the community, and what has impressed me most to date is how deeply they are committed to finding solutions through collaboration.

My experience so far confirms CCHC's reputation as a solid organization led by a strong Board of Directors comprised of members who tirelessly advocate for the health and well-being of all people within the communities we serve. I have also been impressed with CCHC's team of professionals who truly work in collaboration both inside the organization and with our numerous community partners. Working alongside people who are passionate about making a difference in our community, I look forward to the upcoming challenges and opportunities at CCHC!

Simone Thibault

## Message from the President

This has been an exciting year with many transitions. We bid farewell to Margarite Keeley and welcomed our new Executive Director, Simone Thibault, in July. Louise Tardif, our former Board President, completed her final year on the Board in June. Former Treasurer, Yasir Naqvi, retired from our Board in October to serve the community in provincial parliament.

The Champlain Local Health Integration Network (LHIN) continues to be the biggest change to the Centre and this was our first complete year under the Champlain LHIN. The LHIN is changing the face of health care delivery in the province, and we want to position the Centre so it can play an integral role within the new network. Our Board has taken a proactive approach to fulfilling its obligations to the LHIN. To this end, we have put together an Action Team to monitor and convey our governance and reporting requirements under the LHIN.

At a special meeting in August, the Board reaffirmed the Centre's involvement with community partners in the area of harm reduction. We encourage elected representatives, law enforcement and city officials as well as citizens to continue discussing needle exchange and safe inhalation programs. We may have different perspectives, but we all recognize there is a city-wide problem that needs a solution. The Centre will continue to work collaboratively and proactively to improve the health of the community.

Our Centre was the chosen venue for showcasing the good work done by community health centres in Ontario. Last September while in Ottawa, Minister of Health, George Smitherman, visited a community health centre, ours. We gladly hosted his visit and invited Executive Directors and Board Chairs of the other Ottawa CHCs to attend. And in November, the provincial government staged a news conference at our Centre to announce the creation of the French Language Health Services Advisory Council.

CCHC was approved for full Building Healthier Organizations accreditation by Community Organizational Health Inc. (COHI). The COHI review assesses how well a health centre is managed and delivers services to the community. We received particular recognition for the accessibility of our services and our program evaluation. The accreditation demonstrates the excellence of ongoing program and service delivery by CCHC management and staff. Special thanks to all who prepared for and participated in the accreditation review.

We have recently extended our planning cycle to five years to be better aligned with the Champlain LHIN's cycle. In December, we reached the midpoint of our original three-year strategic plan. We are on track to meet our commitments to you and we will report our achievements at the end of the cycle. However, indicators and statistics are only part of the picture. The true measure of our success is the contribution CCHC makes to someone's life.

CCHC does make a difference in people's lives and mine is an example. A cancer diagnosis rocked my personal, work and social foundations. I felt alone and adrift in a sea of fear and

anxiety without the skills to cope. My life preserver was an ad in the community paper for a stress reduction course at CCHC. The social services and health programs at the Centre helped me get my life back on track and was the beginning of my relationship with community health centres. The staff and services impressed me so much that I decided to volunteer. It's a privilege to give back to the Centre and the community by serving on the Board.

CCHC has helped many individuals in diverse ways. Although everyone's story is different, at CCHC everyone matters. Next year, the Centre will celebrate its 40th anniversary. Just imagine how many personal stories are out there about how CCHC helped! I have no doubt that community health centres play a vital role in the health of our communities.

Catherine Caule



## Program Highlights

### Community Diabetes Education Program of Ottawa

▶ Offered an average of 20 groups per month; over 3,650 individual follow-up visits for clients and their families; approximately 2,300 new people were served.

▶ Located a nurse/dietician team at Pinecrest-Queensway Community Health Centre, which brings the total number of teams permanently offsite to three. It is anticipated that a fourth team will be moved to Overbrook-Forbes CRC within the year. In addition, there is a possibility of a fifth site in Barrhaven in 2009 in collaboration with Pinecrest-Queensway CHC.

▶ Continued to work with community endocrinologists and primary care physicians to facilitate insulin initiation by community physicians. We have received approximately 230 referrals from both primary care physicians and specialists to provide education regarding self-management skills to those patients starting insulin therapy.

▶ Conducted an evaluation of the insulin initiation findings for the period of January 1 to December 31, 2007.

▶ Continued to work collaboratively with the Ottawa Diabetes Network, comprising area hospitals, Community Care Access Centre, Ottawa Public Health, the Canadian Diabetes Association, family physicians as well as community and hospital endocrinologists, to coordinate services and ensure people with diabetes receive the best level of care in timely fashion.

▶ Invited representatives of Family Health Teams (FHT) newly funded to provide diabetes services in the Champlain region to join the Diabetes Network. Participated in the Network's planning committee to offer a "Diabetes Forum" in January 2008, with the goal of forming a Champlain-wide Diabetes Network.

▶ Involved in ongoing collaborative work with community partners, including multicultural groups, to provide access to health care for those people encountering barriers.

▶ Began the process of translating all public documents into French.



### Primary Care

▶ Pursued work designed to improve accessibility to primary care through timely access to appointments for existing clients and opening short wait lists every few months. This resulted in the provision of medical services to 457 new clients.

▶ Evaluated a pilot project to test the efficacy of an Advanced Access approach to scheduling appointments for medical care, allowing clients to call in the morning for an afternoon appointment. Positive results have led other team physicians to adopt this approach.

▶ In 2007, 50 clients received late prenatal/intrapartum care at CCHC. Our obstetrics physician delivered 40 babies in total, including 15 involving other health centres and on-call groups.

▶ Initiated a New Canadian Clinic at CCHC to provide primary care and other support services to immigrant and refugee families settling in our catchment area. The on-site clinic offers medical, nutrition, social services and health education.

▶ Continued to provide International Medical Graduates (IMGs) with opportunities to observe our work in the clinic. This is in preparation for provincial exams that will determine their eligibility for entrance into a two-year family resident program. We proudly note that we have had a very good record of success with IMGs.

▶ Pursued our role as a teaching facility for family residents on a two-year rotation. Family residents work under the supervision of our physicians.

▶ Established a new partnership with the Young Men's Shelter operated by Youth Services Bureau. One of our nurse practitioners visits the shelter once a week to provide medical care to youth.

▶ Collaborated with other community agencies in providing the Needle Exchange and Safe Inhalation Program. Our harm reduction program provides clean needles and other equipment to clients, while educating them about the safe disposal of used needles. We also offer counselling on safer drug use and make referrals to a variety of community services that can help clients re-integrate into mainstream health and social service programs. The goal is to help reduce the incidence of HIV/AIDS and other infectious diseases such as Hepatitis C, which can be very costly to the health care system.

▶ Assisted 81 clients in obtaining documentation required to be granted a health card, and helped some 60 other clients by providing a shower service.

▶ Continued to provide health services at Glebe and Lisgar High Schools through our nurse practitioner.

▶ Collaborated with the Ottawa community health centres and other partners in response to the needs of vulnerable frail seniors with complex care needs living at home and requiring primary care. We submitted a proposal to the Champlain LHIN, which resulted in the enhancement of the Aging at Home primary care outreach program slated for implementation in 2008.

## Early Years

► Continued to offer a comprehensive range of services that support the health and well-being of families with young children 0-6 years, including pre & postnatal care services, family home visiting program, toy lending library, summer park program and parent support and education programs.

► Worked in partnership with the YM-YWCA, Parents as Teachers Ottawa, Elgin Street Public School, Centennial Public School, Ontario Early Years Centre Ottawa-Centre, and Canadian Mothercraft of Ottawa-Carleton to provide families with easier access to community services and information.

► Collaborated with two new agencies to further enhance the Early Years program at CCHC, i.e., The Learning Partnership and Buns in the Oven program.

► Collaborated with The Learning Partnership as well as the Elgin Street and Centennial Public schools to offer the Welcome to Kindergarten workshop for parents and their pre-school children. The workshop provides pre-school children with the resources and experiences to begin their formal education at home by building a foundation in literacy. Parents receive early literacy resources and learn strategies for using the resources effectively with their child.

► Launched the Buns in the Oven program for pregnant women and new moms with babies aged zero to six months. The monthly program facilitated by a Nurse, Dietician and Early Childhood Educator is designed to improve the health and well-being of vulnerable pregnant women and their babies. Participants have the opportunity to cook and eat nutritious meals and snacks, develop new peer relationships and have access to parenting, health, breastfeeding and nutrition education and support. This prenatal nutrition program is funded by the Canada Prenatal Nutrition Program administered by the Public Health Agency of Canada.



## Community Health Promotion

► Offered 46 health education groups to 537 participants, including Stress Reduction, Fun with Food and Fitness, Cooking Groups, Smoking Cessation and exercise for seniors.

► Received ongoing funding from the Ministry of Health for a new Multicultural Outreach Worker position, which will provide individual advocacy and support for newcomers in the CCHC catchment area. Services will include helping clients to access mainstream services such as housing, health care and social services. As well, a range of support and educational activities will be provided to help people integrate into Canadian society.

► Developed and implemented a community initiative aimed to reduce isolation and increase visibility for GLBT seniors within the seniors' services sector. This community initiative provided education and sensitivity training; led to the creation of partnerships with a view to developing a shared commitment to enhance services for the older GLBT community (e.g. Good Companions Community Support Services, City of Ottawa Long Term Care, Ottawa Coalition of Community Support Services, Pink Triangle Services and some Ottawa CHCs); and offered outreach activities to encourage increased socialization among older isolated GLBT community members, e.g., the "Coming Out for Coffee" group, located at the Hartman's grocery store on Bank Street group.

► Worked in partnership with The Good Companions, City of Ottawa, Ottawa Public Health, Centre de services Guigues, Salvaide, Older Adult Action Team (OAAT), Partners in Healthy Living, Active Ottawa Actif (AOA), to develop a commercially produced DVD called "Get Moving". This tool promotes and supports chair exercises for frail seniors. Following the official launch, the DVD will be translated into six languages and made available for use at home.

► Worked with the Ottawa Seniors Action Network (OSAN) to develop a funding proposal that resulted in a \$25,000 grant to implement a project called "Reaching Out to Seniors". OSAN is a group of politically active seniors who, for the last 15 years, have been advocating for improved conditions to support seniors' health and safety. This funding will enable OSAN to develop a modest infrastructure to support their work, to systematically identify the most common current issues, and expand their membership.

► Provided student placements to local universities and other institutes, i.e., a Masters of Social Work Student, a Dietetic Intern, an Intern for seniors, four university students from the faculty of Nursing as well as the faculty of Education and School of Psychology.

## Social Services

▶ Applied a number of different counselling techniques in working with individuals, couples and groups. The latest called positive psychology interventions, which focus on creating happiness, have been used with two different groups.

▶ Set up the new Point of Care Anonymous HIV test (60-second rapid test) for implementation by our team in collaboration with the nursing staff in April 2008.

▶ Continued to offer programs for the GLBT community such as the monthly Rainbow group for gay parents and their children offered in partnership with Family Services Centre. A Healthy Relationships group for lesbians was held in collaboration with Sandy Hill CHC. More programs are planned in the coming year.

▶ Continued to work with GLBTTQ youth by providing counselling services across the city in a variety of settings.

▶ Provided GLBT social inclusion training and presentations to 536 students, youth leaders in the community, service providers and teachers.

▶ Pursued leadership role with the GLBTTQ Youth Service Provider Network, working closely with the Ottawa Public School Board on creating safer and more inclusive spaces for youth within school environments.

▶ Provided the Contact Ottawa service (voicemail program) every month to an average of 80 citizens without access to a telephone.



- **Lifestyle Enrichment for Senior Adults (LESA):**
- **Addictions and Problem Gambling Program**
- ▶ Planned and presented province-wide workshops on Older Adults and Problem Gambling in partnership with the Centre for Addiction and Mental Health and Sault Area Hospital.
- ▶ Developed and currently co-facilitate the “Challenges Group” for older adults (55-64) who are street-involved and living with drug and/or alcohol issues, in partnership with the Addiction Services Initiative (Ontario Works).
- ▶ Maintained partnership with the Canadian Mental Health Association to offer groups to homeless seniors with concurrent disorders.
- ▶ Offered therapeutic recreation activities with the help of two volunteers. Results show that this program helps clients make small, consistent improvements over time.
- ▶ Pursued a number of initiatives through the Champlain Addiction Coordinating Body (CACB), including a “Concurrent Disorders” sub-committee, which also includes members from the Champlain Mental Health Network. LESA will contribute toward the development of universal screening tools and “mapping” services.
- ▶ Completed a Program “Evaluability” Assessment report and updated Program Logic Model to inform future decisions regarding program evaluation.
- ▶ Supervised an MSW student from Carleton University and an Intern from Help for the Aged.



## Board Action Teams and LESA Advisory Committee

**Advocacy and Communications Action Team (ACAT):** This was a busy year for ACAT members. Under the dynamic leadership of committee Chair Jeff Morrison, ACAT took strong advocacy positions to support healthy communities. These included endorsing a report on school nutrition policies across Canada entitled 'Are Schools Making the Grade?'; participating in the City of Ottawa budget deliberations; supporting Ottawa's integrated drug strategy which included securing funding for the safe inhalation program; increasing awareness for mental health, addictions and the issue of homelessness, as well as participating in Lansdowne Park consultations to enhance the notion of healthy liveable communities. Members raised awareness in different ways, including writing numerous articles for community papers, writing to and meeting with local elected officials and organizing an all-candidates debate during the Ontario election. Kudos to the ACAT team for a most favourable assessment of standards related to advocacy/community responsiveness in CCHC's accreditation. We received a perfect score in the community capacity module! Thanks to all ACAT members: Jeff Morrison (Chair), Hussain Al Ameri, Catherine Caule, Nathalie Debonville, Samuel Getachew, Christine Harmston, John Julian, Hilary Myron, Carol Silcoff, Michael Smith and Andrew Taylor.

**Board Development Action Team (BDAT):** In preparation for the accreditation review, BDAT finalized the review of Board policies and the Centre's bylaws. These preparations, amongst others, resulted in CCHC successfully acquiring full accreditation status in January 2008. In addition, BDAT carried out the Board self-assessment, assisted in revising the Board Orientation package, re-assessed the Board Mentoring program, and managed the nominations process for our AGM. Thanks to BDAT members Brenda Emerson (Chair), Rebecca Husband, Marita Killen and Alex Roussakis for a job well done.

**Champlain LHIN Action Team (CLHINAT):** Due to the introduction of the Champlain Local Health Integrated Network in our healthcare environment, CCHC has set up a new Board action team. This team is responsible for keeping abreast of relevant developments, and providing advice to the CCHC Board of Directors and staff on matters related to the Champlain LHIN. The new action team researched and presented up-to-date information to the Board on the Champlain LHIN's activities and strategic directions. Alongside our CHC partners, Board members and senior staff participated in a number of Champlain LHIN initiatives and networks to support integrated care across the health care system. Thanks to Eva Kiess (Chair), Hussain Al Ameri, Catherine Caule, Diane Caulfeild, Brenda Emerson, Donald Shultz, Carol Silcoff, Michael Smith and Terri White Lobsinger for their valuable contribution.

**LESA Advisory Committee:** Over the past year, the Committee advised on the readiness and potential for program evaluation as well as the submission to the Champlain LHIN's Aging at Home initiative, in addition to sharing information on services available in their organizations to older adults. Thank you to these community agencies and members for offering their expertise to the Committee.



## Special Thanks

Our heartfelt appreciation goes to our many volunteers who contributed their valuable time and energy to CCHC and the community over the last year by their work in key areas: Administration, Board and Action Teams, Community Faces, Flu Clinics, Homework Club, Good Food Box, Parent-Child Drop-in, LESA Men's Group & Outings, Seniors' Tea & Exercise Group, Summer Parks Program & Family Outings, Well-Baby Drop-In and Women of All Cultures.



# 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.*

- ▶ Initiated a pilot in partnership with the Sexual Health Clinic (Ottawa Public Health), AIDS Committee of Ottawa, Pink Triangle Services, Youth Services Bureau, Somerset West CHC and the Gay Men's Wellness Initiative to offer a culturally appropriate screening and treatment for sexually transmitted infections, anonymous testing for HIV and complementary programming that enhances wellness and builds community with the gay male community.
- ▶ In partnership with Catholic Immigration Centre's Reception House, implemented a New Canadians clinic specifically for refugees and designed a new model of care to address barriers.
- ▶ Raised awareness of insulin initiation with several Family Health Teams and a team of cardiologists to improve diabetes education and self-management for clients.
- ▶ Developed shared mental health care model with the help of a psychiatrist for homeless clients and other teams.
- ▶ Produced an inventory of 40 CCHC initiatives that demonstrate integrated practice.
- ▶ Initiated joint programming with Ontario works to provide better services for the 50 to 55 age group, individuals who refrain from accessing addiction services.

### Responding to Community Needs

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

- ▶ Nurtured and enhanced Partnerships with Immigrant Aid organizations on a number of initiatives, e.g., the "Neighbours, Friends and Families" project with Immigrant Women's Services of Ottawa and LAZO to address issues of family violence in the Latino communities; work with Ottawa Carleton Immigrant Services Organization on "Community Faces", a program for immigrant and refugee children aged 6 - 12; and partner with Catholic Immigration Centre in the "New Canadians Clinic".
- ▶ Secured a new full-time Multicultural Outreach Worker position which supports newcomer services at CCHC by assisting them to access Canadian systems.
- ▶ Supported Older Seniors Action Network (OSAN) in securing funding for their infrastructure to increase membership and build their capacity to address health issues in senior clients.
- ▶ Worked with seniors' agencies to increase their capacity to offer culturally appropriate GLBTTQ services.
- ▶ Provided the services of a nurse practitioner to the Youth Services Bureau Shelter.

### Organizational Health and Capacity

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

- ▶ Continued to provide leadership development opportunities to supervisors and staff. A leadership competency assessment tool was developed and is being piloted to guide future development.
- ▶ Given the wealth of talents in our community, continued to harness meaningful volunteer opportunities. We are changing the way programs are planned by incorporating volunteers as an integral resource to enhancing service delivery.
- ▶ Results of employee survey demonstrated a significant improvement in tools and equipment used to do their job. Results overall were very good with some areas requiring further probing. Overall job satisfaction levels remain strong.
- ▶ Initiated a study to assess building conditions, including the development of a functional plan, to assess current conditions of our facilities and plan for the future.

## Ensuring Accountability

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

- ▶ Successfully met full accreditation by meeting all mandatory standards and surpassing standards of good practice.
- ▶ Produced a report entitled, “CCHC: Working Collaboratively to meet LHIN priorities” and presented it to the Champlain LHIN Board Chair and CEO.
- ▶ Participated in a number of initiatives, along with our CHC colleagues, to produce data, both for our funders and CHCs, for planning purposes in our sector.
- ▶ CCHC’s strategic plan includes result statements. Results to be evaluated at the end of the planning cycle.

## 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.*

- ▶ Communicated key messages in the Ontario election on the second stage of medicare through the work of the Association of Ontario Health Centres.
- ▶ Supported the creation of a new CHC logo and tagline to increase the visibility of community health centres across Ontario.
- ▶ Took strong advocacy positions to support healthy communities: endorsed school nutrition policies, advocated for an integrated drug strategy, raised awareness for mental health, addictions and homelessness, as well as supported healthy liveable communities through consultations on the redevelopment of Lansdowne Park.



## 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, 2008, and have reported thereon without reservation to the members on May 23, 2008. 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 LLP  
Chartered Accountants  
Ottawa, Ontario  
May 23, 2008

## Statement of Financial Position

March 31, 2008

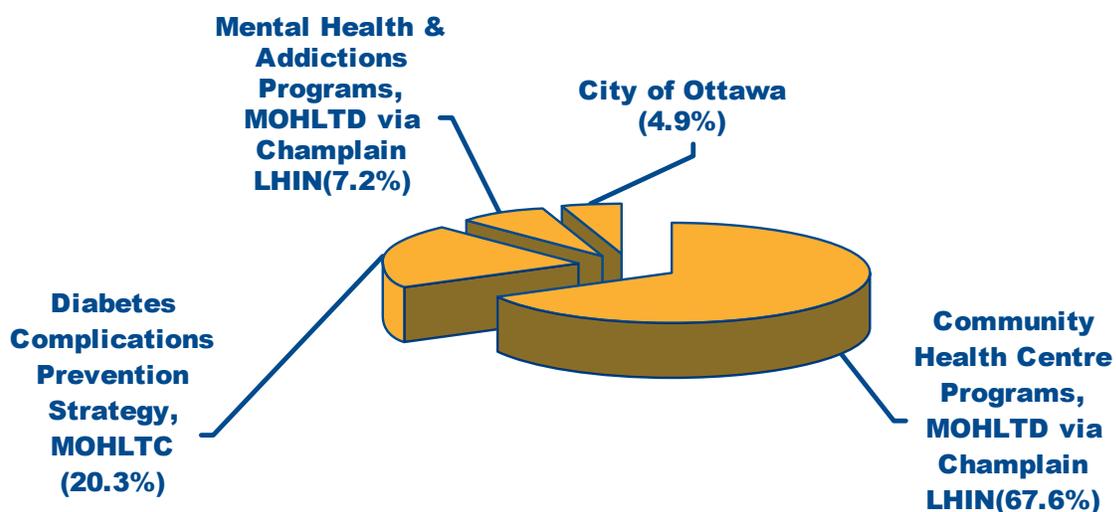
|  | 2008               | 2007               |
|--|--------------------|--------------------|
| <b>ASSETS</b>                            |                    |                    |
| <b>Current Assets</b>                    |                    |                    |
| Cash and cash equivalents                | \$1,289,853        | \$1,755,614        |
| Accounts receivable and prepaid expenses | <u>227,274</u>     | <u>257,865</u>     |
|  | 1,517,127          | 2,013,479          |
| <b>Investments</b>                       | 621,689            |                    |
| <b>Capital Assets</b>                    | <u>830,100</u>     | <u>866,853</u>     |
| <b>Total Assets</b>                      | <b>\$2,968,916</b> | <b>\$2,880,332</b> |
| <b>LIABILITIES AND FUNDS</b>             |                    |                    |
| <b>Current Liabilities</b>               |                    |                    |
| Accounts payable and accrued liabilities | \$ 918,916         | \$ 736,481         |
| Repayable to governments                 | 365,397            | 560,260            |
| Deferred revenue                         | <u>145,520</u>     | <u>98,742</u>      |
|  | 1,429,833          | 1,395,483          |
| <b>Deferred Capital Grants</b>           | 830,100            | 866,853            |
| <b>Unexpended Funds</b>                  | <u>708,983</u>     | <u>617,996</u>     |
| <b>Total Liabilities and Funds</b>       | <b>\$2,968,916</b> | <b>\$2,880,332</b> |

## Statement of Operations and Unexpended Funds

### Year Ended March 31, 2008

|   | 2008               | 2007               |
|---|--------------------|--------------------|
| <b>Support</b>  |                    |                    |
| Grants  | \$7,673,149        | \$7,274,244        |
| Interest income   | 55,475             | 44,031             |
| Donations   | 6,280              | 22,148             |
| Other   | 105,267            | 98,023             |
| Amortization of deferred grants                           | <u>204,713</u>     | <u>175,493</u>     |
|   | <b>\$8,044,884</b> | <b>\$7,613,939</b> |
| <b>Expenses</b>   |                    |                    |
| Salaries and benefits                                     | 6,097,478          | 5,601,332          |
| Program costs   | 634,151            | 691,556            |
| Occupancy costs   | 803,612            | 754,428            |
| General and administration                                | 51,438             | 45,213             |
| Amortization of capital assets                            | <u>204,713</u>     | <u>175,493</u>     |
|   | <b>\$7,791,392</b> | <b>\$7,268,022</b> |
| <b>Excess of support over expenses before items below</b> | 253,492            | 345,917            |
| Transferred to deferred revenue - operations              | (46,778)           | (29,433)           |
| Amount repayable to funders                               | <u>(115,727)</u>   | <u>(249,328)</u>   |
| <b>Excess of support over expenses</b>                    | <b>90,987</b>      | <b>67,156</b>      |
| Unexpended funds, beginning of year                       | 617,996            | 550,840            |
| <b>Unexpended funds, end of year</b>                      | <b>\$ 708,983</b>  | <b>\$ 617,996</b>  |

### Sources of Grants Received



## Community Partners

CCHC would like to recognize and thank our many community partners

- \* AIDS Committee of Ottawa
- \* Abbotsford Seniors' Centre
- \* 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
- \* Catholic Immigration Centre - Ottawa
- \* Centennial Public School
- \* Central Ottawa Family Health Network
- \* Centre 507
- \* Centre de services Guigues
- \* Centre for Addiction 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
- \* GLBTTQ 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
- \* 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