



Centretown Community
Health Centre

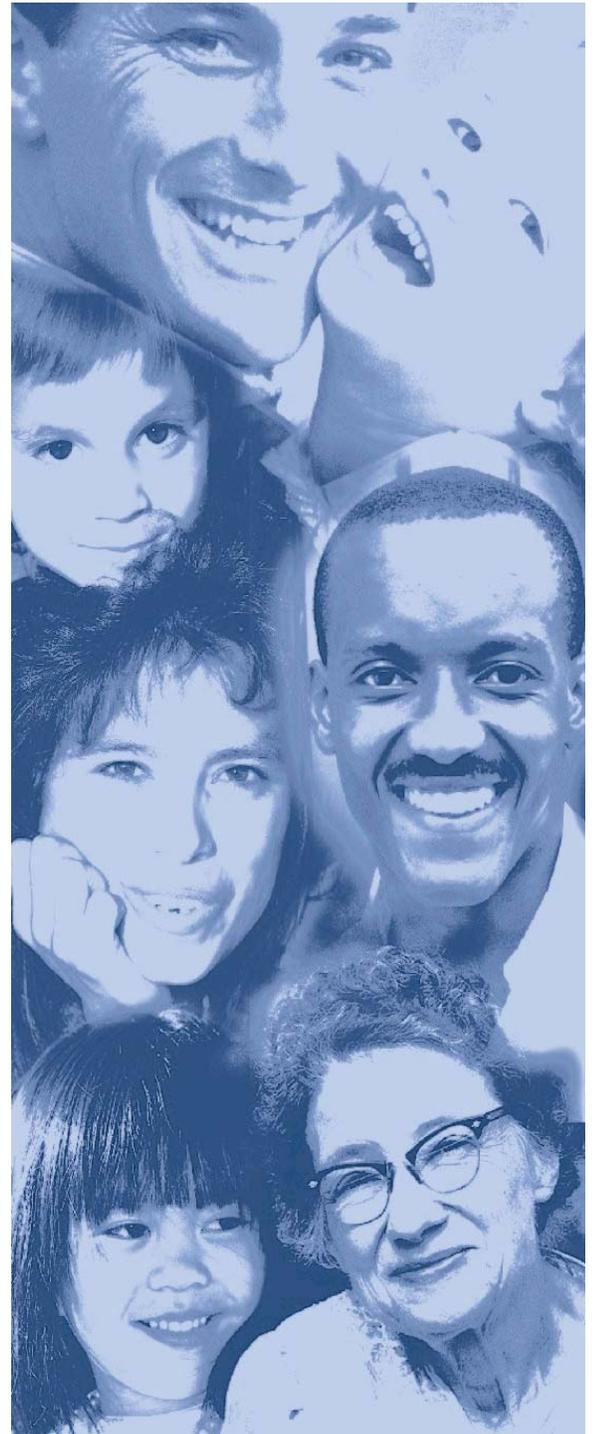
Centre de santé
communautaire du Centre-ville



Annual Report 2010



Ontario's Community
Health Centres



Word from the Board Chair and Executive Director

Board of Directors

Chair : Marita Killen
Vice-chair: Alex Roussakis
Treasurer: Rebecca Husband
Secretary: John Julian

Diane Caulfeild
Eva Kiess
Sara Lyons
Mado Mushimiyimana*
Mike Perry
Holly Ralph
Angela Saunders*
Donald Shultz
Rachael Strong
Holly Waggoner

*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

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Charitable Registration: # 10690 3073 RR0001

Our year started off with reflection and regeneration as CCHC celebrated its 40th Anniversary through a street party with over 300 community members in attendance as well as past board members, and staff. It was a wonderful way to acknowledge how far the centre has come over 40 years and how we remain true to our roots as a community-based model that eliminates barriers to access and advocates strongly for the communities we serve.

Over the last year CCHC has been actively involved in bringing a voice to health issues and health equity to decision makers, community leaders and politicians. Throughout the year, we met with our local representatives - MP Paul Dewar, MPP Yasir Naqvi and City Councillors Clive Doucet and Diane Holmes. We raised issues affecting the communities and clients served by CCHC. Outreach efforts were made in all 3 of our neighbourhoods, Centretown, Glebe and Old Ottawa South to share the data from the Ottawa Neighbourhood Study so that we can collectively build on strategies to improve the health of our communities.

Locally, we were actively involved with providing input on the Lansdowne Live consultations to highlight factors that support a healthy community, as well as holding regular meetings with the Ottawa Police and Ottawa Public Health to address issues of common concern.

It is exciting to see not just board members and staff involved in advocacy, but also community members. Our strategic plan focuses on developing community leaders and community capacity and we are seeing positive results through our volunteer program; through the City for All Women Initiative (CAWI) in civic engagement; and with the Ottawa Seniors Action Network (OSAN), where members are advocating with all levels of government to address affordable housing among other issues.

We have been able to ensure that we have had a strong visual presence in Ottawa this past year. The Ottawa CBC covered our addictions program and problem gambling for those aged 55+ (LESA) in the “Gambling –High Stakes” a 4 part series looking at 10 years of slot machines in Ottawa and, this winter, patrons of OC Transpo were able to look up and see ads for the Diabetes Education program. CCHC clients were also able to express their perspectives on health equity through their involvement in a documentary film that was premiered on Community Health Day.

Public awareness of community health centres in Ottawa also increased when we became designated Flu Assessment Centres during the H1N1 outbreak. At the request of the city, we were able to quickly and significantly modify our centres to respond.

In 2009-10, CCHC's efforts did not go unnoticed with recognition coming from a variety of sources:

- ◆ Centretown Community Health Centre received a certificate of recognition from Dr. Isra Levy, Medical Officer of Health, and Dr. Robert Cushman, Chief Executive Officer, Champlain LHIN in acknowledgement of our outstanding collaboration in Ottawa's pandemic response plan and our help, alongside our CHC colleagues, in assessing and treating more than 3000 Ottawa residents during the 2009 H1N1 influenza pandemic.
- ◆ The Canadian Diabetes Association awarded our Community Diabetes Education Program of Ottawa the "Outstanding Partnership Award".
- ◆ Our Early Years Program received the "Suzanne Pinel Literacy Day Award".
- ◆ The Ottawa Neighbourhood Study Steering Committee, of which CCHC plays a key role, received the United Way 2010 Community Builder of the Year "Speak Up" Award.
- ◆ Sharon Evans, a dedicated outreach nurse who has worked at CCHC for 25+ years, was multi-nominated and awarded the 'Heroes in the Home – Caregiver Recognition Award' by the Champlain Community Care Access Centre.

Following on the theme of recognition, the Champlain LHIN recommended CCHC for the role of the Diabetes Regional Coordinating Centre for the Champlain region. As part of their rationale, they cited CCHC's local expertise in diabetes education and our experience working in partnership with all parts of the diabetes and chronic disease system. They also highlighted our work with diverse communities offering multi-lingual services, and our consideration of the unique needs of Francophones. We welcome this opportunity to continue working with our partners to ensure that people with diabetes can access information and care as seamlessly as possible in the Champlain region.

Partnership is a recurring theme at CCHC and we recognize that any enhancement of services is directly linked with our strong working relationships. Examples include the expansion of the diabetes education program; capacity building for seniors programs to better serve the GLBT community; and, sustainable funding for the Primary Care Seniors outreach services. These results could not be reached without the commitment and work of our partners.

It is important to note that our most significant voice of recognition comes from those who use our services and we're proud to report back on their strong endorsement of CCHC in our most recent client satisfaction survey.



Marita Killen
Board Chair



Simone Thibault
Executive Director

Program Highlights

Community Diabetes Education Program of Ottawa

Strategic Direction and Partnerships:

► Offered diabetes management services to 3 primary care practices: West Carleton Family Health Team; Clarence-Rockland Family Health Team; and a solo practice south of Ottawa

► Worked closely with the Champlain Diabetes Strategy Advisory Committee to explore system needs and build consensus amongst different stakeholders on service expansion recommendations to improve care for people with diabetes

► Received Canadian Diabetes Association Outstanding Partnership Award for 2010

Program Highlights:

► The number of new clients reached increased approximately 65% over last year: with 3099 clients served; 401 insulin starts; 288 groups & over 8500 individual visits.

► Received an additional RN/RD team - these extra resources will be utilized to better support primary care practices to manage diabetes in partnership with community endocrinologists

► Two more sites were opened at Overbrook-Forbes Community Resource Centre and South Nepean Satellite Community Health Centre in Barrhaven

► Delivered programming to clients in their communities, at retirement homes, at community agencies and other locations to reduce access barriers

► Continued to develop programming to meet emerging client needs (eg. follow-up to Living with Insulin groups, high risk population assessments)

► Continued to outreach to shelters and drop-ins and to work with community mental health organizations to reach clients who are at high risk

► Strengthened relationships with multi-cultural populations through more outreach and involvement on numerous Networks and in partnership with other CHRCs, the Canadian Diabetes Association and Ottawa Public Health

► Enhancing “risk assessment” activities to reach high risk populations by identifying and refining tools in collaboration with the Champlain Diabetes Network, Ottawa Public Health and Canadian Diabetes Association



Primary Care

Program Highlights:

► Continued work designed to improve accessibility to primary care through timely access to appointments for existing clients and adding to the total roster size. This resulted in the provision of medical services to approximately 400 new clients.

► Continued a pilot project to test the efficacy of an Advanced/Open 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

► Participated in the Quality Improvement and Innovations Partnership (QIIP) with 54 other FHT's and CHC's in Ontario. The CCHC QIIP team has focused on improving care for individuals with diabetes, improving screening for colorectal screening, and improving access and office efficiencies

► In 2009, 57 clients received late prenatal/intra-partum care at CCHC. Our obstetrical physicians were involved in the antenatal or intrapartum care of 90 clients this year and delivered 16 Centretown CHC clients and 36 clients from the Obstetrical Group

► Continued the New Canadian Clinic at CCHC, providing 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

► Pursued our role as a teaching facility with two family residents on a two-year rotation

► Assisted many clients in obtaining documentation required to be granted a health card, and helped other clients by providing a shower service

► Continued to provide health services at Glebe and Lisgar High Schools through one of our nurse practitioners

► In September, the Homeless Outreach Team Offered a very successful 1st Annual Urban Outreach BBQ in the Park.

► 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. CCHC successfully partnered with South East Ottawa CHC to implement the Primary Care Outreach (PCO) to Frail Seniors - Aging at Home Program. PCO Aging at Home staff at CCHC provided service to over 200 seniors in the last year.

Community Health Promotion and Early Years

Strategic Directions :

- ▶ Implemented Living a Healthy Life with a Chronic Condition, a self-management program being delivered by community health centres and other service providers across the Champlain LHIN as an important component of the spectrum of chronic disease prevention and management services
- ▶ Completed transfer of Laundry Coop as an independent non-profit organization
- ▶ Worked with Ontario Early Years Centres and community agencies to recommend Best Start community hubs in Centretown and the Glebe
- ▶ Supported community leaders to participate in policy consultations (City Master Recreation Plan, City Budget, provincial affordable housing)

Program Highlights :

- ▶ Developed and implemented new community-based Living with Stress program to augment existing in-house stress reduction programming
- ▶ As part of Family Literacy Day celebrations, applied for and received Suzanne Pinel Literacy Day Award which was used to purchase children's books for participants attending the Pregnancy Circle and Buns in the Oven programs
- ▶ Strengthened programming for children and families: I Love To Cook, Cooking Out of The Good Food Box, Ottawa Safety Council Home Alone & Street Proofing, Family Wii/board games events
- ▶ Delivered range of chronic disease prevention and management programming for adults and seniors relating to healthy eating, physical activity, stress reduction, smoking cessation, and reducing isolation
- ▶ Strengthened relationships with local businesses and service providers using a community engagement asset mapping exercise
- ▶ Enhanced services for newcomers through outreach to Cornerstone Women's Shelter; partnership programming for isolated seniors through Fun for Multicultural Seniors; partnership programming for newcomer children through Community Faces; settlement counselling through OCISO staff on site
- ▶ Continued LGBT cultural competence training with City of Ottawa long term care and home support services sectors.

- ▶ Empowered residents to actively participate in community, municipal, and provincial initiatives
- ▶ Supported self-help and community advocacy groups

Selected Partnerships

- ▶ Food for All: developing community recommendations for an Ottawa food security policy (Just Food, University of Ottawa, and Coalition of Community Health & Resource Centres)
- ▶ Healthy People, Healthy Communities: increasing access to Good Food Box for first nations, metis, and inuit populations (University of Ottawa, Ottawa Good Food Box, Wabano, Minwaashin Lodge)
- ▶ Worked closely with settlement agencies to deliver group programming, outreach and settlement counselling (IWSO, OCCSC, OCISO, CIC)
- ▶ Poverty Audit Tool: development of a tool to assess the impact of programs and services on children, youth and families living in poverty. The tool is seen as a means to change the way people and organizations think about poverty (Child & Youth Health Network for Eastern Ontario)
- ▶ Seniors Health Promotion Coalition (City of Ottawa, The Good Companions, Public Health, Centre de Service Guigues, Partners in Healthy Living, Active Ottawa Actif, others)
- ▶ Worked with Early Years program partners to provide families with easier access to services and information within our community (Parents as Teachers Ottawa, Elgin Street Public School, Centennial Public School, Ontario Early Years Centre Ottawa-Centre Mothercraft Ottawa, First Words, Ottawa Public Health)
- ▶ 2 dietetic and one seniors intern were mentored by our staff.



“This is the one place I can come and get all my needs met”. “I have learnt a lot and educated myself.” - Client comment

Mental Health and Addictions

Strategic Directions and Partnerships

- ▶ Innovative partnership with 7 agencies to develop GayZoneGaie Program, a sexual health clinic and wellness program for gay men (555 clinic visits in first year)
- ▶ Developed a new intake process for easier access by community members seeking counselling services at CCHC
- ▶ Accessed New Horizon for Seniors Program funding to support community capacity building for older adults within the GLBT community
- ▶ Supported the development of the new Addictions and Mental Health Network of Champlain
- ▶ Partnered with Youth Net/Reseau to offer a Yoga group for GLBTTQ youth
- ▶ Offered an educational group for family members of people 55+ with an addiction issue
- ▶ Distributed needle and safe inhalation supplies during 1431 visits to the Harm Reduction Program
- ▶ Engaged in a Tri-Partite Workgroup with representation from police, public health and community health centres to facilitate understanding of the varied mandates related to an integrated drug strategy
- ▶ Partnered with Family Service Ottawa to provide a monthly support group for GLBT parents and their children
- ▶ Partnered with Somerset West CHC to offer a group for women focused on anger and assertiveness

Program Highlights

- ▶ Focused on the integration of the Mental Health and Addictions Team
- ▶ Continued to provide student placements and internships
- ▶ Admitted 89 new clients to the Lifestyle Enrichment for Senior Adults (LESA) Program; completed 652 home visits and 951 office visits
- ▶ Staff were trained in the new GAINS screener, an assessment tool to identify those individuals with concurrent disorders (mental health and addictions issues)
- ▶ Continued offering 4 group programs for women and men with substance use and problem gambling as well as monthly outings
- ▶ Collaborated with staff of Community Health Promotion to offer several groups
- ▶ Supported a Family Connections Group, a peer led parent's group who have an adult child with borderline personality disorder, that continues to be offered at CCHC twice a year
- ▶ Offered training in GLBTTQ awareness to over 150 teachers and service providers
- ▶ Offered Anonymous HIV Point of Care testing and a Social Support walk-in service to over 432 clients
- ▶ Offered counselling services to 296 new clients in 2009



Board Action Teams

CCHC's Advocacy and Communications Action Team (ACAT) is a committee composed of CCHC Board members, staff and members of the community who give their time and share their expertise to promote sound public policy on health care issues and respond to important matters that impact the health and well-being of the CCHC community. ACAT continued to advance strong advocacy positions toward building and enhancing healthy communities in 2009/10.

In order to maximize its impact, ACAT focused its work on furthering two primary social determinants of health: poverty (including affordable housing) and the environment (both natural and human-made). ACAT also chose to focus its efforts on promoting the community health centre 'model of care', raising awareness on the risks of the privatization of health care and engaging governments at the municipal, provincial and federal levels.

The Action Team's work this past year included advocating for an independent Ottawa board of health; advancements in childcare with the creation of full-day learning; preserving accessible, free community gathering places; and ensuring the inclusion of principles of healthy urban development with respect to Lansdowne Park. ACAT members ensured that social and health 'bottom lines' were discussed alongside the fiscal bottom lines in the 2010 Ottawa Budget discussions. ACAT also focused on the Centre's communications products and policies in 2009/10; endorsing a new communications strategic plan, and reviewing, updating and aligning the Centre's communications and advocacy policies.

Thanks to all 2009/10 ACAT members: Mike Perry (chair), Jill Caines, Martin Canning, Catherine Caule, Moya Crangle, Derek De Vlieger, Rémi-Serge Gratton, Negar Hashemi, Christina Marchant, Aleksandra Milosevic, Jeff Morrison, Farshid Nayyer, Holly Ralph, Donald Shultz, Carol Silcoff and Simone Thibault.

Board Development Action Team (BDAT): Over the last year BDAT organized and evaluated the annual Board-Staff Dialogue. This year's theme was "Diversity and race in the context of CCHC's clients and community". The dialogue at the event re-affirmed the centre's commitment to diversity and to continue its leadership in this area. BDAT designed and carried out a new Board self-assessment tool and made some recommendations based on the feedback. In preparation for CCHC's accreditation in the Fall, BDAT lead the review of most board policies. In managing the nominations process, BDAT introduced outreach efforts to ensure representation of diverse communities on the Board of Directors. Thanks to BDAT members Alex Roussakis (Chair), Brenda Emerson, Rebecca Husband, Marita Killen, Holly Ralph and Holly Wagg for their valuable contribution.

Diversity Development Team (DDT) :

- ▶ Maintained and nurtured partnerships with immigrant-serving organizations
- ▶ Maintained and enhanced programming to support and enhance diversity (e.g., New Canadians Clinic, multicultural outreach, settlement counselling, group programming)
- ▶ Implemented team-specific surveys/conversations and focused the Board-Staff dialogue on race and culture to encourage movement toward an anti-racist model of diversity
- ▶ Implemented monthly "lunch 'n' learns" to assist staff from different teams to come and learn about race and working across cultures



Strategic Planning at Centretown Community Health Centre

This past year provided us with an opportunity to develop and refine our Strategic Plan reporting. It is an exciting time to be able to present results to the community that are aligned with the Champlain LHIN priorities and build upon our own mission, vision and philosophy.

This is the second last year of this strategic plan and it is with pride that we look back on the achievements CCHC has made over the last year.

2009-2010 *Looking Back*

Excellent, Comprehensive Integrated Primary Health Care – Tremendous activity has continued to occur in the area of partnership development, with 13 new partnerships that have resulted in improved service delivery, ranging from the delivery of diabetes education at Family Health Team locations to improving access to services for women with addictions. We are also now beginning to set benchmarks for interdisciplinary care and access that we will be able to monitor in the future.

Responding to Community Needs – It is exciting to be able to demonstrate the role CCHC has had in engaging communities as well as building community capacity and leadership through the results of several evaluations that looked at the Laundry Co-op, Gay Zone Gaie and the Volunteer program.

Organizational Health and Capacity Building – Work is always being done to improve and strengthen the working environment. Numerous physical improvements were made to the Centre over the last year. We saw an increase in the number of staff satisfied with their workload and the staff turnover rate was lower than anticipated, providing consistency and stability to CCHC.

Ensuring Accountability – In this changing environment, CCHC has been closely monitoring the results of its Multi-sector Service Accountability Agreement and developing new reporting formats for the board. Evaluation results have been communicated to the community and stakeholders and over 81% of clients surveyed rated the quality of care and/or services they received at CCHC as excellent or very good.

Health Systems and Policy Change -- Over the past year, CCHC has been engaged with numerous activities promoting the CHC Model of Care. Board, staff and community members have been involved in advocacy at all levels of government. CCHC has been recognized as a leader through numerous awards over the past year including Ottawa Public Health and the Canadian Diabetes Association. This work and recognition is positioning CCHC as a leader in integration and interdisciplinary care.

A full copy of the Updated Strategic Plan can be found on our web-site.

Special Thanks

Volunteering is one of the most fundamental acts of citizenship and contribution in our society, according to Volunteer Canada. With their care and contribution, volunteers decrease suffering, increase health and connection, teach skills, create self-esteem and change people's lives.

This year at Centretown, 58 formal volunteers provided over 2000 hours of their time, energy, and skills. Their activities included creating walking routes; thinking strategically; listening heartfully; organizing; problem-solving; shopping; setting up rooms; donating gifts; cleaning and stocking the kitchen; giving advice to improve our programming; telling stories to children; and the list goes on. CCHC volunteers are diverse and represent every walk of life and many different ages and cultural groups.

On behalf of CCHC board and staff, thank you to all the volunteers for choosing to donate your time, energy, passion and skills to the members of this community.



Aging at Home



Heroes in the Home Award Champlain CCAC Given to Sharon Evans



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, 2010, and have reported thereon without reservation to the members on May 21, 2010. 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
Licensed Public Accountants
Ottawa, Ontario
May 21, 2010

Statement of Financial Position

March 31, 2010

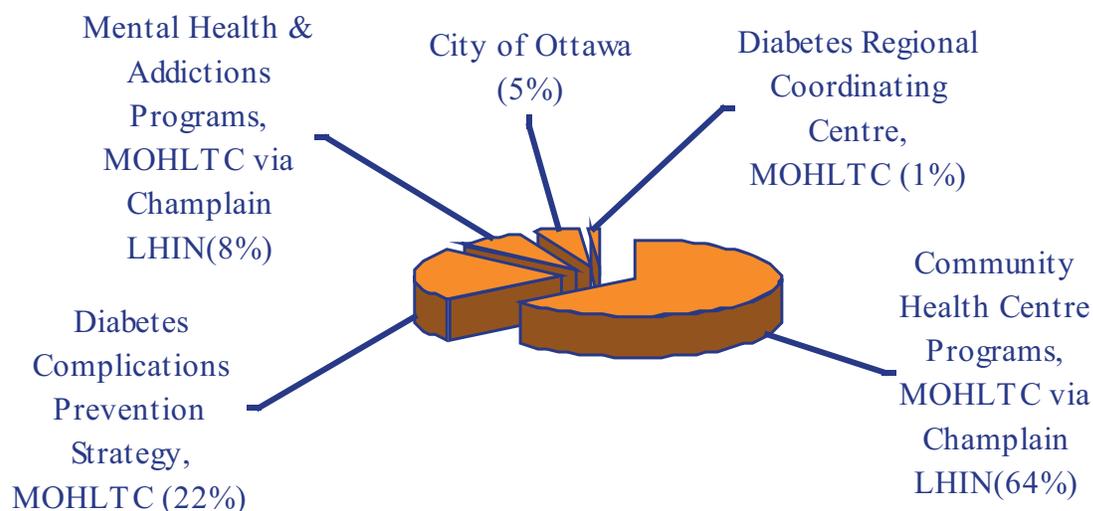
	2010	2009
ASSETS		
Current Assets		
Cash	\$1,316,099	\$ 905,328
Accounts receivable and prepaid expenses	<u>358,520</u>	<u>293,289</u>
	\$1,674,619	1,198,617
Investments	405,824	645,485
Capital Assets	<u>746,386</u>	<u>796,047</u>
Total Assets	\$2,826,829	\$2,640,149
LIABILITIES AND FUNDS		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 762,602	\$ 782,108
Repayable to governments	358,750	254,534
Deferred contributions	<u>145,119</u>	<u>75,679</u>
	\$1,266,471	1,112,321
Deferred Capital Grants	746,386	796,047
Unexpended Funds	<u>813,972</u>	<u>731,781</u>
Total Liabilities and Funds	\$2,826,829	\$2,640,149

Statement of Operations and Unexpended Funds

Year Ended March 31, 2010

	2010	2009
Support		
Grants	8,482,661	\$7,909,779
Interest income	20,355	36,113
Donations	6,766	3,570
Other	357,184	202,641
Amortization of deferred grants	<u>245,240</u>	<u>224,290</u>
	\$9,112,206	\$8,376,393
Expenses		
Salaries and benefits	\$7,057,760	\$6,432,375
Program costs	684,370	754,023
Occupancy costs	782,971	809,378
General and administration	81,134	63,323
Amortization of capital assets	<u>245,240</u>	<u>224,290</u>
	\$8,851,475	\$8,283,389
Excess of support over expenses before items below	\$ 260,731	\$ 93,004
Transferred from (to) deferred contributions - operations	(69,440)	63,365
Amount repayable to governments	<u>(109,100)</u>	<u>(133,571)</u>
Excess of support over expenses	82,191	22,798
Unexpended funds, beginning of year	731,781	708,983
Unexpended funds, end of year	\$813,972	\$ 731,781

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
- * Catholic Immigration Centre - Ottawa (CIC)
- * Centennial Public School
- * Central Ottawa Family Health Network
- * Centre 507
- * Centre de services Guigues
- * 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 (IWSO)
- * 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 (OCCSC)
- * Ottawa Community Housing Corporation
- * Ottawa Community Immigrant Services Organization (OCISO)
- * 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 Diabetes Network
- * 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
- * Vesta Recovery
- * 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 – Children's Services
- * Young Single Parents
- * Youth Services Bureau
- * Youville Centre
- * Ys Owl McLure Cooperative Centre