

2016

Working together for a healthy community

Centretown Community Health Centre

Annual Report 2016-2017



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



Ontario's Community
Health Centres
Les centres de santé
communautaire en Ontario

THANK YOU



Dear Friends,

I can hardly believe that my 6-year term as a Board member of CCHC and my third year as the Chair has come to an end.

Another challenging and rewarding year at Centretown has come and gone. The Board of Directors continues to be amazed by the outstanding health care, programs and services that are developed and delivered by our committed staff and volunteers. Dedication, passion and compassion are values that we have seen at the Centre on a daily basis, year after year.

The demand for our services continues to increase, straining our capacity to meet the needs of some of our most vulnerable community members. In addition, the Patients First legislation will result in significant changes to the way health care/services are delivered in Ontario. I am convinced that CCHC, as a well-respected leader in our community, will rise to meet these challenges and continue to provide caring and quality care to everyone including those who may face barriers to accessing services.

Some special highlights this past year include the Centre's strong advocacy in different areas, namely:

- ✓ Supervised Injection services
- ✓ Affordable housing
- ✓ Rooming houses conditions
- ✓ City budget initiatives (i.e. EquiPass)
- ✓ Bilingual Ottawa
- ✓ Anti- black racism
- ✓ Good Samaritan Act

On behalf of the Board, I would also like to make special mention of and thank the volunteers at CCHC. We currently have 275 volunteers and we could not do what we do without them. I have been particularly impressed by the number of new comers to Canada who have given their time and skills so generously to volunteer at the Centre in a wide variety of programs.

On a personal note, I would like to extend my appreciation to the staff, fellow Board members, as well as the clients I have met over the years, for making my time with the CCHC such a humbling and rewarding experience. Last, but certainly not least, I would like to recognize the outstanding leadership of the Centre's Executive Director, Simone Thibault, and thank her for the support she has given to me over the years. Her dedication to the staff and clients of the Centre is exemplary.

Cathy Doolan
Board Chair



EQUITY

388
CLIENTS (4.3%)
of CCHC
self-identify
as Trans



From
8-10
MONTHS
wait time to
1-2
MONTHS



TRANS HEALTH CLINIC

In early 2016, the Centre began exploring ways to address its lengthy wait list for Trans Health services, 8-10 month delay for limited services and over 70 clients on the centralized waiting list.

In order to respond to growing wait list in the Trans health program, launched a pilot clinic (Dec 2016 - June 2017) which had successful results both with wait times and improved care.

CCHC (representing the CHCs), along with health partners and community members, formed a Regional Planning Table (RPT) to improve access to culturally appropriate gender-affirming health care; services and programs for mental health & addictions; and social services across the Champlain region for Trans, Two Spirited, Intersexed and gender diverse people.

Individuals who decide to transition but have not begun to do so are often suicidal, in fact, more than 50% consider suicide while waiting for a treatment and close to 30% try to take their own lives¹.

People's lives are at risk and together we can make a change.

About
30%
of people with
type 2 diabetes
in Canada don't
even know they
have it.

Immigrant
communities can
be **2-4 times**
more likely to
develop chronic
diseases like
diabetes.

Over
17%
of the people
who live in
Champlain were
born outside
Canada.

DIABETES

The Community Diabetes Education Program of Ottawa (CDEPO) is committed to excellence in providing accessible, timely diabetes education and self-management support to adults with diabetes.

In this past year, the program served **10% more clients than the previous year**, reaching almost 6,000 people through group and individual visits.

SCREEN, the Champlain Chronic Disease Risk Assessment Program provides diabetes screening events and risk management in partnership with high risk and immigrant communities in the Champlain region. The program also provides training to health care providers to increase their understanding of the communities they serve and help them provide more culturally sensitive care to local populations.

- 36 Screening events, 1155 people screened, 80% born outside Canada.
- Clients were served in 17 different languages!

44 Volunteers within the served communities have been a vital resource to promote the project and engage with the community but also to help with the

various activities during the screening event (i.e. Measurements, registration).

Every 3 minutes a Canadian is diagnosed with Diabetes.

Let's Put Diabetes on the Agenda.



¹ The Trans PULSE project (<http://transpulseproject.ca/research/>)

EMPOWERMENT

The Ottawa Good Food Box (GFB)

Created to enhance food security, initiatives like the Good Food Box are vital to today's societal landscape. Dynamic, sustainable and affordable food options make a major contribution to improving the social determinants of health as revenues are reinvested to advance a social, economic and/or environmental mission.

The GFB brings a variety of affordable, nutritious fruits and vegetables to some of Ottawa's most vulnerable neighborhoods, while making healthy eating more accessible to all Ottawa residents; empowering the community to make healthier and nutritious choices by providing education tools and resources. The GFB offer cooking workshops for school-aged children and their parents at a homework club in Centretown. The workshops aim to teach participants how to make nutritious snacks using produce from the food boxes.

Sustainable community food initiatives are more important than ever as we face unprecedented economic, social and environmental challenges that affect food security. In 2017, we aim to improve the GFB business model in a financially sustainable way.

In the last year,

6,209

orders were delivered, feeding

14,721

people with good food!



Volunteering Program

At CCHC, with approximately 275 volunteers and 10, 676 service hours logged, we know very well that volunteers are vital to the success of the Centre. What they have told us this year is how we, CCHC, have also positively impacted their life.



Research shows that volunteering **just two to three hours per week, or about 100 hours a year, can confer the most benefits**—to both you and your chosen cause².

93%

felt volunteering helped them feel more connected to their community.



Over **50%** have gained confidence and/or acquired leadership skills.

76.7%

felt a sense of accomplishment

46.7%

feel better prepared to gain employment or further my education



² Volunteer Ottawa, www.volunteerottawa.ca/about_volunteering.html.

EXCELLENCE



RESPECT



AND THE AWARD GOES TO....



Canadian Counselling and Psychotherapy Humanitarian Award 2017:

Mego Nerses, CCHC Mental Health Counsellor

Diabetes Canada Regional Outstanding Professional Partnership Award:

CDEPO

Ottawa Child and Youth Initiative Growing Up Great Awards:

Syrian Refugee, Early Years Support

VOscars Outstanding Senior Volunteer Award:

Cathy Collett, Ottawa Seniors Pride Network Volunteer

91%

of the staff would recommend CCHC as a place to work.



100%

of students would recommend this CHC as a placement option for other learners.

93%

of volunteers would recommend this CHC to others interested in volunteering.

99.6%

of our clients feel treated with courtesy and respect

“

Everyone is so friendly. I am maybe not the traditional type client but I admire how welcoming everyone is to all types.

”

97.1%

of our clients say that we provide a welcoming space for them and their family.

COMMUNITY SUPPORT WORKERS

We are committed to fostering an inclusive environment where everyone is treated in ways that are fair, courteous and compassionate.

No judging.

In 2016, CCHC underwent a review of frontline services in order to enhance a welcoming environment while taking into consideration safety components. The outcome of this review was the creation of a new team of three Community Support Workers (CSW) that are cross-trained to provide service to clients who use our various drop-in services (urban outreach clinic, practical assistance, social service walk-in & harm reduction). The main objective was to decrease barriers for clients in accessing service and to build a framework around care coordination and support for the marginalized populations that use our services.



The CSW proactively engages clients and ensures that clients are bridged to the appropriate services both internally and within the broader community. The CSW, as with all CCHC staff, is responsible for addressing barriers to service and ensuring that each unique individual who walks through CCHC doors is met with dignity, and respect and are provided the resources to meet their needs.

ADVOCACY



ROOMING HOUSES

Rooming houses play an important but often undervalued role in providing affordable housing in our communities.

Our 2016 research report shows that many rooming house tenants are bound by a housing situation that does not consider their well-being, economic situation or safety. Not only are they precariously housed, they are also dealing with challenges with their mental and physical health, addictions and accessibility to services.

Vulnerable housing results in an average 7 to 10 years shorter lifespan for occupants.

We believe that safe, secure, and affordable housing is essential for the health and well-being of all Ottawa residents. We also believe that rooming houses provide an important first housing option for many who would otherwise live in overburdened City shelters.

As of December 31, 2016, there were 10,052 households on Ottawa's central waiting list for affordable housing.

We will continue to advocate, along with Somerset West Community Health Centre, for improved conditions in rooming houses as part of a safe and healthy community.

50%

of those living in rooming houses reported being diagnosed with a mental health condition.³



39%

all renter households in Ottawa are spending in excess of 30 per cent of their gross income on rent and utilities



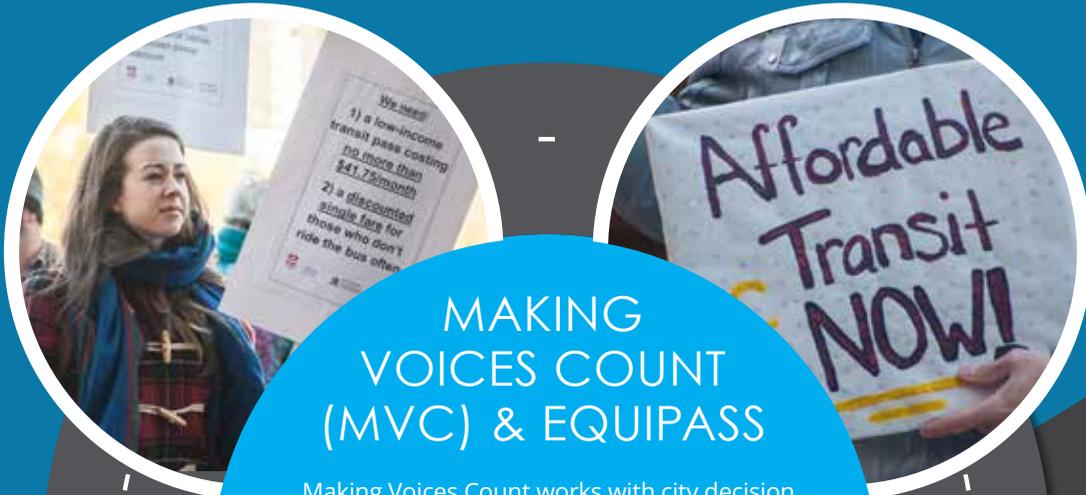
5 YEARS OR +
Wait time for subsidized housing.

³ Health and Housing in West-Central Ottawa: The Facts on Rooming Houses, 2016.

MAKING VOICES COUNT (MVC) & EQUIPASS

Making Voices Count works with city decision makers to create a city for all. It is driven by residents, the Coalition of Community Health and Resource Centres, City for All Women Initiative, and community partners. The movement, by advocating for people with low income, contributed significantly to the establishment of an affordable OC Transpo monthly pass, approximately half the cost of an Adult pass \$57 per month in 2017.

One big step in the right direction for making transit affordable!



2012-2017



Ottawa CHC Collaborative Strategic Plan

Our Strategic Priority Areas



Our Strategic Outcomes

We collaborated on initiatives to build safe and vibrant neighbourhoods.

We developed over 200 collaborative initiatives, including community development action plans, to help improve our neighbourhoods.



We increased access to programs and services.

Keeping in mind the complexity of our clients, we have succeeded in our efforts to increase our primary care patient rosters despite the budget freeze in our sector.



We improved the quality of our preventive care.

By improving our processes, we significantly increased the number of CHC clients receiving timely, appropriate screenings for breast, cervical, and colon cancer.



We advocated for safe, secure, healthy affordable housing.

We held 25 meetings with MPs and MPPs, with shared messaging on affordable housing. We helped to push for the 2017 National Housing Strategy, which allocated \$11.2B to affordable housing.



We helped to build civic engagement.

Through civic engagement workshops, we increased voter turnout at identified polling stations by 7-30%, leading to the highest turnout in Canada (83%) in Ottawa Centre (2015 Fed election).



We improved our capacity to address health equity.

By creating models of care that wrap around patients, including newcomers, isolated seniors transgendered, and homeless clients, we have built a model of care where everyone gets safe, high-quality care.



We championed measures to address income inequality.

Our 'Bridging the Gap' report shed light on income inequality in Ottawa and made 10 recommendations. In 2017, the City of Ottawa addressed these by announcing \$500,000 in social infrastructure investments and introducing a low-income bus pass.



We created a process to refer frail seniors to our services.

In 2013, we created a new referral process for frail and isolated seniors to be referred to CHCs from any Ottawa hospital. We have taken in 1,400 seniors since 2013.



We built capacity in vulnerable communities.

Our civic engagement workshops trained 2,392 people. We also engaged 8,910 people in community development action plans to revitalize our neighbourhoods.



We improved our ability to measure what matters.

CHCs do more than provide sick care. We used a new tool to capture our 200+ community initiatives because we know they are crucial to the health of marginalized communities.



We learned to tell our story.

We took steps to ensure that the media heard about the life-changing work that we do. As a result, we were mentioned in the media over 530 times between 2012-2017.



CALL FOR EXPANDING PUBLIC DENTAL PROGRAMS

We support and advocate for the expansion of public dental programs to adults and seniors who cannot afford to pay for private dental health care.



DYK that In **#Ontario**, every 3 minutes someone goes to a doctor's office because of dental problems. **#DentalCare #Accessibility**.



DYK that in **#Canada** about 1 in every 5 people avoids visiting a **#dentist** because they cannot afford the cost. **#accessibility #dentalcare**.



In **#Ontario** visits to ER & Doctors for **#Dental** problems are costing **#taxpayers** at least \$38M/Year and that is without effective treatment.



@ONGouv should redirect the funds and add to them for a program that would provide oral health care for low income adults and seniors.



We cannot afford to continue to ignore the need for **#Accessible #OralHealth** programs for vulnerable people.



Please visit the Ontario Association of Public Health Dentistry website (www.oaphd.on.ca) to send an electronic message directly to **Ontario Health Minister Eric Hoskins** asking that publicly funded dental support programs be expanded to cover low-income adults and seniors.



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