

# ANNUAL report

## 2017-2018



Advancing health and wellbeing for all

Integrity  
 Respect  
 Equity  
 Collaboration  
 Empathy

### A message from the Board Chair and the Executive Director

Dear friends,

As we take this opportunity to look back on 2017, we are incredibly proud of the care Sandy Hill Community Health Centre (SHCHC) provides to our community. Through growth and change, we are guided by our belief that health equity is a fundamental human right. Right now, that means we are providing innovative care to the traditionally underserved, through new services like our supervised injection site for drug users, social pediatric hub for vulnerable families, and for people who experience drug misuse we have a rapid access addiction medicine clinic.

In this annual report you will learn about our many innovative programs and how we engage clients and communities in addressing what matters to them the most, whether that is about diabetes care, concurrent disorders treatment, depression, lung health or living in poverty, having access to affordable transportation and housing, or even obtaining food security for their families.

In these times of great uncertainty, our commitment to do better for our clients, families and our community remains steadfast and our passion for the work unwavering. Once again, the Centre was accredited by the Canadian Centre for Accreditation (CCA). In their report, the review team found SHCHC to be a healthy, effective organization that is delivering needed programs and services to its clients and community.

As we look forward to the rest of 2018 and the years ahead, we know there will be many more opportunities to bring exceptional health care to even more clients in our city and beyond. We are actively engaged in this work, and know that we could not do it without your partnerships.

Thank you for being part of SHCHC's mission and for your support that makes it all possible.

Lynn Marchildon, Board Chair  
 David B. Gibson, Executive Director

SHCHC passionately embraces the role of agents of change, which is reflected in its commitment and involvement in systemic advocacy, social justice issues, community engagement, development and capacity building, public education, relationship building and collaboration with various local and regional stakeholders and elected officials. SHCHC provides accessible and innovative programs and services that are responsive to the needs of the diverse clients and communities it serves. SHCHC has demonstrated excellence in regards to seeking meaningful input from the communities served, establishing itself as experts in the field of substance use and in its execution of the organization's communications and advocacy plans.

- the CCA Review Team

### Health professionals who treat the whole person

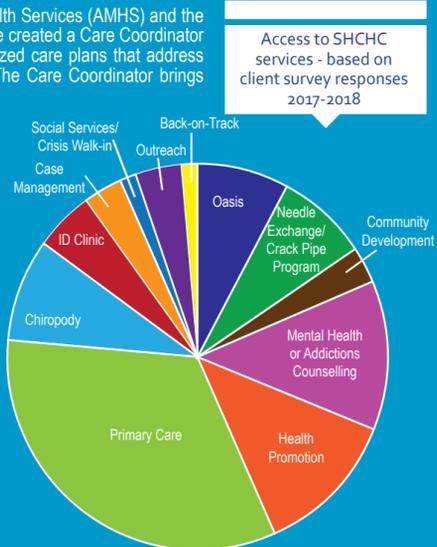
To the health professionals and all the staff at SHCHC, you're more than just your medical problems or test results. We know that many things go into making people healthy and families strong, so we provide a lot of them right here, to make it easy for YOU.

Our team of health professionals offers specialized services, including lactation consultation, chiropody, lung health, diabetes education, home visits and primary care outreach. In addition to the Youth Health Clinic (which we have been offering at the Youth Services Bureau since 2009), the Interim Federal Health Clinic (which provides health care to refugees and other people who are not eligible for provincial health insurance), and other regional partnerships such as Refugee 613 and Ottawa Public Health Dental Working Group, last fall we launched the Vanier Social Pediatric Hub, a collaboration between Vanier Community Service Centre (CSC), Hôpital Montfort and CHEO. The Hub is the first of its kind in Ontario to deliver comprehensive health and social care in under-served and high-needs neighbourhoods. Its core team includes a nurse practitioner, social worker, receptionist and pediatricians who work closely with existing Vanier CSC social services, including legal, immigration, employment and food bank services, wellness programs and other supports. The goal of social pediatrics is that children and youth reach their full potential by addressing the needs and human rights of the whole child within their family and community - with children, youth and their families as active participants.

With increased funding for cultural interpretation, our Health Services team was able to offer primary care services to more than 260 newcomers and refugee patients over the past year.

In Addictions and Mental Health Services (AMHS) and the Client Access Team (CAT) we have created a Care Coordinator position to help develop personalized care plans that address the needs of the whole person. The Care Coordinator brings together specific services, professionals and community supports to address community and social needs that impact general health and wellbeing.

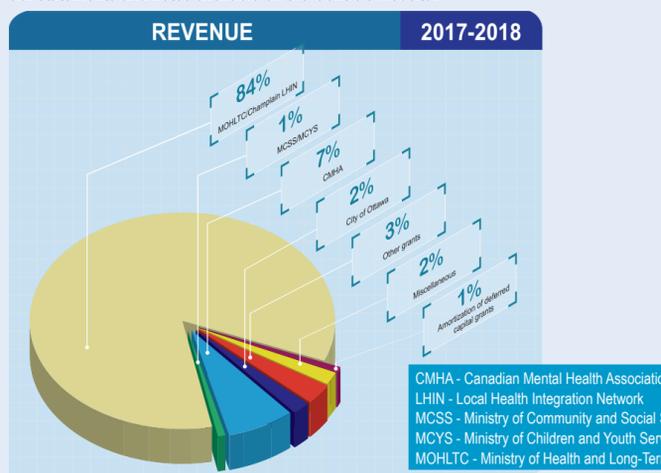
We don't always think of smoking cessation in the context of health disparities, but people with substance use and/or mental health disorders are 2-4 times more likely to smoke, tend to smoke more heavily and are at greater risk of smoking related health problems. The AMHS team has embedded smoking cessation as a core service. All new clients are screened for tobacco use and are offered smoking reduction and/or cessation supports, such as coaching and nicotine replacement therapy concurrently with other services.



### Sources of revenue

Year ended March 31, 2018

We would like to gratefully acknowledge the continuous support of our funders, community partners and private donors. For complete details, please refer to the audited financial statements and notes available on the Centre's website.



### Empowered learning

As a designated teaching Centre, SHCHC exemplifies a culture of learning and teaching and provides students with a rich and supportive environment in which to learn about and practice their skills using a client centred, trauma informed and community based approach. The fact that there is a waiting list for placements is strong evidence of the Centre's success in this area.

Our health coaching and health promotion groups in areas of smoking cessation, healthy eating, hypertension, fall prevention and diabetes are all built on the strengths and goals of the individuals by our professional staff of Health Promotion and Chronic Disease Management team.

AMHS and CAT have prioritized learning and action based on learning through participation in a variety of opportunities including: Indigenous Cultural Safety Training, Quality Improvement skills development, Acudetox and the administration of new standardized screening and assessment tools. This year also saw the implementation of the Ontario Perception of Care tool, a tool that gathers feedback from service users and provides information to support a variety of quality improvement activities.

### Addressing health inequities

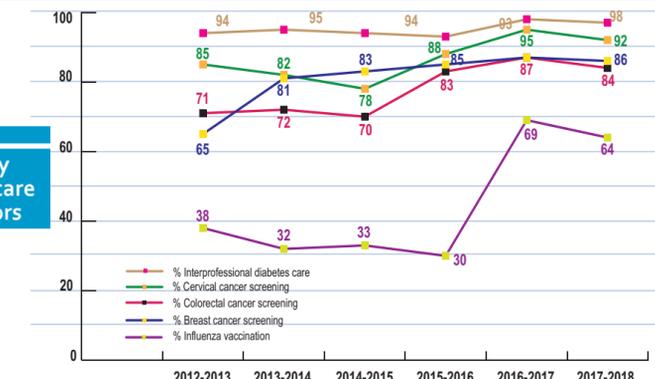
As the Ministry of Health and Long-Term Care rolled out new funding to address the Opioid Crisis, the Champlain Local Health Integration Network (LHIN) turned to SHCHC to expand our Opioid Agonist Treatment Services, in order to provide rapid referrals from hospital emergency departments, primary care and community addictions services to buprenorphine/naloxone or methadone treatment. The Champlain LHIN also provided funding to expand our treatment options to include supervised injectable opioid agonist treatment.

While the opioid crisis has understandably taken up a significant amount of our attention in the past year, we have also continued to provide high quality services in primary care, case management, drop in support and harm reduction support to people who inject drugs, people who smoke crack and people involved in street level sex work. We partnered with Ottawa Public Health to pilot the world's first harm reduction dispensing machine that provides both safer smoking and injecting supplies, we increased our capacity to treat hepatitis C in our clinic, initiated a participant led video orientation project for our Intensive Case Management service, introduced crystal meth pipes to our inventory of harm reduction supplies, held community events to mark Drug User Memorial Day, Overdose Awareness Day and Harm Reduction Day. In the past few weeks, we added a mass spectrometry based drug checking service that allows our supervised injection service participants to find out the content of their drugs before they inject them, and will allow us to alert the community when highly toxic drugs like carfentanil are detected at our Centre.

The numbers in Ontario are grim. In 2017, there was a 50% increase in opioid overdose deaths compared with 2016 - the increase mostly driven by the emergence of powdered fentanyl in the unregulated market. We are only at the beginning of this crisis. We need bold leadership at all levels to challenge and change the prohibitionist drug policies that underlie this crisis and amplify harm. We need to address key barriers to recovery: criminalization, housing, poverty and stigma.

In the face of this crisis, we stand proudly with our community who constantly inspire us with their resiliency, compassion, insight and generosity.

### Quality primary care indicators



### Community impact

We are strategic partners for communities and those who invest in them, helping turn visions of health into equitable and lasting impact. Drawing on our experience supporting community partnerships, we strengthen assets and enhance efforts to grow an enduring culture of health and wellbeing.

AMHS and CAT are active participants in a variety of systems planning initiatives that include Coordinated Access structures, the implementation of standardized screening and assessment tools, and improved integration of Primary Care, Mental Health and Addictions.

With the generous private donor funding from George Gaty, the SHCHC Super Learners' Club and After school Program works within a community, alongside the local school system, to provide academic, financial, social, and one-on-one supports to address the barriers that children and youth can face to education. Each student benefits from personal relationships with dedicated staff and volunteers who act as counsellors, advocates, confidantes, social workers, and mediators - to guide students and their families to insights that can't be found on report cards. Embedded within a trusted local organization like SHCHC, and dedicated to equality, inclusion, and accessibility, the program is available to all students of primary school age within the community.

SHCHC shares in the belief that education has the power to change lives, and that improving access to quality education is fundamental to health, wellbeing and economic prosperity. Together, we are helping more children and youth, including recent government-sponsored refugees, to access the academic, financial, and social supports they need to help break the cycle of poverty, enabling strategic, long-term social change.



### Our vision

Every one in our community will have an equitable opportunity for health and wellbeing.

### Our mission

To lead and innovate in person-centred primary health care and community wellbeing.

### Board of Directors

Lynn Marchildon - Board Chair • Aynsley Morris - Board Vice-Chair • Edward Speicher - Board Vice-Chair • Lisa Gorman - Board Secretary • Ken Workun - Treasurer • Ayah Alsaafin • Leila Bocksch • Kim Brown • Miquelon Deller • Brian Legris • Karen McMullen • Marguerite Nadeau • Sarah Stirling-Moffett • Ross Taylor - Board Directors; Christine McKay • Heather Thomson - Staff Representatives

### Management Team

David Gibson - Executive Director • Rob Boyd - Director of Oasis Program • Wendy Chong - Director of Quality Improvement and Performance Management • Matthew Garrison - Director of Administration, Human Resources and Information Technology • Nancy Knudsen - Director of Health Services, Health Promotion and Chronic Disease Management • Robin McAndrew - Director of Client Access and Director of Addiction and Mental Health Services • Michelle Nemeth - Director of Finance



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