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Intolerant views should be confronted, not silenced - the value of promoting tolerance - by David Gibson

The truth is discomfoting: hatred and intolerance are moving into the mainstream in Ottawa.

What is driving this intolerance? Academic research suggests that fears about loss of culture, terrorism and crime and competition for economic resources all provide part of the explanation. And while economic factors may not be the principal driver, North America's economic and financial crisis and resulting austerity are unlikely to help. The consequences can be measured in hate crimes, human rights complaints, instances of harassment or assaults, broken bones and restricted opportunities.

Hate violence is only the tip of the iceberg, of course. For many minorities, LGBT communities, drug users and migrants to name just a few, discrimination in housing, access to health, education and employment are a fact of life.

If we refuse to talk openly about our diversity and the difficulties of negotiating this new environment, then we negate the opportunities for cultural interaction and learning that diversity is supposed to bring.

The goal of fostering open conversation about culture and ignorance is indeed a laudable one.

Along with outright injustice and violence, discrimination and marginalization are common forms of intolerance. Education for tolerance should aim at countering influences that lead to fear and exclusion of others, and should help young people

develop capacities for independent judgement, critical thinking and ethical reasoning. The diversity of our world's many religions, languages, cultures and ethnicities is not a pretext for conflict, but is a treasure that enriches us all.

"Respect and tolerance are liberating acts, whereby the differences of others are recognized as the same as our own and whereby the riches of another culture are taken as the wealth of all."

- Irina Bokova,
Director-General of UNESCO

Five ways of promoting tolerance

1. Fighting intolerance requires law

Each Government is responsible for enforcing human rights laws, for banning and punishing hate crimes and discrimination against minorities, whether these are committed by State officials, private organizations or individuals. The State must also ensure equal access to courts, human rights commissioners or ombudsmen, so that people do not take justice into their own hands and resort to violence to settle their disputes.

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Awareness
Kindness
Tolerance Indulgence
Impartiality
Open-minded Compassion
Consideration Concern
Identity
Equity Justness
Patience

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EVERY ONE MATTERS.



Intolerant views should be confronted, not silenced - the value of promoting tolerance *(continued)*



2. Fighting intolerance requires education

Laws are necessary but not sufficient for countering intolerance in individual attitudes. Intolerance is very often rooted in ignorance and fear: fear of the unknown, of the other, other cultures, nations, religions. Intolerance is also closely linked to an exaggerated sense of self-worth and pride, whether personal, national or religious. These notions are taught and learned at an early age. Therefore, greater emphasis needs to be placed on educating more and better. Greater efforts need to be made to teach children about tolerance and human rights, about other ways of life. Children should be encouraged at home and in school to be open-minded and curious.

Education is a life-long experience and does not begin or end in school. Endeavours to build tolerance through education will not succeed unless they reach all age groups, and take place everywhere: at home, in schools, in the workplace, in law-enforcement and legal training, and not least in entertainment and on the information highways.

3. Fighting intolerance requires access to information

Intolerance is most dangerous when it is exploited to fulfil the political and territorial ambitions of an individual or groups of individuals. Hatemongers often begin by identifying the public's tolerance threshold. They then develop fallacious arguments, lie with statistics and manipulate public opinion with misinformation and prejudice. The most efficient way to limit the influence of hatemongers is to develop policies that generate and promote press freedom and press pluralism, in order to allow the public to differentiate between facts and opinions.

4. Fighting intolerance requires individual awareness

Intolerance in a society is the sum-total of the intolerance of its individual members. Bigotry, stereotyping, stigmatizing, insults and racial jokes are examples of individual expressions of intolerance to which some people are subjected daily. Intolerance breeds intolerance. It leaves its victims in pursuit of revenge. In order to fight intolerance

individuals should become aware of the link between their behavior and the vicious cycle of mistrust and violence in society. Each one of us should begin by asking: am I a tolerant person? Do I stereotype people? Do I reject those who are different from me? Do I blame my problems on "them"?

5. Fighting intolerance requires local solutions

Many people know that tomorrow's problems will be increasingly global but few realize that solutions to global problems are mainly local, even individual. When confronted with an escalation of intolerance around us, we must not wait for governments and institutions to act alone. We are all part of the solution. We should not feel powerless for we actually possess an enormous capacity to wield power. Nonviolent action is a way of using that power - the power of people. The tools of nonviolent action - putting a group together to confront a problem, to organize a grassroots network, to demonstrate solidarity with victims of intolerance, to discredit hateful propaganda - are available to all those who want to put an end to intolerance, violence and hatred.

Martin Niemoller's famous statement about Nazi Germany "*First they came for the communists, but I did not speak out because I was not a communist...*" concludes "*then they came for me and there was no one left to speak for me.*" While Canada today is vastly different than it was in the 1930s, the statement reminds us why standing up against intolerance is so important. Left unchecked, intolerance and hatred will corrode Canada's values and eat away at our societies. Responding, and doing so in ways that uphold rights, is urgent and a fundamental responsibility of every Canadian to exercise.

2017 Annual General Meeting

We invite our members and community to our Annual General Meeting on Wednesday, June 28, 2017, at the Centre. The meeting will start at 6:30 p.m., and it will be preceded by a reception at 5:00 p.m., in the Board Room.

Get together with our staff and Board of Directors, and meet our Board candidates! All former Board and staff members are welcome.

The business meeting includes the election of the Board of Directors, presentation and approval of the President's and



Treasurer's reports, and appointment of auditors for the next fiscal year. Prior to the business meeting, we will announce this year's winner of the SHCHC Award for Excellence in Health Promotion.

Come and get involved in your Community Health Centre and become a member! Only members in good standing may vote at the AGM. Membership comes into effect 30 days after the application is approved by the Board of Directors.



Until we meet again...

Two long standing Health Services employees retired this spring. Louise Besner was a nurse with



Health Services for over 25 years. During this time, Louise touched the lives of many clients with her compassionate, highly skilled nursing care. Louise had interest in many areas of nursing, ranging from pediatrics, mental health and hypertension. She was a kind and reassuring support to new parents and an excellent health educator. Louise will be missed by clients and colleagues alike.

Sylvie Roy retired from her position as Medical Secretary after more than 20 years with the team. Sylvie was dedicated to providing excellent service to the staff and clients, and built strong relationships with many specialist offices,



hospital clinics and labs. Clients were very appreciative of the extra efforts Sylvie on their behalf. We feel very fortunate to have worked with Louise and Sylvie for all those years and wish them the very best on their well-deserved retirements.

Sylvie Roy (left) and Louise Besner (right) celebrated by their colleagues



Encouraging safe cycling for kids in Sandy Hill - by Chris Osler

SHCHC partnered with Viscount Alexander Public School again this year for the school's annual Bike Rodeo on May 12, 2017.

This year, the weather cooperated and students from grades 1 to 6 were out on their bikes in the school yard learning new safety tips to encourage riding safely.

At one of 9 bike safety "stations" in the schoolyard, SHCHC's Community Developers Chris Osler, Lynda Giffen Clements and Gerald Dragon were joined by Lisgar Collegiate students, volunteer parents and community members, to talk about bell safety when cycling. Over 130 students' bikes were inspected to see if they had bells, if they functioned, and how to use them. The City of Ottawa's Safer Roads Ottawa program provided our SHCHC team with a supply of new bike bells to install on all bikes that needed them, along with ankle reflector straps.

SHCHC has been involved in supporting active transportation at Viscount Alexander Public School for a decade. Community Development and Engagement Team staff supported the development of, and have continued to support, ongoing projects such as cycling safety training, bike rodeos, and the Walking School Bus initiative for Viscount Alexander Public School students. Through nurturing additional resources and bringing other partners on board, the Walking School Bus is now overseen by other agencies. The annual Viscount Bike Rodeo now has 6 partner organizations involved, including: Viscount Alexander Public School, Ottawa Public Health, Safer Roads Ottawa, SHCHC, Full Cycle Bike Shop, Cycle Salvation/Recycles Bike Co-op.

In the middle of volunteers and other community partners, our CDE Team staff (starting 3rd from left) Gerald Dragon, Lynda Giffen Clements and Chris Osler



Principal Deb Woods addressing students of Viscount Alexander Public School



From left: Julie Benson, YHC Nurse Practitioner, Vanessa Major, YHC Receptionist, and Astrid Froese, SHCHC Client Access/Intake Worker

Youth Health Clinic - Day of Pink!

On April 12th, for the fourth year in a row, the Youth Health Clinic (YHC) team showed up with hundreds of cupcakes, unicorn uniforms and incredible spirit to celebrate diversity on the Day of Pink. The International Day of Pink brings attention to bullying and discrimination, especially stemming from Homophobia, Biphobia, Transphobia, and Transmisogyny. The YHC is well known as the team to beat in this stiff competition, having won first prize two years running. This year, the YHC team were honored with the "Pink Duck Award" for the best edible anti-oppression banner, made with love, countless cupcakes, and melted pink chocolate, by Julie Benson, the longest standing YHC staff member and Nurse Practitioner extraordinaire.



Creating the change in Strathcona Heights - by Lynda Giffen Clements

On November 25, 2016, 25 men, women and children filled the community room at 731 Chapel Crescent to share food, stories, concerns and hopes for a better community. The group was a mix of all ages and cultural backgrounds, and showed how truly diverse the community of Strathcona Heights is. They were participating in the first "Creating the Change We Want in Strathcona Heights".

This community event was a result of the inspiration, dedication and hard work of three women from Strathcona Heights, who set-out to do something new. After participating in the Community Development Framework's "Creating the Change We Want" (CTCWW) Training (a city wide program that supports residents to learn to advocate for change, work with neighbours and build community capacity), Sylvie Roussel, Johara Aden and Joyce Halladay wanted to bring their learning back to their own community of Strathcona Heights. They successfully applied for funding from the United Way's "Spark" grant program



From left: Johara Aden, Lynda Giffen Clements (SHCHC Community Developer), Sylvie Roussel and Joyce Halladay

in the fall of 2016 and set about planning, preparing, publicizing, organizing and rehearsing. The training was facilitated by the three women with support from the Community Development Framework.

The group recognized their community was diverse and needed more opportunities to connect across cultural groups. They wanted to make the opportunity accessible to all. The

first step was delivering the training in three languages: English, French and Somali.

The group met several times before the event to plan all the details: making trilingual advertising material, hiring local business Shabel's Pizza and Bakery to cater the event, and reviewing the CTCWW guide to select the most appropriate workshops for the group. The women chose workshops that focused on how to get more residents involved, sharing the neighbourhood issues that concerned the commu-

nity the most, and how participants could better recognise their own ability to take control and make change for the better. The training also made use of story sharing exercises, cultural poetry, prayer and songs to build bonds of community spirit and friendship amongst neighbours. The energy on the evening was wonderful to share in, and was a success because of the dedication and hard work of these wonderful community leaders!



Fun with food!

Food Is Fun is a program offered by SHCHC Dietitian Olly Wodin and Emilie Comtois-Rousseau, 4th year student from Ottawa University Nutrition Program, to the Super Learners After School Program at Viscount Alexander Public School, in Sandy Hill. This recipe is Mango Salsa in Tortilla Cups. The kids were very proud chefs and the food was very yummy!



Story telling sets Aboriginal art apart

“The thing that sets Aboriginal art apart is the story. I don’t think that the story will ever leave Aboriginal art. When you walk into an Aboriginal art gallery, it’s like you’re walking into a book. You’re walking into knowledge, into a beautiful picture book where every image you see has a soul.”

- Sarrita King,
Indigenous Australian artist

As part of our efforts to be more welcoming for all, and as part of our Champlain LHIN Multi-Sectoral Accountability Agreement to be inclusive of Aboriginal communities, we were fortunate to partner with local artist Chloé Lavergne, who created three sets of Aboriginal art pieces, which then were printed on vinyl window decals to decorate the Centre’s front lobby.

Forever passionate about visual arts, Chloé is a graphic designer and an artist who uses traditional mediums. Her curiosity for different artistic styles led her to explore various techniques.

These three sets of illustrations were created using the style of the famous Anishinaabe artist Norval Morrisseau, known as the “Picasso of the North”. The bright colours and symbolism depict the interdependence between nature, animals and people. The spring sceneries and the blooming flowers represent the revival that is necessary for the development and the wellbeing of all members at Sandy Hill Community Health Centre.

I am sure you will agree that her art is truly beautiful, and a wonderful addition to our front entrance lobby. Just look up as you enter our Centre!



The flying fish

For most fish, winter digs are found at the bottom of lakes where the water is warmest. This illustration shows them as they are stirred back to life with the rise in water temperature when spring comes. They are leaving their aquatic environment to become birds, which also return from a warmer climate when winter comes to an end. These fish are leaving the dark lake bottom to come closer to sunshine.



Transmitting knowledge

On the left, a bird mother houses a human family underneath her wings. Although they are from two different species, the desire to protect their offspring and to teach them about life is what unites the mothers. People being gathered underneath the birds reflects their eagerness to live in harmony with nature. On the right, the illustration shows an older child respecting life surrounding him, thanks to the knowledge which has been transmitted to him.



Spring nature



The yellow background represents the warming sun of springtime. The trees are flowering. The flowing lines between the animals and people indicate the interdependence between the two beings. The divided circles represent the good and evil side of this world.

On the left, there is a hungry bear that just woke up from a long hibernation. Blinded by hunger, the animal can't differentiate what is around. On the right, child and adult welcome a flock of birds coming back from the south.

DRUMSPEAK! Sharing voices

Kathy Armstrong's DRUMSPEAK project provided youth in Sandy Hill with an opportunity to improve their communication skills through African drumming.

Beginning with basic hand drumming techniques and skills from Ghana, Kathy worked with participants to develop a vocabulary of different sounds and rhythms. After mastering these techniques, the group developed their own rhythms and language which they used to create an original drum and percussion composition. Kathy is a percussionist and educator specializing in the drumming, dancing and singing of West Africa.

SHCHC's Community Developer Gerald Dragon was a great support with the recruitment of these kids and the logistics for the sessions. He would call the parents to remind them and walk the kids from one program to another in the evening. *"It's been amazing to watch the group becoming more cohesive each week, building on what they've learned and adding new layers and rhythms to their drumming patterns."* says Gerald.

The last few sessions of drumming have involved the kids sharing their names on the drums, finding a way to articulate the rhythm of their name and then transferring it to the drum. This is one of the great life metaphors this kind of artistic work can offer: holding your own voice, and keeping your identity without being swayed by others around you. This is an important life skill, one which Kathy discusses with the kids. Of course, they also must be listening to everyone in the circle and know where they fit in, so that is a wonderful learned skill as well.

The DRUMSPEAK kids have a large capacity for remembering patterns and many take leadership roles naturally. The wide age range (6-12) continues to work well. Looking forward to the next stage!

"I like drumming because you get to learn new things about it, you get to try some new music and you can see your friends."

- Adora,
participant



Advocating for affordable housing and homelessness issues and solutions - by Joyce Halladay



First, I would like to thank David Gibson, SHCHC's Executive Director, and Lynda Giffen Clements, Community Developer, for allowing me the opportunity to travel to Halifax at the beginning of May for the 49th National Congress on Housing and Homelessness of the Canadian Housing and Renewal Association. I always feel a bit overwhelmed when things like this happen! It shows me that it never hurts to ask!

To give you, the readers, a little context, I live in Strathcona Heights, which is an Ottawa Community Housing neighbourhood. I live in subsidized housing because I live on a disability pension. From all outward appearances, one would assume that I am fully capable of functioning in the world, and for the most part I do manage to function. This is only do to the tremendous amount of hard work that I have done in my life!

I live with concurrent diagnosed disorders, chronic PTSD, bipolar and recovery from addiction.

Since 2008, I have been preaching the gospel of Tiny Living as a way to housing for those who are experiencing homelessness, and/or have experienced homelessness, like myself. I am not suggesting that this is "The Solution!". What I am suggesting is that this is a partial, short to mid-term answer that would allow those like me the chance to regain a sense of community.

While attending the Congress, I met many like-minded people! Some who are already involved in doing just this kind of advocacy work. (Please follow the link to view the Carcross/Tagish First Nations Tiny Housing Project in the Yukon <https://youtu.be/iPJFkrnzFZ0>. Nelson Lepine is the contact person for this and other endeavours, such as a Log

Cabin Building project – which is a skills development initiative for Carcross/Tagish First Nation youth.)

What I also learned is that there are many people dedicated to helping those who have yet to find their voice. The first day of the Congress, I attended a workshop designed to spark ideas, called Responsive Programs Supporting Outcomes in Mental Health and Addictions. Something that I have been speaking to at every opportunity is the concept of Peer Support and engagement with all organizations that service those like myself, with lived experiences, and the hiring of these individuals to better support the programs. This workshop strongly shows that this type of engagement has a high success rate for outcomes. Examples given were from Mainstay Housing, in Halifax.

The Manager of Tenant/Member Services and the Supportive Housing Worker spoke to the successes of community building through engagement of each person as a member of the community, focusing on leadership building and governance with and by the tenants.

Similarly, the following workshop that I attended – Increasing Housing Stability through Supportive Services and Tenant Engagement Strategies - spoke to small scale grassroots tenant engagement through placement and continuing care services. Noted within the context of the Housing First model, the continuing care aspect of this program is essential.

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Healthy choices

Lifestyle Solutions to Hypertension participant Larry examines the nutrition labels of two different packages of sliced bread during a supermarket tour. This program is offered by Irena Konopacki, Nurse, Natacha Ducharme, Exercise Physiologist, and Olly Wodin, Dietitian.

Stand Up! Fall Prevention Program



Over the last decade, a better understanding of risk factors for falls among the senior population has led to a variety of evidenced-based community programs and practices developed to help prevent falls and injuries. Even without a serious injury, a fall often causes a loss of confidence and curtailment of activities leading to a decline in health and functioning.

In collaboration with Shoon Omar from Lowertown Community Resource Centre, Natacha Ducharme, our Physical Activity Specialist, is offering this spring the 10 weeks standardized Stand Up Exercise Program to over 20 older adults and seniors. This programming is being offered in many languages: French, English, Somalian and Arabic. The exercise program takes place twice a week and there is also a health education topic that is being presented every week on various issues, such as home and stair safety, vision care and other.

As an example, in this picture you can see one of our Chiropractors, Mark Reiter, describing to participants the best footwear, and answering their questions.

Overall, the objectives of this successful program are to improve balance and leg strength, to develop the ability to make adjustments in the home and adopt safer behaviours, to enhance a feeling of effectiveness related to falls prevention, to help maintain bone density in areas that are most vulnerable to fracture (wrists, hips and backbone), and to encourage the practice of regular physical activity.

Walk to quit!

SHCHC offers community members the opportunity to participate in our weekly Walk to Quit Program offered at the Sandy Hill Community Centre (250 Somerset Street East), every Thursday from 12:30 to 1:30 PM. Weather dependent, we are either inside or outside on the centre's property.

This program gives participants the opportunity to meet and receive support from their peers who also want to quit or stay quit. Group members can also benefit from the ongoing support offered by the Smoking Cessation Coach Julie Tessier (in the photo), as well as a trained Nordic pole walking instructor.

There is an opportunity to socialize while walking at a gentle pace with or without Nordic poles. Setting a weekly action plan to help participants focus and move forward on their quit journey is integral to the program.

Those thinking about, trying or wanting to stay quit are welcome to participate.



Advocating for affordable housing and homelessness issues and solutions (continued)



Joyce Halladay, Strathcona Heights community member and advocate for the poor, disenfranchised and disadvantaged people

In speaking to some at the Congress, the push to Housing First and the initial supports provided are important to getting someone housed. It is also more important to recognize that the funding for Housing First and the subsequent supports dwindle over time. This can be disastrous for those who have been recently housed. Mental illness and addictions do not go away, they are managed on a daily basis, and it is a constant balancing act that can have the scale tipped in any direction by various triggers. I know, I struggle with this daily! (Most days I manage fairly well, yet I do have days where

my old coping mechanisms rear their ugly head, then it's a fight.)

Day two: the first workshop that I attended was How Research, Business and Municipal Tools Can Create Housing Opportunities in Small/Rural Communities. This workshop was of particular interest to me because I have been collaborating with LiveTiny Canada for two years now. The developer of this national resource for All Things Tiny, Matt Standen, and I have submitted a Proposal for Presentation to the Canadian Rural Revitalization Conference, which has been accepted. The two community research projects that this workshop focused on were:

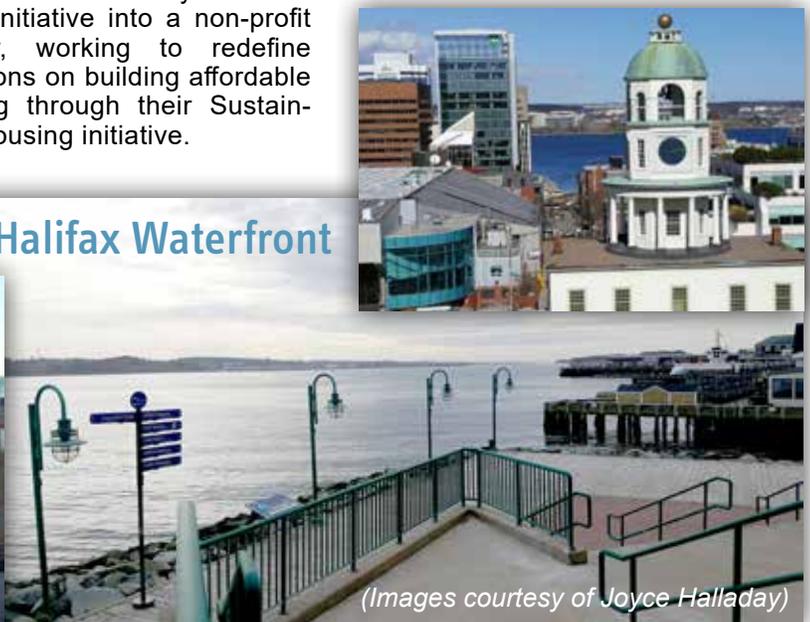
- from Cape Breton Regional Municipality: they shared a service based count and rental housing inventory, along with their research tools and multi-sectoral partnership; and
- the Alberta Rural Development Network: they shared how they grew from a voluntary university-led initiative into a non-profit agency, working to redefine limitations on building affordable housing through their Sustainable Housing initiative.

CitySpaces Consulting Ltd. shared their work using scalable methodologies and tools for municipalities to support communities with their affordable housing development needs. All of this was extremely informative and insightful into the challenges being met in Small/Rural Communities.

The afternoon offered a screening of the new documentary *Us and Them*. I wish that this film be screened here, in Ottawa, for the general public. It took the filmmaker Krista Loughton ten years to produce it. In her introduction, she said: "I wanted to make a difference in these people's lives. In fact, they made a difference in mine!" It was very difficult for me to watch, as I have personally experienced much of what it revealed. This film will change what we think we see when we see a person who is homeless!

The work is not done! I left Halifax feeling full of gratitude for those who work and advocate daily in this service sector. Joyful for all the personal connections that I had the opportunity to make. Hopeful for the future, that we are moving in the right direction.

Halifax Waterfront



(Images courtesy of Joyce Halladay)

The Gathering Garden - by Lynda Giffen Clements

Tuesday, May 16th, saw a wonderful start to the Gardening Season in Strathcona Heights on one of the first warm days of the spring. A group of residents took a trip to Greta's Organic Gardens to purchase seeds, sprouted plants and soil. Once returned to the neighbourhood, several other community members joined the crowd to pull weeds, turn up soil, add compost and fresh earth and begin marking out seed planting rows.

The group discussed upcoming plans for expansion of the garden, including where to erect a shed purchased last year, pathways to increase the accessibility of the garden, and enjoyed a lunch together in the beautiful May sunshine. The group has recently been awarded funds from the Community Garden Development Fund to build more beds, develop the existing garden with proper infrastructure (composters, tools, hoses etc.) and hopefully expand into more areas of the neighbourhood.

The Strathcona Heights Gathering Garden was begun last year, when four wheelchair accessible beds were built in the grassy communal area behind 430 Wiggins Private. The garden is completely communal (with no individual plots) encouraging participation from all, despite barriers often encountered by many including ill health (physical



and mental), time, lack of knowledge and time away from the neighbourhood. The garden grows food for distribution to the community through the local food bank, and is a key piece in addressing the food security concerns of the neighbourhood. As well as providing fresh, healthy locally grown food, the Gathering Garden aims to be a social hub where residents can meet, work together and build community cohesion. The garden is run by a steering group of local volunteers with support from SHCHC's Community Development and Engagement Team, and partnerships with Ottawa Community Housing and St Joe's Supper Table.



Bike Zone for SHCHC staff

Thanks to our Building Superintendent, Serge Laverdure, SHCHC staff now have access to an amazing bike repair and maintenance station in the basement. This area is stocked with an air compressor to make sure tires are properly inflated, tools to do some minor repairs or maintenance, and an awesome stand to hold the bike off the ground while working on it.

Thank you, Serge, for all your work in this area! He may not bike here from his place, but he recognized that many staff do, and wanted to give everyone the necessary tools in case they run into trouble with their bikes.





Our mission

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



Our vision

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



Get involved in your Community Health Centre!

Become a member of Sandy Hill Community Health Centre Inc./Centre de santé communautaire Côte-de-Sable, Inc.! Simply fill out the Membership Application Form below and return it to us at 221 Nelson St., Ottawa, ON, K1N 1C7. No membership fee is required.

Application for Membership: June 1, 2017 - May 31, 2018

Name: _____ Address: _____
(Home or Work)

Telephone: _____ E-mail: _____
(Home or Work) (Home or Work)

I confirm that I am over 18 years of age, I reside in the Ottawa area, and I support the Mission and the Vision of the SHCHC/CSCCS.

Signature: _____ Date: _____

Application approved by the Board of Directors at its meeting of: _____

Secretary: _____ Date: _____