The bridge between health, wellbeing and social entrepreneurship by David Gibson

“I think we ought to be encouraging the social entrepreneurship movement. But I think we need to be informing that movement with some of the key concepts of shared value. Shared value is a way to help social entrepreneurs think about what they are really doing and that is really creating social benefit and creating economic value simultaneously.”
- Michael Porter, Economist

What is social entrepreneurship?
It is the use of business techniques and strategies to solve social issues.

Social entrepreneurship is very important in today’s world. It is needed and many people can benefit from it. It is a great way to bring change to our community and make it a better place.

This world can be very harsh and there can be a lot of bad things that happen. When people work hard to change that, it can only be a good thing. It is nice that there are people out there that want to take their influence and use it for good in the world.

Someone who is into social entrepreneurship would have a different focus than someone who was into more traditional entrepreneurship. They would be focused not just on making money but on making our city a better place. They would want to use the business techniques that they have learned to find solutions to many of the social issues in the city today.

(Continued on p. 2)
Someone who is focused on social entrepreneurship would measure their success in how they were changing the world for the better. If they were able to make life better for a group of people or to change the world, they would look to see if they were helping the health and wellbeing of the community or helping with other social problems that the community is having to deal with at the moment. Problems like unemployment, poverty, affordable transit and accessible housing.

They might still be making money but in doing so they would be able to give back more and be a better help to those around them. They would be able to focus on what was important and who needed help rather than just the bottom line.

Unlike a traditional entrepreneur, they would not just be worried about how much money they were going to make. It would not be the main focus and would not be what drives them. It would be so much more than that for them.

We need people who are into social entrepreneurship in this city. We need them to help change it in ways some of us can’t because of our limitations. A lot of people would like to help but just can’t because of their income or the time that they have. Someone who is more focused on the social/health issues is able to help where others can’t.

And so this is where SHCHC’s contribution can hopefully make a difference. This should not be ignored because it is also good for the community. In general, we believe we should do whatever we can to help the people around us.

We need to assist others so that people can get ahead in their lives. There are a lot of people in this city that are so poor they cannot even feed their children. If they are getting the help they need, their lives will become much better and a lot of

Celebrate Canada 150!

Sandy Hill Community Health Centre is proud to be an active partner in celebrating our rich history and incredible diversity as a city, province and country. In 2017, Canada celebrates 150 years as a nation - and Canadians will gather in their Capital to join local residents in a year of celebrations. Ottawa 2017 is tasked with creating 12 full months of big, bold, immersive and moving experiences that will complement national celebrations and annual events and festivals. Big Signature Events will animate the entire city, while community celebrations will enliven our neighbourhoods. At the same time, transformative legacy projects will change the Capital’s urban landscape. The end result: a special year of national pride for all - and significant positive impacts for Ottawa’s tourism sector and the city as whole.
Congratulations to two long-term employees on their recent retirement! Michele Demers, Health Services Medical Reception Team Leader, retired in August after 20 years at the Centre. Usha Kappagantula retired in October after 32 years as Health Services Physician. When Usha started at the centre’s Somerset Street East location, there were just 15 employees. Michele’s and Usha’s countless contributions to our clients and our centre over the years demonstrate their commitment to the values of our organization. We thank them and wish them a long and happy retirement!

Erin is making sure her customers are happy and satisfied with the products she offers.

Happy retirement, Usha and Michele!

Michele Demers (left) and Dr. Usha Kappagantula (right) celebrated by their colleagues.
Free haircuts were given to children in Strathcona Heights recently as part of a large fun filled community event hosted at the Parent Resource Centre (PRC) on Goulburn Private. Sandy Hill Community Health Centre partnered with the Cuts for Kids Foundation, PRC and Ottawa Community Housing to put on the event on Sunday, November 6th between 12 and 4 PM. More than 60 free haircuts were given to children over the course of the day.

Children and their families (including over 150 community members throughout the day) were also able to enjoy many other free activities: finger-food buffet meal prepared by local Shabel’s bakery and St Joe’s Supper Table, henna tattooing, art workshops, outdoor soccer run by Ottawa Geegee’s volunteers, a free book giveaway, cotton candy, music and balloon animals by local children’s performer Yaki and a participative democracy booth hosted by Samara Canada featuring a collaborative ‘Why Vote’ banner, and simulated voting experience ahead of the upcoming by-election. The event received a visit from local Liberal MPP Candidate Nathalie Des Rosiers and City Councillor Mathieu Fleury. Children were screened for head lice prior to hair cutting, and families were given free treatment and advice to take away if required.

Cuts for Kids is a not-for profit charity that partners with community organisations, professional barbers and hairstylists to create community events that offer children from disadvantaged backgrounds the opportunity of a free professional haircut. Haircut services are provided by professionals and hairstyling students on a volunteer basis.

The founder and Executive Director Ibrahim Musa recognised the need as a newcomer to Canada himself as a child; seeing the importance of something as simple as a good hair cut - that it gives children more confidence, increased feelings of self-respect, a better ability to make friends in new surroundings and an improved general sense of well-being. Ibrahim says: “Every child should be provided with equal opportunities to succeed, regardless of their economic status. Growing up in a low-income family, I came to appreciate the hardships my parents suffered and the social programs that helped us survive. In our most helpless moments it was the Ottawa community that held our hand. It is that everlasting sense of community and..." (Continued on p. 5)
One Hit Wonders are three-time champions!

by Matthew Garrison

The Sandy Hill Community Health Centre’s softball team, the One Hit Wonders, took home the Championship trophy for a third consecutive year at the Annual Shelters’ Softball Tournament. Newcomers Brook Dodds, Katarina Zoric and Amanda Blouin helped propel the squad to victory over the Mission in the final game on a sunny September day. The tournament, which has grown to eight teams over the years, was a resounding success and helped raise money for the Salvation Army’s Emergency Disaster Services.

From left to right: Kyle Heney, Len Moore, Clayton Smith, Shane Kyle, Amanda Blouin, Mark Reiter, Rob Boyd, Matt Garrison, Jim Campiti, Brook Dodds and Katarina Zoric

Our best wishes to you, for a joyous holiday season, and a new year filled with peace and happiness!

...deep devotion to helping others that inspired me.”

The community of Strathcona Heights is home to a very diverse and multicultural population, many of whom are newcomers to Canada who experience multiple barriers to participation. As well as free haircuts, this event provided an opportunity to share space, food and conversation with neighbours to bring people together, generate positive experiences and build community spirit.
Nordic pole walking
by Cassandra Couture and Anikka Chase

SHCHC offers the opportunity for community members to participate in an outdoor walking club using urban poles, at the Sandy Hill Park area (behind Sandy Hill Community Center, at 250 Somerset East). The activity is led by student interns in 4th year Human Kinetics at University of Ottawa, and is offered every week day (except Tuesdays), from 9:00 to 10:00 a.m., from September 19 to December 16. For newer members, an initial training on the technique and proper form for walking with the poles is provided by those intern students, who have received their level 1 Urban Poling Instructor certification. This fall, our group of Human Kinetics interns included Sofia, Loveline, Cassandra, David and Anikka.

"Walking with poles improves my posture, uses more of my body and enables me to walk faster, as the accompanying exercises engage under-used muscles. The instructors make it fun and ensure we are doing it properly so we don’t injure ourselves. A huge thanks to the student volunteers, the Sandy Hill Community Health Center and the City of Ottawa for this program!"
- Diane, participant

Participants are encouraged to begin with warm up stretching preparing their bodies to engage in physical activity. In addition to the walking component, strength exercises using the urban poles, benches, stairs, and body weight are performed to further improve the participant’s fitness. Each week, through the observed success of participants, the exercises progress to give participants an opportunity to challenge their skills and gain a sense of mastery in Nordic poling techniques, as well as strength and balance exercise. Some of the health benefits of Nordic walking include, but are not limited to, improved posture and range of motion, improved mood, and increased caloric expenditure from 20%-46%.

“As a person with chronic health conditions, there are a few exercise programs in which I can successfully participate. This group has allowed me to get physically active after 2 years. Everyone is so positive and encouraging!”
- A participant

Not only is this a program designed to improve physical fitness, but is also an attempt to grow social affiliations within the community. After each walk, participants are welcomed to grab a coffee or a tea and socialize while reflecting on any subject of interest. This gives individuals an additional opportunity to create new relationships to help support each other in pursuing a more physically active lifestyle. As interns, we learn just as much from the Nordic walking group as the participants learn from us. We have observed significant progress and improvements from everyone in the group including their confidence, happiness, and perseverance, as well as physical health. Nordic walking is a simple tool and, with proper use, can make a huge difference over time.
How are Canadians really doing?
The 2016 CIW National Report

For more than 10 years, the Canadian Index of Wellbeing (CIW), based at the University of Waterloo, has provided comprehensive analyses of how we are really doing in the areas of our lives that matter most: health, living standards, leisure time, our kids’ education, even the air we breathe. GDP doesn’t. It just measures how much money is circulating in the economy.

Using the CIW, this national report analyses two decades of data, drawing from almost 200 valid data sources and tracking 64 indicators representing eight domains of vital importance to Canadian’s quality of life.

The framework is the result of Canadian and international experts consulting with Canadians to ensure the domains reflect their values. It is a revealing and comprehensive analysis of how we’re really doing in the areas of our lives that matter most and a call to action to put wellbeing at the heart of public policy.

Overall report findings:
• 21 years of data comparing the wellbeing of Canadians to economic growth shows the gap between GDP and our wellbeing is growing.
• There is no “trickle down”. Inequality is worsening.
• The 2008 recession dealt a blow to much more than the economy - it was major setback for wellbeing and we have not recovered.
• The gap is growing. In 2008, the gap between the GDP and the CIW was 21%. By 2010 it was 24.5%. By 2014, it jumped to 28.1%.
• Work is more precarious. All the gains made on long-term unemployment and the employment rate were lost. More Canadians struggle with the cost and access to quality food and housing. More Canadians are working less than 30 hours/week, not by choice.
• Canadians are sacrificing the things that make life worthwhile: culture, leisure, volunteering and social connection with friends and community - even sleep.
• Education is the real success story. It’s the only domain that kept pace with GDP.
• Community vitality is also a strength as people pull together, feel they belong and communities are safer.

The urgent story is:
• Living standards plummeted 11% post-recession and inequality is up.
• Leisure and culture dropped 9% overall. Six of its 8 indicators are down. Household spending on culture and recreation in 2014 was at its lowest point in the 21-year history.
• Environmental progress is flat-lining.

There is a real human cost. At every turn, we are feeling the crunch of precarious work, longer commutes, less time with friends, less time to volunteer, to participate in social activities and even to sleep - to name just a few. We urgently need to put wellbeing at the heart of public policy. We need to imagine a Canada where the CIW is as familiar and as valued as GDP, the TSX and the DOW. You can read the full report at https://uwaterloo.ca/canadian-index-wellbeing/reports/2016-canadian-index-wellbeing-national-report.

The winter can be a bleak time, as days become shorter and the temperature drops to below zero. It is not uncommon for some people to feel the stress of daily living affecting them more adversely during this time of year. Fortunately, this winter we are offering a stress management workshop at Sandy Hill CHC, starting in January 2017. This workshop is entitled Stress Busters, it will be one 2-hour session per week, and will last for six consecutive weeks.

Chronic stress can adversely affect health by causing blood pressure and cortisol levels to increase. This can make weight loss or weight maintenance very difficult. Chronic stress can also affect immune function resulting in susceptibility to colds and viruses.

The Stress Busters course will offer an educational component, as well as practical exercises to help people manage stress and anxiety in their daily lives. Exercises will include assessing your personal stress level using a questionnaire, learning techniques such as progressive relaxation and deep breathing to bring balance back to your body and mind. We will present topics on how stress is manifested, about anxiety, confronting dysfunctional thought patterns that create stress, the importance of self-care, problem solving, and tips on how to treat insomnia to help you get a good night sleep.

These sessions offer helpful information, but perhaps what is even more helpful to people is what group members learn from each other during these sessions. January is a great time to stop and look at stress, and take the necessary steps to regain control in living a more balanced life.
Drumspeak! with Kathy Armstrong
written in collaboration with Nina Jane Drystek, Project Coordinator of Art Place

SHCHC, in partnership with Art Place, is offering until the end of March 2017 a new program for boys and girls 7-12 years old entitled Drumspeak! Using hand drums and small percussion instruments, the Drumspeak! community project is all about communication through rhythm.

Social interaction has been recognized as a major determinant in overall health and wellbeing, and participation in African drumming groups provides both social and musical interactions for individuals. Participants learn techniques and basic skills in hand drumming through working with a piece of traditional repertoire from Ghana, developing a vocabulary that connects to the different sounds on the drums. These techniques are then applied to forms of personal expression by the individuals involved, from both written and verbal sources. The resulting layers of rhythms on drums and other small African percussion instruments allow participants to build a collective composition and communicate with each other using non-verbal means.

The program is offered by Kathy Armstrong, a percussionist and educator, whose primary practice is African drumming. To read the full interview with Kathy Armstrong, and to follow her, project visit http://artsaccolade.ca/art-place-2016-2017/kathy-armstrong/. For more information, call Gerald Dragon at 613-789-1500 x 2526.

“I am a percussionist and educator specializing in the drumming, dancing and singing of West Africa. Trained as a classical percussionist, I value all kinds of musical styles and experiences and bring a wide perspective to my work. My focus has been on Ghanaian music for over two decades as I am passionate about the energy and inclusiveness that engaging with this style of music can create. With a music education background, I have been able to develop effective ways of communicating challenging material in a positive and timely manner. Through my many years of studies in Ghana, I have come to appreciate the role that arts can play in everyday lives, providing a positive connection between people, while increasing skills and confidence of individuals.”

- Kathy Armstrong

In memoriam
Geoffrey Dunkley
1950 - 2016

Dr. Geoff Dunkley died on October 18, 2016, of cancer. His life’s journey began on October 6, 1950, in Wolverhampton, England, and ended in the place he came to love most: Wakefield, Quebec. Along the way, he made homes for himself in places like Lively, the French River, Malangali, Lindenlea, Heney Lake, Sandy Hill and Kayes. An accomplished public health physician, Geoff spent most of his career working in Ottawa; he later shifted his focus to international work, First Nations health planning, and academia.

Geoff and his wife, Karen, moved to Sandy Hill from the Gatineau Hills in 1994. They became more active in community issues when their home flooded for the third time in eight years, with several feet of sewage in the basement. They became founding members of the Sandy Hill Infrastructure Taskforce, a sub-committee of Action Sandy Hill that worked with the City, the community and the municipal Councillor to find a remedy to the sewer flooding problem. As residents on Sweetland Avenue facing Sandy Hill Park, they were also very active participants in the redesign of the park.

We will remember him as an active Board member from 1998 to 2003, and an early champion of health care for people who use drugs in Ottawa. He chaired an advisory committee that launched Sandy Hill CHC’s Oasis program 20 years ago.
What can be done about traumatic stress?
by Patrick M. Doyle, M. P. Th., M.A., C. Hyp, CCC, R.P.

This is a bad news, good news story.

First, the bad news. We hear a lot about PTSD (Post-traumatic stress disorder) among military people coming home from battle, but did you know that PTSD is a common psychiatric disorder in Canada?

The latest statistics show that, over a lifetime, about one in ten Canadians will experience the disorder. And given the comparatively small size of Canada’s military, that means a lot of civilians are going to suffer from PTSD at some point in their lives. What causes the disorder? Leaving aside the obvious causes like being involved in war, the causes of the PTSD are varied: violent personal assaults, such as sexual assault, mugging or robbery; serious road accidents; witnessing violent deaths; prolonged sexual abuse, violence or severe neglect; receiving a diagnosis of a life-threatening condition - the list isn’t exhaustive, but not including situations that are simply upsetting, such as divorce, job loss or failing exams, it is an event or events that shake people to their core.

What does it look like? People with PTSD suffer from a whole cluster of signs and symptoms that in and of themselves are serious conditions. Anxiety and depression are common, so are re-experiencing the traumatic event through flashbacks and nightmares, emotional numbness and avoidance of places, people and activities that are reminders of the trauma. Add insomnia, difficulty concentrating, and being easily irritated and angered. Life becomes intolerable and unrecognizable and suicide is a risk.

Some people who suffer turn to drugs or alcohol for temporary relief, further exacerbating the problem. Until comparatively recently, they got caught in a Catch-22 because the people who treat addictions wouldn’t work with patients until they had solved their mental health issues, and mental health providers insisted that addictions had to be conquered before emotional problems could be treated.

Now, the good news. Two things happened that would have a major impact on how people with PTSD can recover.

First, about a decade ago, the field began to recognize the concept of “concurrent disorders”, a term used to refer to co-occurring mental health problems including trauma and addictions. The Sandy Hill Community Health Centre was one of the first in Ottawa to merge its separate Addictions and Mental Health departments. That lead to a deeper understanding of how trauma can be, and often is, an underlying cause of the conditions we see in clients.

Second, advances in neurobiology (the study of the nervous system and how it affects behavior) have been dramatic over the past couple of decades - and that has had a major impact on how people who have experienced trauma can be helped. One development is the discovery of “neuroplasticity”, brain’s ability to reorganize itself by forming new neural connections throughout life - in other words, the brain isn’t “hard wired” as we once thought but is constantly being “re-wired”.

We are continuing to learn. For example, we know more now how different types of trauma can have different impacts, and treatment for single incident trauma can often differ from treatment for long-term trauma.

Some of the treatments offered for PTSD by our team of counselors and therapists at SHCHC include: talk therapy, a form of psychotherapy that involves focussing on the traumatic experience to help clients think differently about it and about their life; cognitive behavioural therapy (CBT), a branch of psychotherapy which is based on the premise that the way we think (cognitive) determines how we respond to those thoughts (behaviour); eye movement desensitisation and reprocessing (EMDR), a form of therapy which speeds the process of healing by helping clients to “re-experience” the trauma in a safe clinical setting; clinical hypnosis can be used to help clients face and bear a traumatic experience by embedding it in a new context.

Additionally, the Addictions and Mental Health team offers group sessions that help clients learn new skills for dealing with emotions, mindfulness meditation, art therapy and writing therapy.

It turns out, you can teach an old dog new tricks.

On November 27th, David Gibson, the SHCHC’s Executive Director, launched his book The Other Side of Reason - A Journal on PTSD. In the book, he uses his writing to explore how his journey as a survivor of the worst bus and train crash in Ottawa’s history has enabled him to come to terms with PTSD and the new reality of his life. This journal hopes to raise awareness and provide knowledge of the complexities surrounding PTSD.
The Oasis program, in partnership with Bruce House, began holding memorials in 2001, to acknowledge the growing need for coming together to mourn and grieve the loss of family members, friends, peers and colleagues who had died through the use of drugs, alcohol or AIDS. The memorial provided not only a venue to celebrate their lives, but the opportunity to respectfully reclaim their dignity. It was known as the “Street Angels Memorial”.

Over the years, Hulse Playfair & McGarry (at the corner of Bronson), and St. John the Evangelist Anglican Church (at the corner of Somerset Street West and Elgin) had offered the use of their chapel and reception facilities.

Musicians volunteered their time, people with lived experience created and distributed posters, as well as approached local merchants for donations. Coffee and food were donated, while flowers were given by local florist. Poems were written, stories were told, songs were played, tears were shed, and elegies were read.

In time, as the numbers of deaths grew, so did the involvement of community agencies. Youth Services Bureau, Somerset West CHC, AIDS Committee of Ottawa and the Salvation Army, all contributed to the Street Angels Memorial.

In 2010, Oasis began holding the memorial on July 21st, in support of INPUD (International Network of People Using Drugs) and declaring July 21st the International Drug Users’ Remembrance Day.

Founded in Germany in 2005, the day is a tribute led by people who use drugs, the community and family members, in memory of loved ones and friends who have died as a direct or indirect result of drug use and/or misguided drug policies.

“These events are somber and reflective while others are more active, seeking to raise awareness. No matter what way, central to the day is the active involvement of people who use drugs and also those who support them. It is a peer led initiative, and, as such, it is important that those who use drugs are leading the process.”

The International Drugs Users’ Memorial Day has become an important and special day, as too often drug related deaths are not properly grieved due to the social stigma surrounding people who use drugs. Participation and attendance has been increasing every year.

For several years, the annual memorial gatherings were held at the Cathcart Park, in Lowertown. People made mementoes in honor of loved ones, and dream catchers, banners and wind chimes were hung amongst the trees. Last year, it was decided to bring July 21st International Drug Users’ Memorial Day to the Sandy Hill CHC.

On a bright and sunny day, participants gathered outside, on the centre’s parking lot, as two aboriginal elders drummed and sang prayers to the ancestors. The centre’s parkette was used as a place of meditation and remembrance. Outlined portable walls were displayed, and brick size canvas sheets were made available to write names and messages in memory of those who perished because of drugs. Each wall holds
Canada is recognized as an international leader in both Housing First research and implementation. Oasis Program Director, Rob Boyd, presented on Sandy Hill CHC’s model of care and how it contributes to the implementation of a highly successful Housing First service for people who use drugs. Housing First approaches consider housing to be a fundamental human right and the foundation for health and recovery from mental health and substance use disorders.

Oasis’ integrated model of health and social services along with its foundation in harm reduction practice are keys to the program success. “Recovery is about improving a person’s health and wellness, ability to be self-directed and to reach their full potential. Housing does this, regardless of whether or not the person stops using drugs.” - said Rob Boyd.

120 people who use drugs participate in our service which helps them find and maintain permanent housing without requiring them to go to treatment, take life skills training, or meet any other prior conditions. The program has an 81% housing retention rate after 24 months which matches other Canadian Housing First programs success rates.

Activism

The character of the day has changed over the years into a day of political discussions and advocacy. Issues include overdose prevention, access to treatment, harm reduction, changes in drug policy and challenging the war on drugs to name just a few. However, the day is still very much a day of remembrance of the lives of people who have died directly or indirectly of drug use, deaths that may have been prevented and those that continue to suffer.

The date is observed in a number of countries around the world including Denmark, Netherlands, Portugal, United Kingdom, Australia and parts of the United States. In Canada, Ottawa was one of the first cities to hold the annual memorial on July 21st. Other Canadian cities include Montreal, Toronto, Vancouver, and Winnipeg.
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, 2016 - May 31, 2017

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: _______________________________________