



**Every One Matters. Every individual. Every neighbourhood.**



**REPORT TO THE COMMUNITY**  
**2007 - 2008**

[www.sandyhillchc.on.ca](http://www.sandyhillchc.on.ca)

Working together to make our community healthy



221 Nelson St.  
613-789-1500

## Our vision

The Sandy Hill Community Health Centre will be a vibrant health centre, engaged with our diverse community\* in creating a supportive environment for health and wellness and taking action for social equity through innovation, partnership and leadership.

\* Our community is defined as people who live in Sandy Hill or Ottawa East as well as people with significant barriers to access.

## Board of Directors

May Morpaw	- Board President
Jean-Jacques Desgranges	- Vice-President for Internal Issues
Stephen Samis	- Vice-President for External Issues
Didier Delahousse	- Treasurer
Kent Woodhall	- Board Secretary
Josée Anne Gauthier	- Staff Representative
Siobhan Harty	- Board Director
Mana Herel	- Board Director
Christine Honsl	- Board Director
Lynsey James	- Board Director
William Patrick Kelly	- Board Director
Bob Mather	- Board Director
Steven McFadden <sup>(R)</sup>	- Staff Representative
Lynne Moffatt	- Board Director
Camille Papanek	- Board Director
Swapna Anna Stephen	- Board Director
Olly Wodin	- Staff Representative

<sup>(R)</sup> - Resigned

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## Our mission

To advance the health and well being of our diverse community by providing access to integrated, comprehensive, respectful and responsive primary health, social, health promotion and community development services in both official languages.

## Senior Leadership

David Gibson	- Executive Director
Nancy Knudsen	- Director of Health Services
Robin McAndrew	- Director of Community Health Promotion and Social Services
Rob Boyd	- Director of Oasis Program
Yvon Lemire	- Director of Addictions and Problem Gambling Services of Ottawa
Nancy Zahavich	- Director of Finance
Matthew Garrison	- Director of Human Resources, Administration and Information Technology
Allison Lampi	- Director of Planning and Evaluation

We are proud to be part of the Coalition of Community Health and Resources Centres of Ottawa.

# Where we are and where we're going

On behalf of the Sandy Hill Community Health Centre, we are pleased to share with you our 2007 Report to the Community.

A year ago, we approved a new strategic plan that reflected the input of more than 500 staff, partners, clients and community members. Together, we developed a plan that emphasized the need to transform the care and service experience for clients and residents. You asked us to address the gaps in health status and health inequalities, with a focus on those who have barriers to accessing primary health care services.

You also told us to embrace an environment that fosters quality improvement, learning and innovation, and to ensure a sustainable and more integrated community health centre and health care system for future generations.

As you read the following pages, you will be introduced to the CHC model of care that is helping us achieve our new strategic directions and realize our vision of helping people get the right care, stay well, and build healthy communities.

Thank you in advance for taking the time to learn a bit more about the services and programs provided by our dedicated staff and community volunteers. Together, we are improving the health of individuals and communities, through excellence in client service and care, and building on the strengths of our people and partnerships.

May Morpaw,  
Board President

David Gibson,  
Executive Director





Thirty-three years ago, when our local community members came together and formed this Centre, they were inspired by Tommy Douglas' original vision for the future of Medicare. The hope was that, as it evolved, health care would focus more on keeping people well – not just treating them when they were sick. And the vision wasn't just about improving the health of individual people. It was about improving the health of entire communities.

## Comprehensive

At the Sandy Hill Community Health Centre this vision is already in action. All of our Centre's health teams create complete circles of care around both individual people and the communities in which they live.

## Accessible

CHCs provide comprehensive, coordinated, primary health care for their communities, including primary care, illness prevention, and health promotion, in one to one service, personal development groups, and community level interventions.

CHCs are designed to improve access, participation, equity, inclusiveness and social justice by eliminating systemic barriers to full participation. They have expertise in ensuring access for people who encounter a diverse range of social, cultural, economic, legal or geographic barriers, all of which contribute to the risk of developing health problems. This includes culturally appropriate programs and services, programs for the non-insured, optimal location and design of facilities, respectful environments and 24-hour on-call services.

CHCs build interdisciplinary teams working in collaborative practice. Salaried professionals work together to address the health needs of their clients. Depending on the actual programs and services offered, CHC interdisciplinary teams may include physicians, nurses, nurse practitioners, dieticians, physiotherapists, occupational therapists, social workers, Aboriginal traditional healers, chiropodists, counsellors, health promoters, community development workers, and administrative staff.

The health of individuals and populations is affected by the social determinants of health including shelter, education, food, income, a stable eco-system, sustainable resources, anti-oppression, inclusion, social justice, equity and peace. CHCs strive for improvements in social supports and conditions that affect the long-term health of their clients and community, through participation in multi-sector partnerships, and the development of healthy public policy, within a population health framework.



Interdisciplinary

Inclusive of the social determinants of health



Grounded in a community development approach

Community governed

CHC services and programs are responsive to local community initiatives and needs. The community development approach builds on community leadership, as well as the knowledge and life experiences of community members and partners. CHCs increase the capacity of communities to improve community and individual health outcomes.

CHCs are not-for-profit organizations, governed by community boards. Community governance provides leadership that is reflective of its individual communities. Community boards and committees enable centres to be responsive to the needs of their respective communities, and for communities to develop a sense of ownership of “their” centres.

# 2007-2008 at a glance

In 2007-2008:

- SHCHC had **12,706** active clients;
  - a percentage of **98%** of clients were satisfied with the services provided;
  - a number of **113** individuals participated in Community Development initiatives sponsored by the Centre;
  - we had **98** ongoing community partnerships;
  - the Centre was home to **59** student placements in the fields of medicine, nursing, chiropody, counselling, social work, dietetics and human kinetics;
  - the Centre facilitated **50** types of health-related groups, series, presentations and events with a total of **1,110** group sessions in and for our community;
  - a percentage of **20%** of our clients received service in French, and **1%** in a language other than English and French;
  - our Health Services professionals had an average of **2,937** contacts with clients each month.
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- **37** health professionals, including physicians, nurse practitioners and nurses
  - **8** allied health professionals, including chiropodists and a dietitian
  - **31** community health and social services professionals
  - **25** administrative staff

## Our reach

## Our services

- Health Services
- Community Health Promotion
- Social Services
- HIV/AIDS Services
- Addictions and Problem Gambling Services
- Community Development

## Our team



# 2007-2008 Financial Report

To the members of SHCHC

We have examined the financial statements of Sandy Hill Community Health Centre Inc./Centre de santé communautaire Côte-de-Sable, inc. for the year ended March 31, 2008, and we have reported thereon without reservation to the members on May 30, 2008. Our examination included the accompanying summary statement of operations, and was made in accordance with Canadian generally accepted accounting standards. In our opinion, the accompanying statement of operations fairly summarizes the related information contained in the financial statements examined by us.

Welch LLP  
Chartered Accountants  
Licensed Public Accountants  
Ottawa, Ontario  
May 30, 2008

## REVENUES 2007-2008

Ministry of Health and Long-Term Care/ Champlain Local Health Integration Network	\$ 7,587,000
Ministry of Community and Social Services and Ministry of Children and Youth Services	71,000
City of Ottawa	155,000
Client Payments and Out of Province Health Insurance	13,000
Interest	15,000
Other Grants and Donations	234,000
Amortization of Deferred Grants	280,000
<b>Total Revenues</b>	<b>\$ 8,355,000</b>

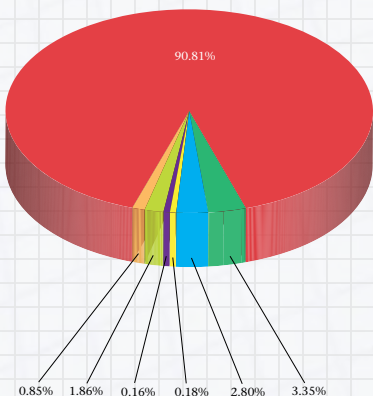
## EXPENDITURES

Salaries and Benefits	\$ 6,262,000
Operating Expenses (Program supplies, staff development, purchase of services, office supplies, meeting expenses, travel, occupancy, etc.)	1,702,000
Amortization of Building and Equipment	280,000
<b>Total Expenditures</b>	<b>8,244,000</b>
Net Revenue Before Items Below	111,000
Repayable to Governments	-13,000
Transferred to Deferred Revenue	-88,000

**Net Revenues 10,000**

## REVENUES

2007-2008



Ministry of Health and Long-Term Care/ Champlain Local Health Integration Network
Ministry of Community and Social Services and Ministry of Children and Youth Services
City of Ottawa
Client payments and out of province health insurance
Interest
Other grants and donations
Amortization of deferred funds

We would like to gratefully acknowledge the continuous support of our funders.