



Building healthy communities

For 35 years, the SHCHC has worked with its local communities to address health inequities and the social and economic conditions that cause them. Through sustained investments in these neighborhoods and policy advocacy, we hope to help build communities where children and families are healthy, safe and resilient.

As we approach our Annual General Meeting on June 22, 2010, I am faced with mixed emotions. In my work with communities as the President of the Board for SHCHC, I hear so many stories of people losing their homes and their jobs. We have massive budget deficits and a volatile stock market. As our economy continues to waver, more people will suffer ill health and health care costs will continue to rise. It's hard not to feel *only* despair.

But in the midst of this gloom, I do see signs of hope. People seem to be coming together. In the past, those fortunate enough to have good health and a steady income often didn't understand the challenges faced by the working poor and those less fortunate who were receiving social assistance. But those divisions are quickly disappearing as the fragility of our situation becomes clearer and we begin to see that none of us can face the storm alone.



*Small steps -
big difference!*

*Celebrating 35 years
of community health service!*

I also feel emboldened by a committed group of community leaders with whom I have the privilege of working, and for whom community health is a top priority.

Yet the opportunities created by the crisis and the looming Municipal election are just that - opportunities. To convert them into reality, we, in the healthcare sector, must together unite and create a new level of synergy and effectiveness.

I have found that coalitions are most effective when they are built on a foundation of trust and when we recognize and promote our diverse strengths. In the best coalitions, one plus one doesn't just add up to two;

it adds up to five as we get better and smarter through working together.

It is my hope that this year may present us with the biggest opportunity yet to strengthen and reform our health care system and improve conditions for the most vulnerable in our community. Let us be bold with our ideas, passionate about our values, and united as a community that wants to make a difference.

William Kelly,
President of the Board of Directors

W*The economic downturn will heighten the matter of poverty in Canada. It will illuminate the idea that so many Canadians, even middle class and working class, are only a paycheck or two from poverty themselves."*

- Larry Cohen, Founder and Executive Director of Oakland-based Prevention Institute





An innovative partnership between treatment providers and the gaming industry



Sharing experiences in building an innovative partnership was an opportunity to explain how silos have been broken between the gaming industry and treatment services in the Ottawa - Gatineau Region.

At a recent Provincial Addictions Conference, SHCHC presented on how

Casinos and addictions agencies can work together to support problem gamblers.

Photo, from left to right: Yvon Lemire, Director of Addictions and Mental Health Services, Lise Duguay, Counsellor, and Robert Crites Robert Crites, Security Investigator, Casino du Lac Leamy. (We should also mention Chantal Wade, Program Agent, Centre for Addictions and Mental Health.)

Here we grow again! - Construction update

In April of this year, renovations began to increase the amount of clinical space in the interior portion of the Centre's 4th floor. Currently, the space is home to Health Services Walk-in Clinic, the Chiropody orthotics fitting room and the outreach team's office.

When renovations are finished, the 4th floor will become a multi-functional service area that will offer two medical examination rooms, a family examination room, a clinical treatment room, a minor surgery room and still house an updated Chiropody

orthotics fitting room. In addition to the enhanced service space, staff will work in a specially designed work hub centrally located in the service area, as well as in the walk-in practitioners' office which has been redesigned to maximize work efficiency.

With more hard work and a bit of luck, we will have the new space up and running by the end of June!



Our Health Services staff reviewing the new floor plan design - from left to right: Chantal Lacroix, Suzanne Morin, Roxanne Racette and Nancy Knudsen



\$5K for Brantwood Park Revitalization Project

On January 24, 2010, during the Winter Party of the Communities Activities Group of Ottawa East, William Kelly, President of the SHCHC Board of Directors, presented a \$5,000 cheque to Jenny Mitchell,

Chair of the Fieldhouse Fundraising Committee, to help cover the costs for the Brantwood Park Fieldhouse revitalization. The project, cost-shared with the City of Ottawa, will bring year-round programming to the park.

We are now videoconferencing!

Sandy Hill Community Health Centre has become a member of the Ontario Telemedicine Network (OTN), one of the largest Telemedicine networks in the world. It is an independent, not-for-profit organization funded by the Government of Ontario.

“Telemedicine” is the delivery of health-related services and information using telecommunications technologies such as two-way videoconferencing systems and tele-diagnostic instruments such as digital stethoscopes, otoscopes and patient examination cameras. More than 2,700 health care professionals deliver care using OTN, in over 660 sites across the province. In 2008-2009, 53,745 clinical consultations in Ontario were conducted using telemedicine.

SHCHC currently is in the process of implementing three videoconferencing units that will be used for client-care, remote training sessions and video conferencing/ meetings.



Nursing Team Leader Suzanne Morin (left), and Administrative Assistant for Health Services Roxanne Racette (right) will be leading our involvement with the network.

International exposure

The 21st International Harm Reduction conference was held in Liverpool, under the theme Harm Reduction: the Next Generation. The aim of the conference was to discuss what is needed in order to move into the next decade of harm reduction.

Catherine Chesnay, Youth Case Manager at the Youth Health Clinic program, presented a poster at the conference. She presented information gathered using a data collection tool implemented at Sandy Hill and Somerset West Community Health Centres' Needle Exchange Programs (NEP) and Safer Crack Use Program (SCUP). The tool includes an anonymous code for service users, which aims to identify individuals in contact with NEP and SCUP, over time and across agencies, while preserving anonymity. The high response rate shows that data can be collected in an anonymous program, without jeopardizing access to harm reduction material or anonymity. The use of the data collection tool has enabled us to get a better understanding of our service users, especially in terms of demographic information and service utilization.



Come to our Annual General Meeting!

When: Tuesday, June 22nd, at 5:00 p.m.

Where: Sandy Hill Community Centre

250 Somerset Street East - Main Hall



SHCHC teams up with the Main Farmer's Market

This year, the Main Farmer's Market (MFM), which runs from May to October at Saint Paul University, has partnered with SHCHC in a new initiative. In an effort to promote the market and engage residents of Old Ottawa East that may not know about the market, may not feel comfortable at the market, or may find the produce doesn't meet their budget, the Market organizers have asked for our support. Using a method of "Market Dollars", basically equivalent redeemable paper dollars that can be used like cash at the market, SHCHC will be assisting in distribution of these dollars to families we feel could utilize them. Individuals and families who would visit the market who may not otherwise, those who may not feel they can afford



Back row, left to right: Sean Whittaker (MFM), Paul Dewar (MP – Ottawa Centre), Clive Doucet (City Councillor for Capital Ward), Nick Masciantonio (Chair of the Old Ottawa East Community Association), Yasir Naqvi (MPP – Ottawa Centre), Andrea Norquay (MFM), Chris Osler (Community Developer – SHCHC, 88 Main St.), Rebecca Aird (Sustainable Living Ottawa East), Isabelle Panier (MFM). Front row, left to right: Malcolm Weir (MFM), Chantal Beauvais (Rector of Saint Paul University), Greer Knox (MFM Manager), Anselme Allah (SHCHC Board Member)

Photo by Peter Croal

the market prices, and those who are food insecure, are the intended population. Our community developer at 88 Main Street will be the lead contact at SHCHC and will be promoting the market. Market Dollars are only one way of the Market encouraging new people to attend the Market. SHCHC will also be leading "orientation tours" from the Lees avenue area over to the market on several Saturday mornings.

At the kickoff to the 2010 Market season, Board member and Old Ottawa East resident, Anselme Allah joined other community leaders and elected officials to celebrate the new season and the new initiatives of the Market.

Healthy eating, active communities

It's a simple idea: "Healthy Eating, Active Communities." But in reality, the barriers to eating healthy foods and getting exercise in low-income neighborhoods are innumerable and complex.

Fast-food restaurants, convenience stores, and mobile vending carts promote high-calorie foods of low nutritional quality. School yards are not accessible and parks are often unsafe and, given limited local resources, lack of facilities or programming to encourage their more active use.

Fortunately, efforts to overcome these barriers are starting to build strength. The work of local community groups has helped transform neighborhoods

across Sandy Hill and Old Ottawa East into places where good nutrition and fitness are supported and where policies help sustain these changes. As one of the lead community health organizations to reduce and prevent obesity, we are seeing evidence that when children and families are offered attractive, accessible and affordable opportunities for healthy eating and physical activity, they will take them.

Our community health work shows that unhealthy conditions in communities can change. But how? While there is no one-size-fits-all solution, communities' success stories do share several basic strategies:

- 1. Federal, provincial and local policies can make healthier choices the easier choices.** Ample research shows that health is determined not only by the availability and quality of medical care but also by our environment – things like air and water quality, neighborhood and workplace safety, and access to parks and healthy food. Improving health, especially in low-income communities, means changing the environment to reduce or eliminate the conditions that contribute to illness and injury.

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Fruity Fridays and Healthy Food Policy

Viscount Alexander Public School has been running an exciting and delicious program for the last several years. Their Fruity Fridays program offers fresh fruit to all students each Friday during the school year. This year, the Sandy Hill Community Health Centre donated the funds to keep the program well stocked for the whole year.

Sandy Hill Community Health Centre supports healthy eating for children and youth in our own community and beyond.



Principal Gayle Singer (top left), and our Dietitian, Olly Wodin (top right), sharing a bowl of fresh fruit with students of the Viscount Alexander Public School

In January 2010, the Government of Ontario issued Policy/Program Memorandum N° 150 in regard to school nutrition. This Policy/Program Memorandum clearly defines what foods are healthy and sets a very high goal for the availability of these “healthy” foods in the schools. It also eliminates entirely some unhealthy foods such as pop. This applies universally to all elementary and secondary school settings. All public schools and school boards are required to meet the

requirements of this memorandum by September 1, 2011.

Healthy food policy is a great support for everyone to eat healthier, wherever we are, and SHCHC is encouraged by these great policy initiatives.

Healthy eating, active communities

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2. Policies need to be strong enough to have an impact.

Bicycle safety by legislating helmet use and banning smoking in public places are but just two of the many examples that have had a significant and sustaining effect on the health of everyone. Changing behavior and promoting healthier lifestyles are achieved when policy is legislated into practice. Daily physical exercise in schools, eliminating trans fat within our food are a few examples where new policies can have a significant impact on health outcomes.

3. Support and empower communities to build on their own best ideas of what they need to be healthy.

Neighborhood residents know whether their local park is safe or whether their corner store sells fresh vegetables. We need to talk with them about what

changes they want to make in their communities; they're the experts.

4. Bring everyone in the community to the table.

Health Promotion is a shared responsibility. No one group or individual can achieve the kind of change it takes to make a community truly healthy, so we need to work across sectors and build relationships among youth, parents, schools, businesses, farmers, city officials, doctors, and nonprofit agencies. The meeting of those minds can be incredibly powerful.

Above all, our experience at SHCHC has confirmed that the choices we make are influenced by what is available and accessible.

Our work in these two communities will continue to transform the places



where children and neighbors live, work, play and go to school. It isn't easy. But it's the only way to build and maintain good health.



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.

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.



Diversity Statement

As a public primary health care institution, Sandy Hill Community Health Centre has a responsibility to provide a welcoming environment that recognizes and affirms diversity of persons as well as diversity of views. An inclusive environment allows us to enhance the quality of healthcare we provide, improve relations with our community and contribute to the improvement of the community's health.

We affirm this commitment to diversity by supporting everyone we serve whatever their characteristics, including race, ethnicity, national origin, gender, gender identity, age, socioeconomic background, language, religion, sexual orientation, and disability.

We encourage staff, volunteers, clients, and community members to work together to make our community health centre a welcoming place for all.

Come and get involved in your Community Health Centre!

To become a Member of Sandy Hill Community Health Centre Inc./Centre de santé communautaire Côte-de-Sable, Inc., please 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

Sandy Hill Community Health Centre Inc./Centre de santé communautaire Côte-de-Sable, Inc.

Name: _____ Address: _____
(Home or Work)

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

Signature: _____ Date: _____

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

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

Secretary: _____ Date: _____