



SHCHC Board President, William Kelly (left), and Board Secretary, Claire Beauchesne-Chabot (right), receiving the award from Joan Lesmond, the Board President of the AOHC

AOHC Model of Care Award 2010

At this year's 2010 Health Equity Conference in Niagara Falls, SHCHC was awarded the Association of Ontario Health Centres Model of Care Award for Service Integration. This award is designed to recognize those Community Health Centres who show exemplary leadership in Service Integration.

Dr. Isra Levy, Medical Officer of Health for the Ottawa Public Health couldn't agree more. *"The implementation of the Sandy Hill CHC youth street health clinic is an exemplary demonstration of collaborative partnerships aimed at improving access to health services for marginalized individuals. The Sandy Hill CHC's legacy reveals outstanding contributions to meaningful partnerships and community inclusiveness aimed at achieving optimum health equity."*

Health Care for Youth Integrating Community Services to Improve Access

SHCHC's Youth Health Clinic was one of seven initiatives recognized in 2010 by the Champlain LHIN (Local Health Integration Network) as improving the well-being of citizens in the Champlain Region.

Staffed by the Sandy Hill Community Health Centre, and housed at the Youth Services Bureau, the downtown Ottawa youth health clinic is an innovative partnership among these two agencies. The clinic was created after a local study found this vulnerable population had extensive contact with health providers, yet weren't getting their needs met.

"I feel like when I come down here, I don't have to hide anything", says Alicia, 18, who lives in supportive housing and appreciates the clinic's youth-friendliness. "I never leave without an answer."

The aim is to bring services to youth, rather than expect youth to chase down a health professional when facing a number of other challenges in their lives. Many of the youth served by the clinic have gone through trauma, are living with mental health issues and addictions, and don't have a health card.



2010 Annual General Meeting Celebrating 35 years of community health service

This year, the Annual General Meeting was held on June 22, 2010, at the Sandy Hill Community Centre. Board, staff, community partners and community members joined to celebrate our 35th Anniversary. Throughout its 35 years history, SHCHC has strived continually to improve its services, and 2009-2010 was no exception.

The meeting was an opportunity to celebrate our achievements over the past years, and to report on the strategic priorities. In his report, the Board President recognized the work of the Board of Directors and Board Committees, and acknowledged the constant support and assistance of the Executive Director, Management Team and Staff.

The theme of this year's Annual General Meeting was "Small Steps - Big Difference", with emphasis on how the collective work of our staff, volunteers and partner agencies have an impact on improving the health and well-being of our community. As William Kelly, the Board President, said in his report: *"These accomplishments are the results of hard work on the part of a dedicated staff and partner agencies, generosity in the face of difficult conditions from financial donors, increased government attention to health equity at all levels, and the efforts of volunteers giving back to their community."*



2010 SHCHC Award for Excellence in Health Promotion



Aamina Badran and her family, at the 2010 AGM

With the annual Award for Excellence in Health Promotion established in 2007, the SHCHC is proud to honour individuals whose activities and initiatives have contributed to improving the health and wellness of our community. These unsung heroes deserve our recognition for their contributions to building healthy Sandy Hill and Ottawa East communities through

activities such as health education, policy initiatives or increased public awareness around health issues, and who demonstrated leadership and collaborated with others to promote health and wellness in the community.

This year, the award was presented to Aamina Badran, in recognition of her untiring role as a committed volunteer with the SLOE (Sustainable Living Ottawa East) and resident of Old Ottawa East community.

Ottawa East is a better place to live and work, because of the active input of the community volunteer, Aamina Badran. Aamina is involved in many local activities. At the very successful Farmers' Market on the grounds of Saint Paul University, she's an integral part of the volunteers that make the market so family friendly. With her face painting team and her other artistic talents, the market has become a social hub for meeting neighbours and friends, as well as buying local produce.

As a member of SLOE, she is a coordinator of the Children's Garden. Each week she runs an eco-playgroup on site, teaching preschoolers and their parents about organic gardening and healthy living, through songs and stories.

Aamina has also founded a playgroup at the Sandy Hill CHC, at 88 Main Street. With a special emphasis on inclusivity and with a warm welcome for new Canadians, the playgroup is another example of Aamina's talents and active participation in the community.

When it comes to looking at the health and well-being of the community, Aamina's dynamic and caring personality and energy have certainly made an outstanding contribution. Because of her generosity of spirit we are all enriched in our daily lives.

Heartfelt thanks to the departing Board Members

The Board and Staff of SHCHC would like to thank the following outgoing Board Members for their dedication and commitment to the Board of Directors, and wish them all the best in their future endeavours:

- Mana Herel, former Board Vice-President for External Issues and member of the Board since March 2006;
- Louise Ebeltoft, former Board Vice-President for Internal Issues and member of the Board since June 2008;
- Bob Mather, member of the Board since September 2006; and
- Olly Wodin, Staff Representative for a 2-year term.

The newly elected Board of Directors for 2010-2011 is, as follows:

- William Kelly, Board President
- Matthew Symonds, Vice-President for Internal Issues
- Anselme Allah, Vice-President for External Issues
- Lynsey James, Treasurer
- Andrew Conway, Secretary
- Claire Beauchesne-Chabot
- Siobhan Harty
- Edmond Kingsbury
- Murray MacLean
- Jonathan Mahdi
- Farwa Malik
- Saray Musavi
- Colin Palmer
- Robert Walsh
- Ashley White

The Board of Directors meets 10 times a year, providing guidance and input in support of the Centre's tradition of excellence. If you would like to attend one of the meetings, please call Cristina Coiciu, Executive Assistant, at 613-789-1500 x 2505, or e-mail her at ccoiciu@sandyhillchc.on.ca.

Upcoming Board meetings in 2011: January 19, February 16, March 16, April 20, May 18 and June 15. The 2011 Annual General Meeting will be held on Wednesday, June 29th, location to be determined.

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

2010 Annual Board Retreat

This year, the SHCHC Board of Directors took time over a half day retreat to review and develop Organizational values that will be relevant to the Mission of the organization.

A theme emerging in the literature is that organizations with a strong value-orientation also tend to be more effective, both in terms of furthering their mission, and protecting their independence. However, a number of studies have suggested that values may be threatened by external forces, particularly the need to secure funding.

Recent concerns include: the 'top down' nature of the relationship between government and the voluntary sector overly prescriptive funding regimes, and perceived pressures to become more like business rather than simply more business-like.

This suggests that the question of values is a key element of current debates about our Centre's independence. Indeed, it can be argued that the forces that threaten values are the same as those identified as threatening independence. Therefore, how we manage these forces, staying true to our defined values and retaining their independence, is an important concern for us at this time.

By growing and strengthening our organizational values we are able to meet the long term needs of our clients and community more effectively.

As David Gibson, our Executive Director, has said, "Being a values based organization means having congruence between what we say we do and what we do, and how we do it. It's about integrity, making sure there's integrity in the way that we talk externally about the work that we do, and how we deliver the services to the people and communities we serve."

SHCHC Receives Funding for Problematic Substance Use Case Management Services

In partnership with the Canadian Mental Health Association, Ottawa Branch, SHCHC received over one million dollars in funding for problematic substance use case management services. *“Integrating primary care, mental health and addictions services with supportive housing is an essential and crucial part of health services”*, says Sandy Hill Community Health Centre Board President, William Kelly. *“Improving access to supportive housing and an integrated service delivery model is an excellent step toward creating a better health system and I want to thank both the Canadian Mental Health Association - Ottawa Branch and the Champlain LHIN for making this innovative approach a reality.”*

“We need to learn from the evidence and provide effective and efficient services to achieve the best outcomes for people”, added Kelly. *“We need to stop doing what doesn’t work in favour of what does and to ensure services are evidence-based and cost-effective.”*

People with substance use and mental disorders report that stable housing is one of the most important factors contributing to periods of successful abstinence from drug use.

From Rob Boyd’s, Director of Oasis, point of view, *“people with mental illnesses and/or addictions experience many challenges. Without a secure, stable home and without services and supports to help them stay stable, their ability to manage the rest of their lives is impaired. Something that seems so simple - having a place to sleep at night, receive mail, keep personal goods, cook meals and socialize - provides the foundation from which people live their lives.”*

Homelessness is a complex matter. It is overwhelming for those in the cycle of homelessness - and for those trying to address the problem. And there is no one model for addressing the problem of homelessness. But it’s clear that ‘bricks and mortar’ (i.e., buildings) alone will not solve this problem.

Complexity, however, leads to innovation and creativity. Linking housing and health has certainly led to supported environments that are working. The focus is on creating a range of options that enable the best fit possible between a person’s needs and their environment.

“Overcoming addiction can be a long and complex process - there is no silver bullet for recovery”, states Executive Director, David Gibson. *“The fact that a substantial portion of people in treatment reported housing problems is a reminder that pathways out of addiction are about more than treating drug dependency.”*

The causes of homelessness must be addressed both systemically and tactically. We must transition from managing homelessness to developing and implementing strategies that will end it. The changes need to be made across the entire community; focusing not just on services to the homeless but the factors that contribute to the problem.

Homelessness is both the primary cause and the end result of a wide range of broader social issues. People become homeless due to lack of available affordable housing, unemployment, low wages, high rents, drug abuse, mental and physical disabilities, illness, and criminal activity, yet the trauma of homelessness leads to higher rates of the same ills.



Yvon Lemire, Director of Addictions and Mental Health Services feels *“more attention needs to be paid to the underlying factors contributing to problematic drug use including access to housing, social support and routes to employment and training.”*

While ending homelessness will not eliminate poverty, crime, or substance use, we do know that no individual or family can resolve personal issues without a stable place to live. We also know that ending homelessness now will prevent future generations of children from experiencing its debilitating and degrading effects and the resulting emotional and physical problems and diminished potential.

Strathcona Heights Women Take Action with CAWI (City for All Women Initiative)

For the past eight months, six women from Strathcona Heights have been learning how to bring their neighbourhood concerns to the attention of municipal decision makers.

CAWI offers Civic Participation training for women of diverse communities and organizations across the city to work together to bring their concerns to the attention of city decision makers. Community Developer Valerie Stam mentored the Strathcona Heights Action Team this year. Being an election year, the training had added significance as participants were able to view elections and campaigning with their newfound understanding of the system. During four full day training sessions held over eight months, women from across the City came together to learn about City Hall, municipal services, and how to effectively raise their issues to councillors and City staff. In between these sessions, the Strathcona Heights Action Team got together to work on effecting change in their neighbourhood.

The Strathcona Heights Action Team chose to focus on getting a Community House in their neighbourhood. For a couple of

years, the local Tenant Association, Ottawa Community Housing, and Sandy Hill Community Health Centre have been advocating for the creation of a City-funded Community House in the social housing neighbourhood of Strathcona Heights. The CAWI women, with their new understanding of City politics, felt that their voices could help this effort.

In late June, the CAWI women met with the former Rideau-Vanier Ward City Councillor Georges Bédard to solicit his support for a Community House. Some area youth were also present. They explained how a Community House would provide a positive space for youth to hang out, learn computer skills, and increase their employability. The CAWI women talked about some of the problems facing the neighbourhood, and how a Community House would increase community cohesion and pride. This group hopes to continue lobbying the new city council for a Community House.



Left to right: Elaine McNulty, Shamis Yassin, Amina Muse, Samira Dirie, and Valerie Stam. Yasmin Ali and Ruweida Shire were absent at the graduation ceremony.

CAWI is a partnership between women from diverse communities, community organizations, academics and the City of Ottawa that strengthens the capacity of the full diversity of women and the City of Ottawa to create a more inclusive city and advance gender equality. For more information visit www.cawi-ivtf.org.

Come and get involved in your Community Health Centre! Become a member! Have your say!

The feedback received from our clients and the community helps us to improve our services. There are a number of ways for you to let us know how we are doing.

You can participate in our annual SHCHC Client Survey. It's quick - just 10 minutes - and easy. As a

respondent, you retain full anonymity. Survey results are shared with the Centre's Board of Directors, Management and Staff. A summary of key findings is also published in our Annual Report to the Community.

If you have a compliment, complaint or any other comment, you can also fill out a *Client Feedback Form*

available in English, French, Spanish, Arabic and Chinese from any of our staff, or online in English and in French on our website at www.sandyhillchc.on.ca.

For more information on how to become a member or a volunteer, visit our website at www.sandyhillchc.on.ca.

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: _____