

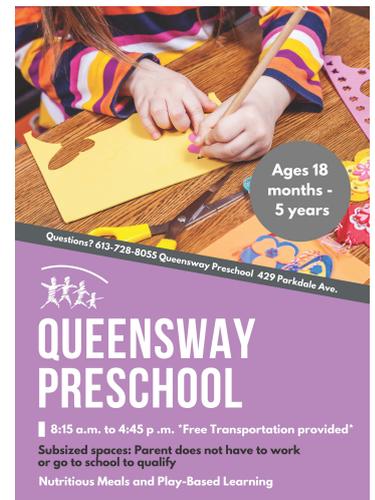
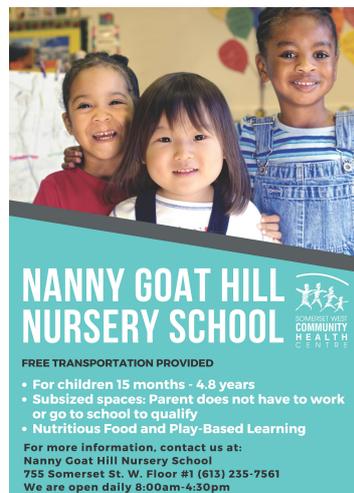
EXECUTIVE DIRECTOR'S REPORT

October 2020

FAMILY, COMMUNITY HEALTH AND HARM REDUCTION

CHILDREN & YOUTH

- We continue to offer in-person services at our Headstart nursery school and more recently re-opened our After-School Programs. We are continuously adapting to make sure we are following the most up to date guidance available at both the Ministry and local levels for COVID-19.
- Virtual early years and parenting support continues, and we are thoughtfully planning potential outdoor opportunities.



COMMUNITY DEVELOPMENT, HEALTH PROMOTION, AND ADVOCACY

- The anti-racism action plan is in its final stages. The final report is being prepared after review by the action planning team made up of residents, Advocacy Committee and Health Equity Committee members, and several stakeholders. Based on feedback, there will be both an internal document for SWCHC as well as a public facing report. The Advocacy Committee will be exploring strategies to share the action plan recommendations with our community more broadly.
- The Good Food Market is planning its first market since the pandemic began on Thursday, October 29th with stringent safety measures in place and back-ups plans should there be further public health restrictions.

- Following the success of two webinars in September, we are planning a third webinar Healing Racial Trauma and Dealing with Grief: An Indigenous perspective. The webinar will focus on sharing support methods, stories of hope and tools for reflection from an indigenous perspective. The event will be facilitated by 2 Indigenous Elders on October 28, 2020 6-8 pm.



ROCHESTER HEIGHTS COMMUNITY HOUSE

- The Rochester Heights Community House has secured a contribution of \$7,920 to support our summer programs (July - August 2020) and Afterschool Program from September 2020 to June 2021

VOLUNTEER AND STUDENT PROGRAM

- SWCHC is adapting the model for volunteer support of the Christmas Exchange, to respond in a COVID context. This year, staff will be supporting clients to complete the necessary forms and a volunteer will be inputting these into the database. In some cases, staff have registered to input forms directly.
- We have engaged two highly skilled volunteers to develop advocacy messaging to ask that Ottawa Community Housing Tenants who pay their own energy costs be able to claim the Ontario Energy and Property Tax Credit. We have partnered with ACORN to develop an online petition and materials will be circulating shortly through the Coalition of Community Health and Resource Centres.

YET KEEN SENIORS DAY CENTRE

- The Canada Summer Jobs Program allowed Yet Keen to hire a part time staff to support virtual programming and offer tech support to seniors
- United Way Ottawa has extended funding for the outreach program to December 31, 2020
- Connected Canadians have dispatched 5 iPads to Yet Keen's seniors and they will be on loan until the end of November to encourage seniors to join virtual activities. Connected Canadians is looking for resources to extend the loan period beyond November.
- Yet Keen has brought its signature birthday party online. Over 30 members attended the last two gatherings.

HARM REDUCTION

CONSUMPTION AND TREATMENT SERVICE (CTS)

- With the colder weather upon us we have moved the CTS back indoors. To maintain distancing and prevent spread, the CTS max has been set at 10 clients at one time.
- Clients can use in consumption booths with extended plexiglass dividers and we are installing plexiglass stands to further create barriers between additional consumption chairs
- Although the onset of colder weather and the move indoors does provide some stress to clients, operations are going well.

OPIOID AGONIST TREATMENT (OAT) & SAFE SUPPLY

- The Opioid Agonist Treatment clinic and Safer Supply project has ramped up to serving 50 clients, bringing us near our 60 client target just 3 months into the project.
- We have been able to serve the majority of our CTS clients seeking safe supply and continue to collaborate with other sites in the City to provide coordinated referral, intake and care.

HARM REDUCTION ROOMING HOUSE ISOLATION COLLABORATION

- This month the NESI team engaged in a labour-intensive and very successful collaboration with Ottawa Public Health in the isolation support and monitoring for a Rooming House outbreak in the community.
- This was a cross-team collaboration led by the Harm Reduction department, including teams like NESI, Homeless Outreach, DOPE, OAT/Safe Supply and CTS staff, and Primary Healthcare HC Rooming House Outreach.
- These teams supported the rooming house and OPH congregate living division by providing daily symptom monitoring, food coordination & delivery, case management, safe supply, testing and isolation supports. We were also able to provide mental health supports to isolating residents via the Counselling Team's phone and in-person services.
- Through this excellent collaboration with Ottawa Public Health, the team supported over 15 residents self-isolate successfully for a total of 28 days, containing the outbreak to only 3 confirmed cases total.

PRIMARY HEALTHCARE

- As of Sept 28th Primary Health Care is excited to offer expanded face to face appointments at Eccles & Rosemount for rostered clients. Walk-in services continue to offer a mixed model of virtual and face to face care at Eccles Monday to Friday afternoons. Footcare services are also available two days a week. Nutrition services will continue to be offered virtually while Acupuncture services remain on hold during this time.
- Our Primary Care Outreach team hand in hand with our Seniors Outreach team continued to deliver healthy meals to 30 of our most vulnerable, isolated seniors weekly for the month of September. With help from many community partners such as the Parkdale Food Centre, & Red Apron the team has been able to deliver 1,640 healthy meals directly to our senior's doors for September alone!

LUNG HEALTH

- As programs pivot back, lung health clients are being supported across all 13 locations. Smoking Cessation continues and a virtual Walk To Quit program is in partnership with Centretown and Sandy Hill is running from Oct. 2-Nov.27th.
- Two of our staff presented at the Canadian Society of Respiratory Therapy virtual conference on September 30th highlighting the Complex Respiratory Care Program titled Bringing Healthcare Home.

OTTAWA NEWCOMER HEALTH CENTRE

- As the cases of Covid19 increase in the community ONHC has been working in partnership with various community partners (OPH, CHRC, CHC and Community Developers) to create a wellness outreach strategy in effort to reach racialized communities. The objective is to create pathways to provide wrap-around support for this population, connecting them to resources, educational material, appropriate testing locations and engaging in dialogue to assess community needs.
- A Wellness Tool Kit was created for front line staff to help workers on key public health messaging and other important information as they conduct a pilot “Wellness Blitz” in one of the cities identified Covid19 hotspots. Our aim is to learn from this pilot project and replicate such events to other parts of the city in effort to raise awareness and encourage “Covid WISE” practices in the community.

MENTAL HEALTH AND COUNSELLING

- The virtual Seniors group at 1041 Wellington had a great turnout for the Mid Autumn Moon Festival celebration
- The Mental Health and Counselling program has been collaborating across programs to offer mental health support in an outreach capacity.
- This month we offered a mindfulness and anxiety management workshop for parents and caregivers who are part of our Children and Youth programs and we provided in person outreach and phone support to rooming house clients who were under an isolation order.
- We developed a resource for the African, Caribbean, and Black communities that lets them know about emotional and practical supports available.

