

EXECUTIVE DIRECTOR'S REPORT – JUNE 2020

PANDEMIC RESPONSE

- We are working to expand access to COVID-19 testing. Clients with mobility issues, who are frail and would be unable to access the Assessment and Care centres can receive a COVID-19 test by our Seniors outreach Nurse Practitioner. She will offer a home visit testing, primary assessment and education on symptom management.
- We continue to participate in the Human Needs Task Force, including the Food Security and Homelessness Sub-Committees. This ensures we can stay up to date with COVID-related systems-responses, avoid duplicating efforts among partners and raise urgent issues/service gaps to the City
- SWCHC is part of a regional working group that will work to identify the unmet needs of people living in rooming houses in Ottawa during the COVID-19 pandemic. This group will also articulate the collective community action required to address the needs, such as immediate needs for safety, food security, mental health supports and housing. The intention of a “supportive isolation” approach is to provide appropriate and necessary resources, to facilitate adherence to self-isolation thereby minimizing the need to escalate to enforcement. Holistic and meaningful support during isolation can promote wellness and minimize harms.
- We met with Catherine McKenna to discuss mental health, homelessness, safe supply, and antiblack racism. Part of the conversation was around ways for the Federal government to support our initiatives.
- We are now offering over 46 different virtual programs/activities with more planned to start later this month. Participation ranges from 4 to 50+ people per session. Activities include:
 - Classes for Yet Keen members to learn English, Mandarin and Line Dancing
 - Series of community sessions for the African Caribbean Black community to share stories and strategies, build community support and support mental wellbeing
 - EarlyOn circle times, parenting workshops and Chinese Mother Goose Programs
 - After-school programs for kids 6-12
 - Education sessions, Pulmonary Rehab and Coffee Corner for Lung Health clients
 - Chinese Seniors Support Program and Social Services Information sessions
 - Convening members of the Anti-Racism project to develop action plan
 - Seniors Fitness Program, Seniors Community Kitchen, Buns in the Oven, Feeding your baby workshop, and more!
- We are using Mercuri, a low-barrier teleconference software to hold groups for ethnocultural seniors and other isolated clients do not have access to technology to use Zoom
- We received a donation of tablets with one year of data from the Human Needs Task Force to distribute to clients through our ONHC and ethnocultural support workers
- In May we distributed 7,156 meals and 7,494 snacks. We are averaging around 300 individuals served a week.



- Children and Youth have really been working to distribute snacks to the young people and their families in our community.
- We recently received \$20,000 in grocery store vouchers from Second Harvest, Food Rescue and the Sprott Foundation.
- We are working in partnership with Parkdale Food Centre's Cooking for a Cause Program and the Chinatown BIA to use some of the funding we received to support a Chinatown restaurant to prepare meals that we can distribute to our homeless and Rooming House clients.

Client Feedback:

- A client who regularly accesses both our Harm Reduction services and the Respite Centre at McNabb told me that he's eating better now than he has in years and so happy to be finally putting on weight again, as it reminds him of his body shape before his substance use became a problem for him.
- One of the clients of the Harm Reduction program had a birthday this week and one of the Harm Reduction Workers was able to solicit donations from a local grocery to buy \$120 worth of cake for \$40. The client was so happy to celebrate his birthday and invited everyone from around Eccles to have some of the cake and celebrate with him. Not only did the community celebrate with him, but he was able to offer a special treat to others and was abundant in his sharing.

PRIMARY CARE & REGIONAL PROGRAMS

Electronic Medical Record (EMR) System transition

- Our Go-Live date to transition to PS Suites is July 27, our project management team is working diligently to implement our new electronic medical record.

Advocacy

- We participated in a roundtable with NDP Opposition leader Andrea Horvath and other provincial members of the NDP to discuss the impacts of Anti-Black Racism and establish concrete asks from the provincial government
- Black Health leaders declare anti-Black Racism a public health crisis <https://www.allianceon.org/news/Statement-Black-Health-Leaders-Anti-Black-Racism-Public-Health-Crisis>

Lung Health

- The Virtual Pulmonary Rehab is in full swing with 19 enrolled clients. To date we have been able to graduate 5 clients through our virtual program.
- On Thursday June 11th, the lung health program will have their first virtual coffee corner to allow the Pulmonary Rehab clients a way to have a virtual gathering and provide peer support.
- The lung health program continues to support the Brewer assessment centre and the lung health clients through virtual visits.

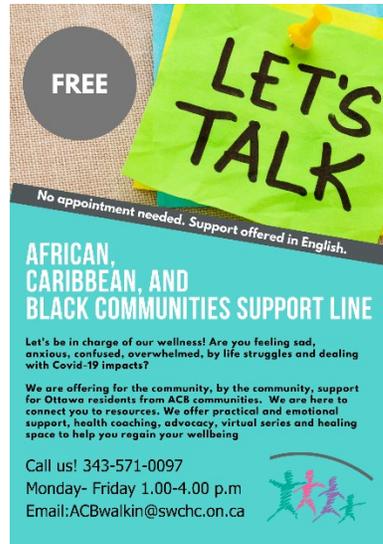
Ottawa Newcomer Health Centre

- Through a partnership with Refugee613, a few of our health navigators are developing videos in multiple languages around updates for using parks. Our interpretation helps to make the content more accessible and understandable for newcomers.
- ONHC received a request from Burundian community leader for a session on COVID-19. We partnered with OPH to provide a session on June 3. It was a bilingual session (English/French) and had 53 participants.
- ONHC, along with OLIP partners are embarking on an environmental scan in relation to interpretation use. Along with CCI, ONHC has recruited 7 individuals who will be volunteering their time to participate in the project. The volunteer orientation session took place Monday June 8th.

Mental Health and Counselling

- We convened a meeting with nearly 26 leaders, researchers and front-line workers to explore a regional strategy to address mental health supports in the black community. Partners across Ottawa discussed the impacts of anti-Black violence, anti-Black racism, microaggressions and bias impact the mental health of the Black community. This meeting was called to help the black community cope through the recurrent societal trauma and coordinate efforts among the agencies to adequately address the public crisis impacting our Black communities.
- We have launched virtual Senior Support Group for isolated Vietnamese speaking Seniors via Mercuri, primarily for those who had participated in our regular group activities before the Pandemic Outreach. This group has 20-25 participants per session. There were initial concerns around connections and whether something would work, now clients are sharing feedback like:
 - "I couldn't believe I am able to talk to so many of you"
 - "I am using this recipe to help me..."

- "We are thankful for SWCHC to always take care of the needs of the seniors"
- "Please remember to call me..."
- Every Friday we have a 1-hour group for Chinese clients. We sing a song or do some exercise at the beginning, then they receive updates about Covid-19, Ontario reopening, or share some community resources. Then it is our topic of the week. Last week we shared experience how to use Google translate.
- We are launching a Phone Support Line for African, Caribbean, and Black Communities. This service is for the community, by the community, and open Monday – Friday from 1 pm – 4 pm.



Family & Community Health & Harm Reduction

Community development and advocacy

- Our anti-racism project is finishing its final workshops to create our community-based action plan to combat racism and discrimination. We are in the process of planning for a virtual version of our final event under the theme of “Racism and Colonialism as Social Determinants of Health” – stay tuned for more information!
- We are continuing to engage in our affordable housing efforts with a current focus on the City’s 10 Year Housing and Homelessness Plan refresh and a deputation at the June 18th Community and Protective Services Committee meeting.

Yet Keen

- Yet Keen is bringing our seniors informative and meaningful content through phone sessions under the series titled COVID MATTERS, featuring guest speakers from across

Ottawa, Toronto and our colleagues at SWCHC. They have been successful with 20+ people on each call.

- Yet Keen's online exercise classes have an average attendance of 15-20 people each time. This includes Tai Chi and Line Dance Classes. We've been welcoming clients who are not Yet Keen members during this special time by referrals from SWCHC practitioners and existing Yet Keen members, and we see that client needs are met through these offerings.

日健高齡康樂中心 Yet Keen Seniors' Day Centre

Happiness from Within Tea Gathering



Starting 6/2
Every Tues, 5 sessions
2:45pm - 3:30pm

廣東話進行
Meetings held in Cantonese on zoom

Speaker: Oscar Lu (OCCSC, in partnership w/ SWCHC)
Co-host: Alvis Choi @ Yet Keen

How do we maintain a light-hearted mood during quarantine?
Every Tuesday, we will sip tea and learn together how to see the pandemic as an opportunity to enjoy our life at home with sharing of stories and teachings on Positive Psychology.

***** Sign up / inquiry: (613) 232-6695 Alvis Choi

What's in each week?
6/2: What is Positive Psychology?
6/9: Gratitude
6/16: Taste of Life
6/23: Practicing Optimism
6/30: Path to your own Happiness




Yet Keen Seniors' Day Centre

COVID MATTERS
Theme of the Week

Chinese Phone Program for seniors Every Thursday
11:15 AM- 12:00 PM

Call every Thursday morning to connect with Yet Keen members and invited guests, stay up-to-date with tips to protect and nourish yourself and your family.

HOW TO JOIN

- ⊙ Get ready at 11:10AM
- ⊙ Call 613-686-1547
- ⊙ After English recording, enter 800949 及 #
- ⊙ Once connected, you will hear the music
- ⊙ Wait until 11:15AM for program to begin

Inquiry: (613) 232-6695

5/21 (Mandarin)
Guests: Emma Peng (Nurse, SWCHC) & Ying Shen (Community Support Worker, SWCHC)
Theme: Latest news on COVID-19, OAS, GIS, income tax filing deadline

5/28 (Cantonese)
Guest: Dr. Alan Li (Regent Park Community Health Centre, Toronto)
Theme: Introducing PROJECT PROTECH & answering questions about COVID-19

6/4 (Mandarin)
Facilitated Discussion
Theme: How should seniors approach social distancing as restrictions are loosened?

6/11 (Cantonese)
Guest: Justin Kong (Executive Director, Chinese Canadian National Council Toronto Chapter)
Theme: Racial discrimination & hate crimes? Are they relevant to my everyday life?

6/18 (Mandarin)
Guest: Wendy Tang, MSW, RSW (Counsellor, SWCHC)
Theme: Mental Health during a pandemic

6/25 (Cantonese)
Guest: Oscar Lu (OCCSC, in partnership with SWCHC)
Theme: How to practice Positive Psychology in everyday stay-home life?



Rochester Heights Community House

- The after-school program started doing "window visits" last week and it was a great success! Our staff visited children and chatted with them from outside of their houses. Kids were so excited and happy to see our staff! The question all kids had in common, according to our staff, was when the Community House will be open again!
- The Community House did a joint wellness check with OCH community workers at Lebreton on Friday, June 5th. We reached out to 56 residents and were able to provide key information and resources.

Volunteer Program

- We have finalized and started to implement our volunteer on-boarding processes, including a way for staff to quickly express interest in volunteers. To date, we have received 9 requests from staff for support.
- We have engaged 6 volunteers to prepare taxes for more than 70 clients. We are using a modified pick-up model of tax preparation that does not involve client contact. We have

identified ways to ensure the most vulnerable (precarious housing, lack of access to technology, language barriers, isolation) are prioritized.

- We are in the process of on-boarding volunteers to support 3 different food delivery roles (light touch) and primary care outreach for seniors (virtual). We are also exploring a model of a volunteer role to manage volunteers, based on a suggestion from Volunteer Ottawa.

Children & Youth

- In May, our Headstart program staff at Nanny Goat Hill Nursery School and Queensway Preschool engaged in 1,717 client encounters.
- We anticipate that we will offer our summer Youth Leadership program and are currently gearing up to offer Headstart childcare. As part of our planning, we are staying nimble and prepared to adjust accordingly. We are currently working with all available guidelines and resources to ensure we are prepared to continue to provide safe and engaging services.

Harm reduction

- Our CTS is being well utilized and continues to run smoothly.
- We see an increase in homelessness city-wide and are collaborating closely with the City as well as the Salvation Army Housing Response Team who have the mandate to address street homelessness
- The Ottawa Safe Supply funding application submitted by OPH which we are a partner to has been approved by Health Canada Substance Use & Addictions Program!