

*Somerset West Community
Health Centre*

EXECUTIVE DIRECTOR'S REPORT

November 2020

PRIMARY HEALTHCARE

WE ARE EXTENDING OUR VIRTUAL WALK-IN HOURS

Starting November 17th, in response to great uptake and need, Primary Health Care will extend its walk-in clinic hours Monday to Wednesday & Friday, 9 am to 4 pm and Thursday 1- 4 pm. Care will be provided through virtual and in person appointments by our team of nurse practitioners.

WE HAVE LAUNCHED A COVID-19 TESTING CLINIC AT 55 ECCLES

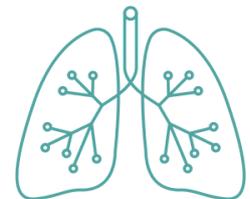
In partnership with other Community Health Centres and Ottawa Public Health, Primary health care opened an onsite COVID testing clinic on November 9, 2020. Testing is available by appointment Monday to Friday, to adults and children ages 13 and up, and to anyone without a health card. In addition to providing testing, clients will be linked to social support such as access to food, housing, employment as well as language support as needed. The clinic has gotten off to a great start - completing 41 tests between opening and November 16!



LUNG HEALTH

WORKING TOGETHER

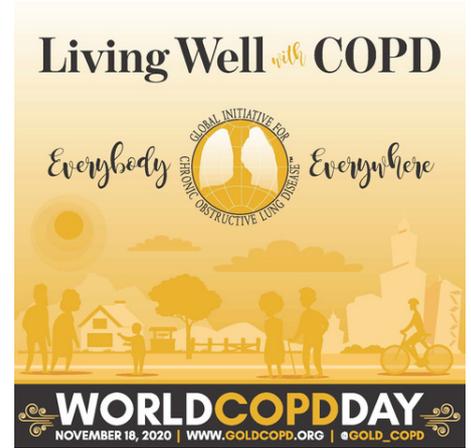
The lung health program has partnered with the Canadian Society of Respiratory Therapists to create an e-learning module on Considerations for Respiratory Therapy Outreach during Covid-19. This module will be the first Covid-19 resource for the organization from a primary care perspective.



OTTAWA COMMUNITY
**LUNG HEALTH
PROGRAM**

CELEBRATING WORLD COPD DAY - NOVEMBER 18

World COPD Day is Wednesday Nov.18th. This year's theme is "Living Well with COPD- Everybody Everywhere". This year's aim is to send a positive message to patients and providers that although COPD does not have a cure, there are many ways to actively live well. We are holding a virtual event to celebrate. Lung Health and the mental health program are going to provide a presentation titled "Staying Motivated Through the Madness. Taking Care of Ourselves through the Pandemic".



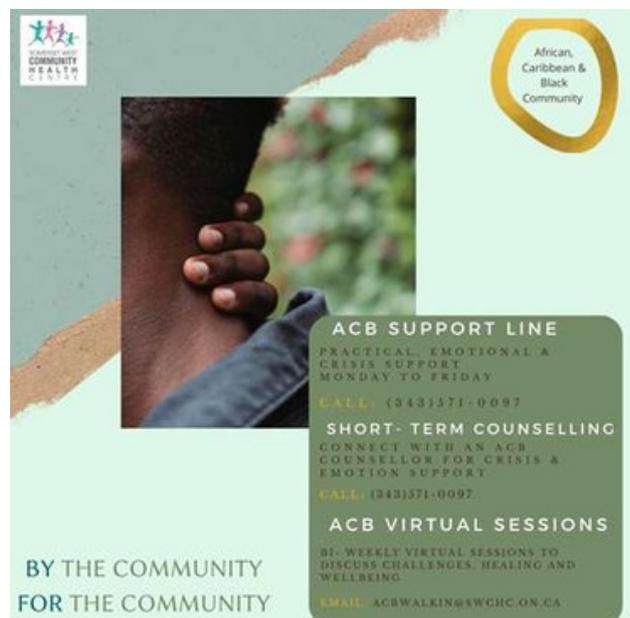
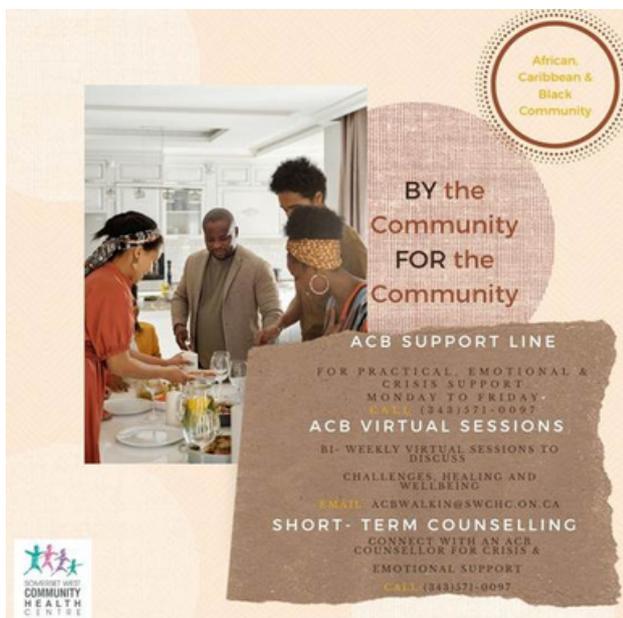
MENTAL HEALTH AND COUNSELLING

COVID CRISIS CASE MANAGEMENT

The Ottawa Health Team has implemented a Community Testing and Wraparound Support Strategy. The Mental Health and Counseling team is stepping in as part of the Centralized Case Management supports, in partnership with our colleagues at the Ottawa Newcomer Health Clinic. Our Community Support Workers are accepting referrals delegated from SEO CHC (the centralized intake) to support clients with wraparound care and supports after they have tested positive for COVID-19, including access to food, housing, income supports, etc. These community members are often frightened, unsure of where to turn, and seeking reassurance and clear access to resources.

DEVELOPING OUR AFRICAN, CARIBBEAN & BLACK (ACB) PROGRAMS

Our ACB centered mental health and practical supports continue to pick up momentum and establish themselves within the Ottawa community. Since April 2020, we have facilitated and supported 15 Virtual Wellness sessions, with over 600 participants. Our ACB Mental Health Outreach Worker will soon be offering short-term counselling to the community, and our ACB Crisis Worker is fielding on average 3 – 5 calls per day on the ACB Support Phone Line. We have recently developed promotional materials and a media strategy to increase both our online presence and support our outreach efforts.



FAMILY, COMMUNITY HEALTH AND HARM REDUCTION

CHILDREN & YOUTH

- Our EarlyON Child and Family Centre staff have begun to offer in person outdoor programming at two locations. One activity is an outdoor playgroup on Saturdays.
- Through a partnership with Algonquin College, students in the Community Service Learning course are developing a fundraising initiative in support of the Laroche Park After School Program. A virtual trivia event is being planned.
- We are one of 10 Community Representatives on the Technical Advisory Group with the OCDSB. The mandate of the TAG is to provide guidance and feedback to support the analysis and reporting of demographic data collected under the Anti-Racism Act, and in accordance with the Data Standards for the Identification and Monitoring of System Racism.



Contact: Hanna (613)238-8214X2507 hhan@swchc.on.ca

SATURDAY OUTDOOR PLAYGROUP



Bring your family and join us for free outdoor playgroup! For parents and caregivers with children Birth- 6 years old.

Time: Nov.14th-Nov.28th 2020
Every Saturday 10:00-11:00am

Location: 755 Somerset West

Pre-registration required by 9:00 a.m. Nov.14th, 2020.
Social Distancing practiced.



COMMUNITY DEVELOPMENT, HEALTH PROMOTION, AND ADVOCACY

- Building on the success of our last three anti-racism webinars, we are planning a fourth webinar on Wednesday November 18th, 5:50-7pm on Anti-Asian Racism The Past, Present and Future. Our third webinar, Healing Racial Trauma and Dealing with Grief: An Indigenous perspective, facilitated by two Indigenous Elders, was a success. The Webinar focused on sharing support methods, stories of hope and tools for reflection from an indigenous perspective.



Somerset West Community Health Centre
Virtual Community Conversation



ANTI-ASIAN RACISM: THE PAST, PRESENT AND FUTURE

November 18 | Wednesday | 5:30 PM
Please Register at
<https://bit.ly/35655Ql>

- We held our first Good Food Market with all Covid-19 safety measures in place on Thursday, October 29th. The market will be held every 2 weeks. Twenty tenants attended with 1-2 people shopping at any given time and strict safety measures.



- Weekly Bingo program has begun at OCH Seniors building at 280 Rochester Heights, also with strict safety measures in place.
- The Building Community Together project is in the final stages of its three-year funding from the Ottawa Community Foundation. The major final output of this project is a community-driven plan summarizing input from over 500 people and articulating the West Centretown community's vision in six areas.
- The draft City Budget was tabled in early November. SWCHC will be providing two deputations (Community & Protective Services Committee and the Finance & Economic Development Committee) to offer our feedback on the draft budget and advocating for increased investment in social services and affordable housing.

VOLUNTEER AND STUDENT PROGRAM

- The Wellness Committee has recently engaged a team of 3 volunteers to facilitate free virtual mindfulness sessions for staff. These will take place twice a week, and are meant to support staff as we endeavor to build our capacity for psychological safety in the workplace.
- We have modified the Christmas Exchange registration process to respond in a COVID context. Registration is underway and will wrap in late November.

YET KEEN SENIORS DAY CENTRE

Yet Keen continues to engage over 70 members in virtual programming including 8 weekly programs as well as special programs including one-on-one coaching to support access to technology. This month, there will be a Joy of Cooking demonstration and digital literacy dialogue over Zoom.

HARM REDUCTION

SUPPORTING THE TOM BROWN RESPITE CENTRE

The Tom Brown Respite Centre has launched and is up and running. We have deployed 2 Harm Reduction Workers to provide harm reduction services there, as a continuation of the very successful partnership we had with the original McNabb Respite Centre.

NEIGHBOURHOOD SUPPORT AND OUTREACH

We have ramped up the Homeless Crisis Outreach Worker (HCOW) team to 7 days a week. Through this increase, in conjunction with St Luke's Table morning outreach, we have provided the community with a Community Response phone number and email address for calls for service and inquiries related to homeless persons in distress and community needle pick-up. The community now has a number they can call 9am - 9pm Monday to Friday and 1pm - 9pm Saturday and Sunday. The details have been circulated to the BIAs as well and we have experienced good uptake of the number. The HCOW team meets weekly with the Salvation Army Homeless Outreach Van and Housing Response Team to maximize client care coordination. We also continue to sit on the Human Needs Task Force Homelessness and Unsheltered Sub-Group as well.

SAFE SUPPLY

As of November 2020, we have reached our minimum target of 60 clients and the city-wide project reached its overall targets. Our clinic is a closed-referral program, meaning we are only taking on existing clients of the Harm Reduction Department. The need continues, and our nurse practitioners continue to take on new clients as they are able.

The challenge the clinic faces now is: what will happen when the Health Canada funding ends March 31st. The continuity of care is in question for the 60+ patients currently enrolled, and the desire to take on more is limited by the concern about capacity in the system for care transition at project end.

We would benefit from support and advocacy around the continuation of funding for safe supply so that it can be embedded as a permanent care component of our wraparound harm reduction services for people who use drugs in our catchment.

CONSUMPTION AND TREATMENT SERVICE

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 that are 2 metres apart.

QUALITY IMPROVEMENT

DIGITAL EQUITY CAPACITY BUILDING

SWCHC has hired a consultant to help our staff build on their skills to provide high-quality virtual programming and to identify solutions for clients who lack access to digital tools and/or technical literacy. We will be offering a series of Virtual Cafes consisting of live, interactive training sessions with time for hands-on practice, including some one-to-one coaching clinics. Currently we are offering over 43 virtual activities, programs or workshops and anticipate that even post-COVID we will be continuing some of these.