



Sandy Hill
Community Health Centre

2021-2022

Annual Report



looking forward together

A message from the Board Chair and the Executive Director

looking forward together

For us, the heart of Sandy Hill Community Health Centre (SHCHC) lies in its people. Our staff's drive for excellence, coupled with their values of courage and compassion, shone true in 2021. It proved to be a constant, in what was once again, a year swayed by outside forces. Our staff showed the true value and grit of the essential worker stepping up to every challenge to be there for their clients. Along the way this past year, our Centre also received Accreditation-wide recognition, in November 2021.

Despite the complexity of confronting these and other challenges simultaneously, it has been a year of hope. We are incredibly proud of how our staff teams helped our clients, partners and one another through trying circumstances.

In response to the pandemic, our staff provided **5,084** COVID-19 tests and **1,274** immunizations over 2021. Like in the year before, the staff faced an unprecedented situation. They rose to the occasion, developing new ways to care for our clients and continuing to provide the highest quality health care with compassionate service for all. We are profoundly humbled and deeply appreciative of the dedication they show to those we serve.

"It was evident to the Accreditation Review Team that the Board, leadership team and staff are committed to excellence. The reviewers were impressed with the number and type of partnerships established by the organization to ensure greater health outcomes for the clients served."



The challenges brought on by the past year have been described as unprecedented, historic and unforgettable. Our 2021 SHCHC Annual Report shares how we navigated through them alongside our clients and partners, and, ultimately, how we came out of this extraordinary year stronger together.



Leila Bocksch,
Board Chair

We wish you the best in 2022, and hope we can see you in person soon.

In gratitude,



David Gibson,
Executive Director

Congratulations on achieving your accreditation! The Canadian Centre for Accreditation (CCA) is very pleased with your performance in achieving 50 out of 50 mandatory standards and 28 out of 28 leading practice standards. CCA is pleased to accredit SHCHC for a four-year term."

*- The Accreditation Team
- final report, February 15, 2022*



Health Services

The Health Services team continued to provide in-person, telephone and virtual primary care services to clients and increased our in-person visits as COVID-19 community infection rates changed.

Health Services nurses worked in the community COVID-19 on-site test clinic, and switched to providing COVID-19 vaccines to the community as part of the CHC/OHT regional COVID-19 response.

"I am indeed fortunate to be a client of Sandy Hill CHC! I have wonderful service! I find things have even improved since COVID-19, as I am almost always put through to one of the nurses if I have a problem."

- Health Services client

The Primary Care Outreach for Seniors team have resumed home visits and provided COVID-19 vaccines to homebound seniors in Sandy Hill, Old Ottawa East, Lowertown and Vanier.

The Health Services team provided valuable learning experiences for nursing, nurse practitioner and family medicine student placements within the COVID-19 restrictions.

The Health Services team has increased the cancer screening activities to pre-pandemic levels, providing crucial early detection of disease for our clients.

The Youth Health Clinic team resumed on-site services at the Youth Services Bureau Downtown Drop-in.

Chiropody services at all the sites saw a steady increase in services offered to clients at our eight partner CHCs as more clients were ready to attend in person appointments.



Management

The Health Promotion and Health Management team (HPCDM) continued to offer individual appointments and group programs through phone and virtual platforms.

The participation in the health promotion groups has significantly increased, as the move to a virtual platform removed barriers many people have to accessing on-site groups (e.g. transportation, child/elder care, etc.).

Our dietitian offered numerous virtual nutrition workshops in partnership with the Parent Resource Centre and Strathcona Heights.

The team has begun to offer in-person appointments with clients, as the COVID-19 restrictions have lifted and clients have expressed an interest in returning to in-person visits.

The team continued to provide valuable learning experiences for kinesiology, dietitian and nursing students, incorporating the use of virtual platforms for client activities.

"My nurse practitioner kept in touch with me by arranging telephone consultations and mailing me requisitions for laboratory work. I am so impressed and so grateful that she followed my file and checked-in on me during the pandemic. I was also able to book an in-person appointment when I was experiencing a blocked ear. Additionally, I have been taking part in a virtual group (gentle movement), which has been very helpful in terms of my mental and physical health. I also attended a virtual meeting on healthy eating and heart health, which was excellent."

- Health Services and HPCDM client

COVID-19 Vaccination and Testing Site

It is fair to say that 2021 proved to be an exceptionally interesting and challenging year for the COVID-19 testing and vaccination team.

As we started the fiscal year, it is hard to remember where the lockdown began and isolation protocols ended. As we all tried to live in a world that was forever changing, our testing team grappled with constantly changing information – who to test, when to test, how long to isolate, etc.

Although the pandemic is starting to fade away and policies have changed, it is important to remember that millions of loved ones were lost, and that some people's lives will never be the same.

Through all of these challenges, our team did phenomenal work providing reassurance and clarity to everyone we tested. On one of our busiest days,

the nurses and testing team saw **70** people, and reception booked almost **100** appointments. During the peak of the pandemic, we had a day with a **46%** positivity rate, meaning every second person we saw tested positive for COVID-19.

Compared to the previous year, we doubled our testing capacity, performing **5,874** COVID-19 tests for **5,084** unique clients. This is an astounding number of tests done in the community from a small team operating out of the corner offices on the first floor.

We are also proud to report that, because of strong occupational health policies and proper donning and doffing of PPE, none of our testing staff had an exposure in the testing site, and we were able to run the clinic smoothly while keeping everyone safe and healthy.



"Staying up to date with your next COVID-19 vaccine dose is the best protection against severe COVID-19 symptoms. The SHCHC's vaccination clinic continues to make the vaccines as accessible as possible, and I am grateful to the team who works hard to make space available."

- Client of COVID-19 Vaccination Clinic

This program also gave us the opportunity to recruit new staff. Two of the COVID-19 screeners have stayed on with us in different capacities, and three of the nurses who were hired for testing have been retrained to work in Health Services and Oasis.

Not only were the testing numbers impressive, but we are also proud of our ability to adapt on short notice. We pivoted from testing one day to vaccinating the next, working with our partners from the Ottawa Health Team and Ottawa

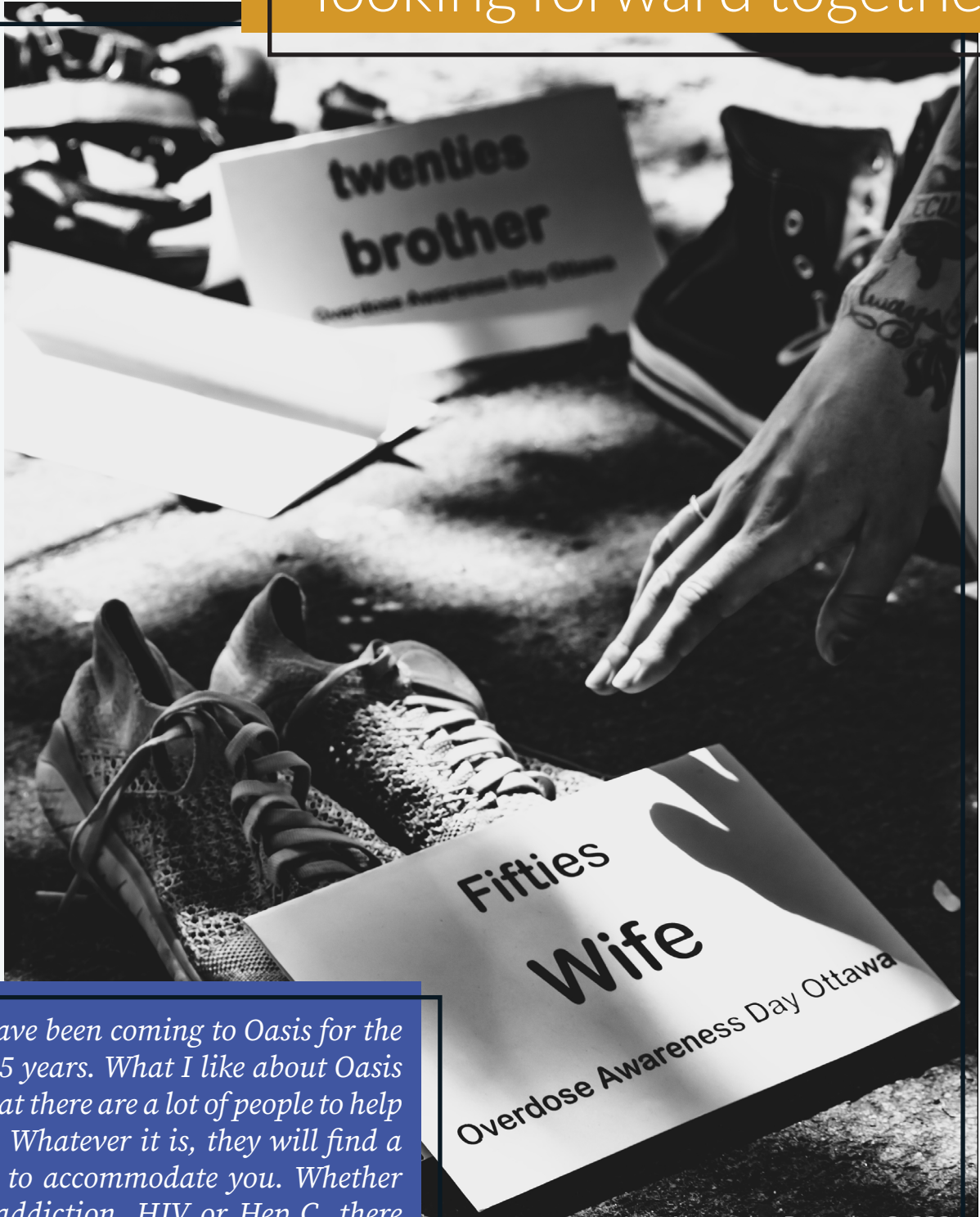
Public Health to assist in the mass vaccination effort that started on December 23, 2021. On New Year's Eve, we vaccinated **150** people, and helped them launch into 2022 with renewed immunity.

We successfully vaccinated **1,274** individuals in the first two months of the year, until demand for vaccines decreased and we officially ended our program on February 22nd.

What a year it has been!



looking forward together



"I have been coming to Oasis for the last 5 years. What I like about Oasis is that there are a lot of people to help you. Whatever it is, they will find a way to accommodate you. Whether it's addiction, HIV or Hep C, there is someone there for you... because they really care."

- Oasis client

Oasis Program

Last year was another challenging year for the Oasis Program as we continued to navigate the dual public health crises of COVID-19 and opioid toxicity. Our amazing staff teams continued to “dig deep” and to show up in meaningful ways for the people they work with, continuing to grow the number of contacts and connections for the most marginalized in our community. Our community has been decimated living through this pandemic, and we have lost far too many good people, including key community leaders.

As the rest of us talk about recovering from the pandemic and look forward to going back to the “way things were”, we need to stop to reflect that “the way things were” was not good for those without safe, affordable housing, who live in poverty, or who rely on the unregulated drug supply to ease the pain they live with every day they live outside the mainstream society.

We have given up hope on a better past, so we focus on the future. We are encouraged by strengthened voice of people who use drugs at the local and national level. We are encouraged by the push for decriminalization that has wide based support, and by the expansion of safer supply pilots as a means of providing people access to safer pharmaceutical options.

Over the last two years, we have seen that our world can change dramatically to help reduce harm to society. Our team will come out of this stronger, with the hope that lessons learned from the pandemic can be applied to find solutions to mitigate the effects of those who cannot secure housing, and who are affected by the toxic drug supply.



Client Access Team and Addictions and Mental Health Services Team

equity

After a very fast pivot to virtual service at the start of the pandemic, most of the Counselling, Psychotherapy and Social Services continued to be provided effectively by video and phone. The Client Access Team (CAT) addressed digital equity by always having “the ZOOM Room” available for clients to use a computer or phone at the Centre to access their groups or appointments.

Virtual service has provided the opportunity to increase access for Francophones to the provincial Back-on-Track Program. Virtual groups have

made it possible to open access to our groups to participants across the province. This has resulted in a **300%** increase in groups offered in French - more people served, as well as a significant decrease in wait times.

The Centre honoured the first National Day for Truth and Reconciliation with an all staff event. The Addictions and Mental Health Services (AMHS) and CAT teams are actively engaged in reflection and learning about Truth and Reconciliation in clinical practice.

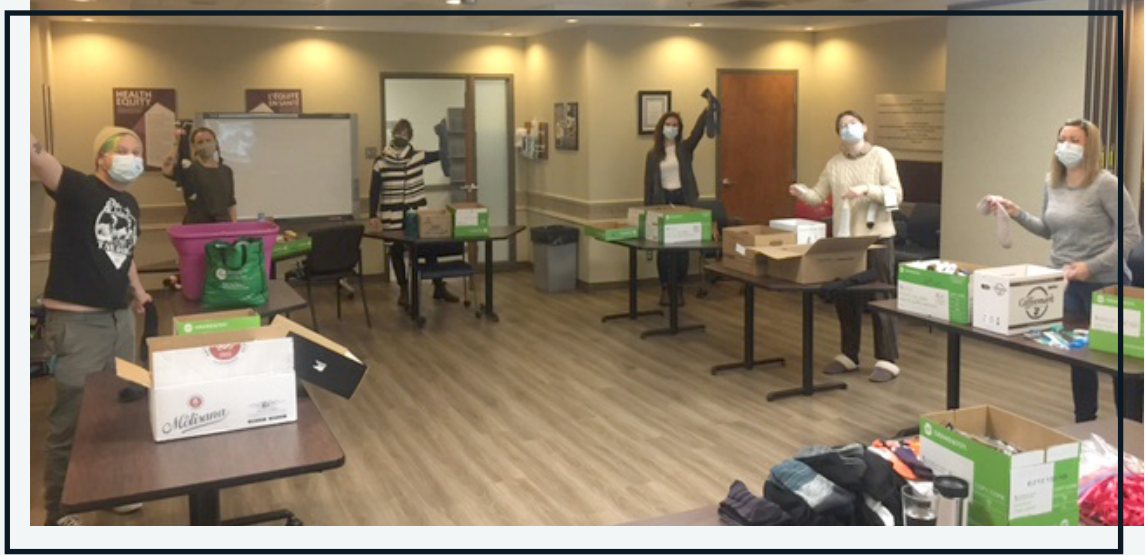
programs

One of the biggest service gaps across the city during the pandemic has been access to Same-Day/Walk-In Counselling and Social Services. *Counselling Connect*, an initiative of the Ottawa Health Team, was created to cover this gap. The *Counselling Connect* platform provides a simple way for clients to book a same day/next day appointment, and a network of community agencies collaborate to staff the service. *Counselling Connect* was designed with a strong equity lens, and has seen over **17,000** bookings since its inception. SHCHC is an active partner, contributing with counselling appointments to the schedule and participating on the Steering Committee.

Based on needs identified in the *SMART Recovery for Family and Friends Group*, a new group was launched this year to support family and friends with information about drugs and alcohol. Based on the success of the pilot, the *Supporting Your Loved One Group* will be offered regularly as part of our group programming.

“With my counsellor’s help and guidance, I have learned so much about how the human brain works when it comes to addiction. She is so knowledgeable about this issue, helped me focus, and did not judge. I will never forget her.”

- AMHS Client



covid-19 specific activities

The Central Reception Team played a pivotal role in supporting the COVID-19 Testing Clinic with scheduling, registration, managing an enormous volume of calls and monitoring the waiting room.

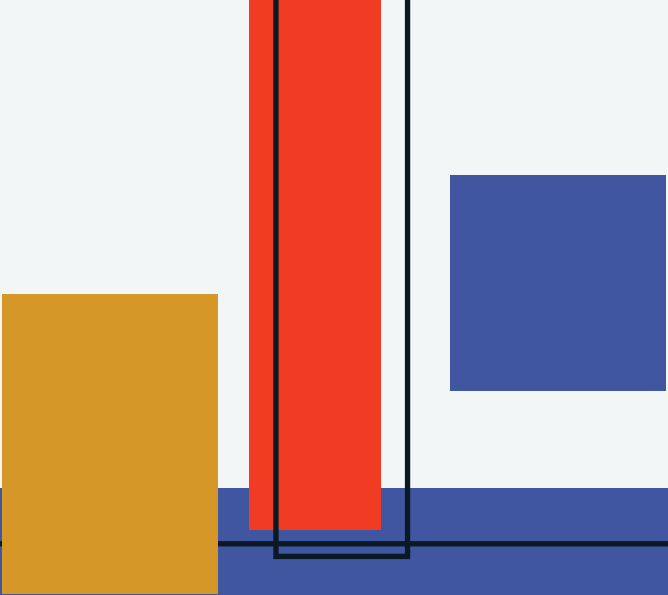
In December, as the Centre was directed to shift from testing to vaccinations, the Central Reception Team moved quickly to adapt screening, scheduling and registration processes to support the Vaccine Clinic.

The COVID-19 Testing and Vaccine Clinics were a beacon for both clients and other staff in tough times – the nursing and administrative staff collaborated as a true team with mutual respect, incredibly hard work, dedication and unfailing good humour. They never stopped seeking ways to improve processes and serve even more clients.

mental health and addictions networks and systems planning

SHCHC has been an active participant in the following:

- Champlain Mental Health and Addiction Network: this network of over 60 agencies came together at the beginning of the pandemic to address emerging needs and coordinate and maximize existing resources. It played a pivotal role in supporting system planning, new partnerships and new ways of working. It has fostered collaboration on COVID-19 related issues such as virtual care and congregate living, as well as broader system issues such as diversity, equity and inclusion, funding opportunities, workforce development strategies.
- Access MHA is a central access service for those aged 16 for assessment and navigation to mental health and addictions supports and services. SHCHC was active in the development of the model and has started to receive referrals from the centralized access.
- 1 Call/1 Click is a parallel centralized access service for children, youth and families. SHCHC currently receives referrals for our family and friends support groups from 1 Call/1 Click, and will launch a process to receive individual referrals in the upcoming year.



Community Development and Engagement Team

In 2021, SHCHC received funding from the City of Ottawa towards a Community House in Strathcona Heights, which enabled the hiring of a Community Services Coordinator. This was a significant investment to bring coordinated services to Strathcona Heights, and the hiring of a Coordinator was identified as a main barrier for the success of the project. The Community House needed SHCHC's constant leadership to make this happen in ways that serve the residents and leverage the existing resources and partners. This funding allowed us to be more responsive to identified community needs.

The Community Development and Engagement (CDE) team kept busy during the past year, as COVID-19 pandemic continued, and restrictions were in place. While this hampered our ability to offer programming due to the numbers we could admit, it did not completely stifle things as we worked with various partners to sustain services in Strathcona Heights.

In the fall of 2021, SHCHC was able to host the *I Love to Dance* program to a small group of children. Meanwhile, during the same period, several youth were participating in a basketball program which was a newly formed partnership with Lowertown Community Resource Centre, Prezidential Basketball and the Boys & Girls Club of Ottawa.

Throughout 2021-2022, we also worked closely with the Ottawa Public Health Community Engagement team to support outreach around COVID-19 vaccine information, and organizing community clinics.

"Many people might ask why a community health centre would be involved in a Community House project. The simple answer is that this community investment fits perfectly with our mission statement to improve the overall health of the families we serve. We are continually working to influence community attitudes, networks, neighbourhoods and systems to create lasting changes that make a real difference in the lives of people and in the neighbourhoods they live in..."

- David Gibson, Executive Director of SHCHC



"Modern day poverty is a worse killer than smoking - and it is also passive. That is why people in our community are convinced that as much passion must be applied to stubbing out poverty as is being applied to stubbing out smoking. We need homes that are fit to live in and incomes or benefits that prevent us from having to choose between heating and eating."

- Strathcona Heights resident

In efforts to reduce food insecurity,

- the Mission Food Truck, which provides free meals to residents, carried on with serving nearly **200** meals on a weekly basis;
- Krackers Katering delivered frozen meals, which were distributed to individuals, families and seniors;
- Good Food on the Move - formerly the Market Mobile - transitioned on-line, where residents ordered and had their fruit/veggie boxes delivered to their homes or a central spot where they were picked up.

Our annual Awesome Arts festival was another successful event, taking place in-person at the Ottawa Art Gallery, and also streamed into homes.

Overall, despite COVID-19 having the impact that it did on our work, we were able to maintain a reduced level of service that still offered residents opportunities to participate in programs and receive services necessary to support them.



access to services

17,041

Number of active clients

79,000

Number of contacts

12,302

Number of client and community member attendances to personal development groups

1,577

Number of clients seen for Substance Use and Problem Gambling or Case Management

13,753

Number of clients seen in Primary Care

494

Number of clients seen for chronic disease prevention and management

Note: the above statistics include all programs across the Centre, including COVID-19 testing.

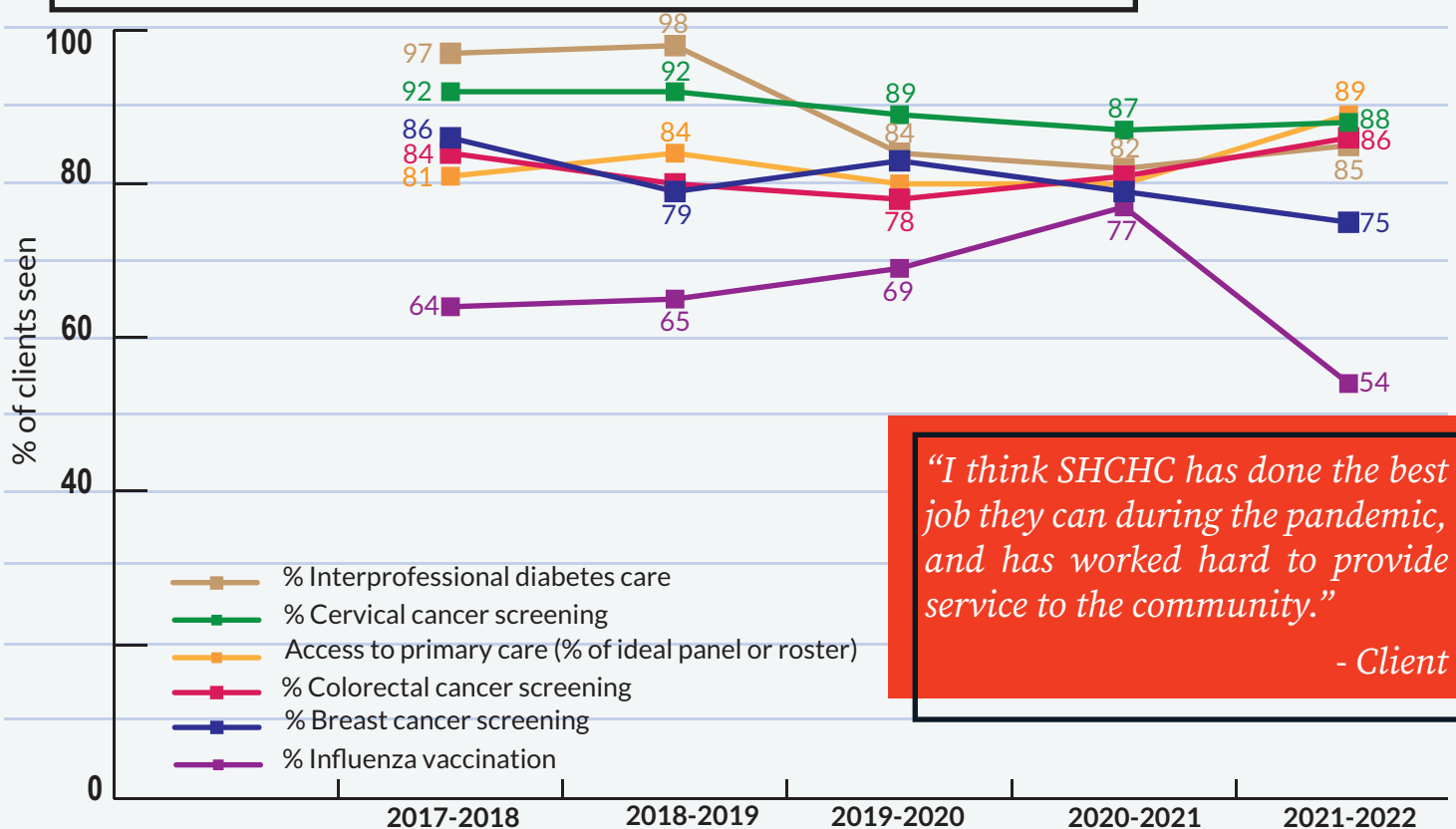
"I am now in the 'elderly group' (84) and my health is important. I have always been well taken care of and the NPs have been terrific, easily referring to doctors when necessary. You do a great job! Thanks!"

- Health Services client

"The virtual programming has made the exercise classes more accessible, as there is not a limit to the number of participants."

- HPCDM client

quality primary care indicators

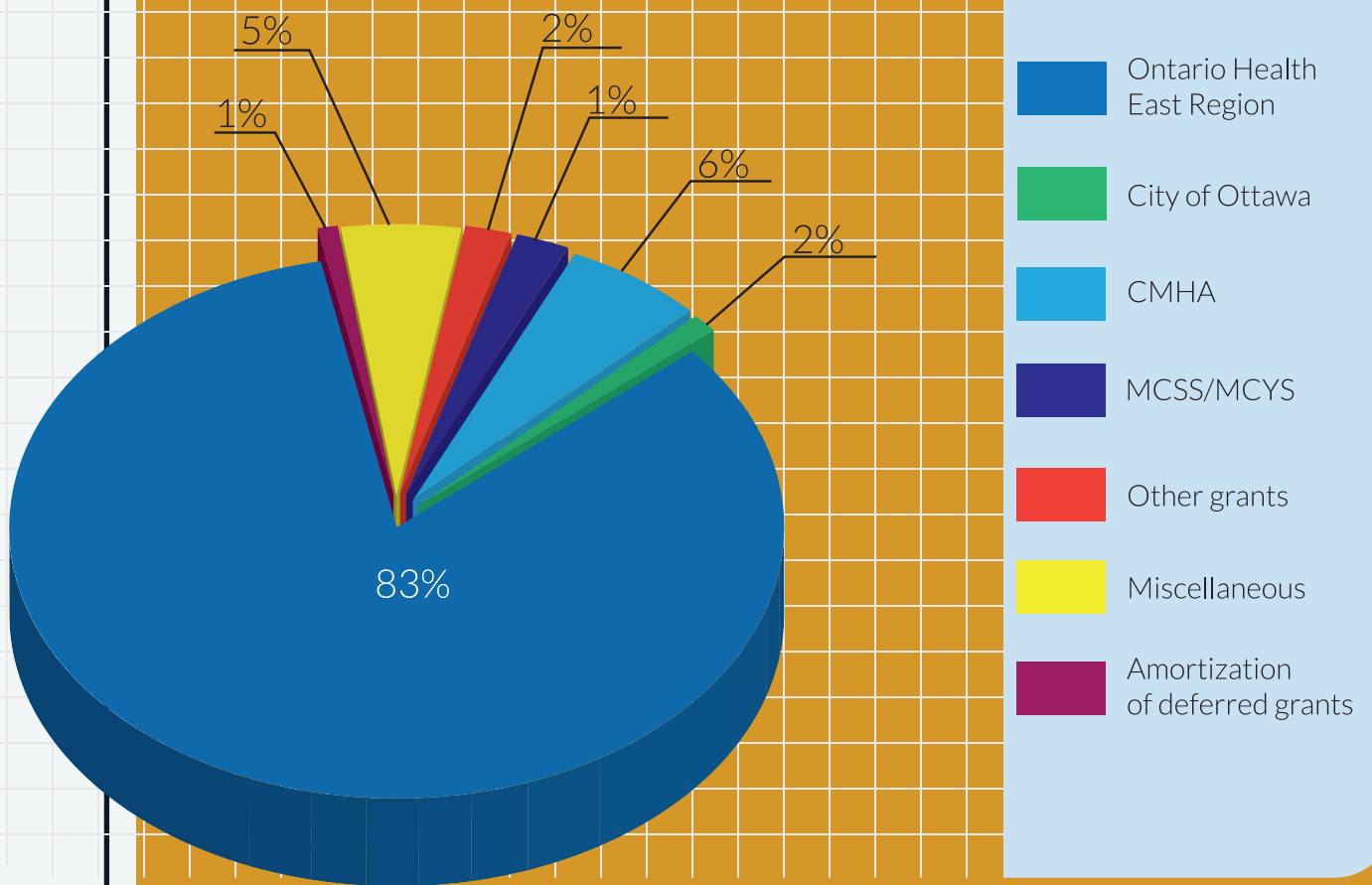


"I think SHCHC has done the best job they can during the pandemic, and has worked hard to provide service to the community."

- Client

SOURCES OF REVENUE

2021-2022



We would like to gratefully acknowledge the continuous support of our funders, community partners, Mr. George Gaty and family, and other private donors. For complete details, please refer to the audited financial statements and notes available on the Centre's website.

CMHA - Canadian Mental Health Association
 MCSS - Ministry of Community and Social Services
 MCYS - Ministry of Children and Youth Services

We are proud to be part of the Coalition of Community Health and Resource Centres of Ottawa.



Ontario Health



Community Foundation of Ottawa

COALITION DES CENTRES DE RESSOURCES ET DE SANTÉ COMMUNAUTAIRES D'OTTAWA



COALITION OF COMMUNITY HEALTH AND RESOURCE CENTRES OF OTTAWA

www.coalitionottawa.ca



Sandy Hill CHC



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Sandy Hill Community Health Centre

our mission

Every one in our community will have an equitable opportunity for health and well-being.

our vision

To lead and innovate in **person-centred** primary health care and community well-being.

For 47 years, the Sandy Hill Community Health Centre has been dedicated to meeting the health needs of a diverse community that is rich in terms of people, culture and heritage. We are grateful for the strength of commitment of our Board of Directors, the dedication of our staff and volunteers and the allegiance of our corporate supporters. Most of all, we are grateful for what we learn from our clients, who work so hard to find success and make a healthy life for themselves, their families and for their community.



board of directors

Leila Bocksch	• Board Chair
Aynsley Morris	• Past Chair
Rebecca Gibbons	• Vice-Chair
Michael Mullan	• Vice-Chair
Kim Brown	• Treasurer
Dan Roach	• Board Secretary
Glen Barber	• Board Director
Karen Capen	• Board Director
Letitia Charbonneau	• Board Director
Miquelon Deller	• Board Director
Guy Desaulniers ^(R)	• Board Director
Michel Duquet	• Board Director
Bernice-Marie Kalubiaka	• Board Director
Lesley Ng ^(R)	• Board Director
Hubert Paulmer	• Board Director
Claire Scott	• Staff Representative
Derrick St John	• Staff Representative

^(R) - Resigned

leadership team

David Gibson	• Executive Director
Rob Boyd	• Director of Oasis Program
Wendy Chong	• Director of Quality Improvement and Performance Management
Matthew Garrison	• Director of Human Resources, Administration and Information Technology
Nancy Knudsen	• Director of Health Services and Director of Health Promotion and Chronic Disease Management
Robin McAndrew	• Director of Client Access Team and Director of Addiction and Mental Health Services
Michelle Spencer	• Director of Finance

Team Leaders • Stefan Amyotte • Emily Clark • Gerald Dragon • Annabelle Finucan • Louise Goodman • Candace Hebert • Kyle Heney • Sandra Nivyabandi • Christian Prevost • Shelley Reid • Derrick St John