

### MESSAGE FROM the BOARD CHAIR and EXECUTIVE DIRECTOR



Throughout 2015-2016, Carlington Community Health Centre (CCHC) and its partners have experienced a period of unprecedented change. The Ministry of Health and Long-Term Care announced a sweeping transformation agenda, *Patients First*, to improve community health care. This presents an opportunity for Community Health Centres (CHC) to engage on a much larger scale. The local CHC network has provided feedback to the Ministry to complement the response from our provincial association and we are optimistic that our messages are being heard.

Likely our greatest challenge was the Federal Government's commitment to resettle 25,000 Syrian refugees to Canada. Ottawa opened its arms to over 1,100 government-assisted newcomers and CHCs were at the forefront, supporting settlement agencies in a variety of ways. Our Primary Care Team provided nurse practitioners (NPs) at two separate hotel sites to address a range of health concerns, ranging from everyday colds and sniffles to management of chronic disease and congenital conditions. At the Travelodge, we set up an ad hoc clinic staffed 3 days a week by our NPs. Our Parent Child Team provided childcare, family support and other services as the occupancy went from 34 on the first day of arrivals to over 150 five days later, and on to eventually serve over 210 individuals! We are very proud of what was accomplished during those very intense few months. It reflected the commitment of our staff and the responsiveness of Carlington and other CHCs in the face of exceptional need. We now have almost 50 Syrian refugees as new clients at Carlington!

Our plans to expand the health centre continued to move along. The partnership with Ottawa Community Housing was further solidified and they were successful in a grant application that will see 42 units of affordable housing for seniors located on floors above the proposed new clinic. We have been most appreciative of the community's support of this venture and for the feedback we have received. Many hurdles have been cleared; however, the pace of the progress at the Ministry of Health has been slower than hoped. If all goes according to plan, construction on the new building will begin this fall. One major accomplishment is the positive response from the City of Ottawa with respect to the relocation of the community garden to a site close by. This achievement was the result of work by the garden committee, Carlington staff, Just Food and our City Councillor; and we are hopeful that final approvals will come this summer.

Looking ahead, our plates are very full for 2016-2017. We have been working hard to achieve certification under the *Baby Friendly Initiative* and there will be a site visit sometime this year. We are also anticipating re-designation in 2017 under Ontario's *French Language Services Act*. This is another activity that requires ongoing attention that culminates in a robust review of our governance, policies and service delivery. The biggest undertaking will be the centre's accreditation in May 2017 by the *Canadian Centre for Accreditation*. Work is underway to ensure that all policies and practices are reviewed and updated to conform to the latest standards for community health care providers.

We are building on the work we began in 2015 with respect to our communications. With a new logo, new web site and a desire to be more prominent, we are working toward a communications strategy that makes us more visible and accessible to our clients and our community.

Listening to the community, we launched a 5-language version of our client satisfaction survey. We will also be striking a client advisory committee. If you'd like to help make a great centre even better, we'd love to hear from you.

We wish to thank our volunteers for their more than 2,600 hours of service and recognize the hard work of our staff and Board members in advancing the work of CCHC. We look forward to continuing this journey with you in the coming year.

Respectfully,

Frances Tanner, Board Chair and Cameron MacLeod, Executive Director



## PROGRAM HIGHLIGHTS 2015-2016

**We could not do our work without the strong partnerships and collaboration we have with many different agencies. Thank you, for helping us to build a healthier community!**

- *Healthy Relationships & Healthy Community Project* in a senior's social housing unit resulted in an increased sense of safety, understanding of elder abuse, and sense of belonging to the community and also exceeded expectations of increasing the number of new volunteers
- Youth counsellor is building capacity to provide gender affirming hormone readiness assessments to people wanting to medically transition, to provide greater access and reduce wait times for much needed medical services for transgender client.
- *Free Wheeling Bike Program*, in partnership with Cycle Salvation, repaired approx. 75 bikes and 4 community bike repair training sessions



- 98 clients accessed the community garden, over 600 participants attended the *Market Mobile* and 248 *Good Food Boxes* were distributed

- *Community Development Framework* focused on increasing the sense of safety and security by expanding opportunities for residents to know each other and become more engaged in their community with a community safety audit, personal safety sessions and beautification

• Administered 175 *Be Well Surveys* with a goal of creating a provincial database for member agencies to better measure wellbeing outcomes of services and the determinants of health

- Provided 2 *Peer Overdose Prevention Workshops* for clients dealing with addictions
- Every week, *Daisy's Drop In* welcomes 8-10 women involved in the sex trade for a healthy breakfast, harm reduction supplies and other resources; added counselling component helps address other issues such as housing and referrals
- Immediate counselling and outreach supports were provided in collaboration with community partners to neighborhoods impacted by critical events (fires, stabbings, homicide)
- Continued group programs for Violence Against Women, Assertiveness, *Keeping it Cool*, *Tree of Life*
- After 2 years of our *Students Will All Graduate (SWAG)* program, 98% of participants obtained the necessary Grades 9 and 10 credits and 100% completed the required volunteer hours for graduation
- To celebrate *Community Health and Well-being Week*, a Bike Festival was held with approx. 75 kids taking part in a bike rodeo teaching bike safety skills, and learning how to properly fit bike helmets. Partners included: City Wide Sports, Ottawa Parks & Rec, Alexander Community Centre, Cycle Salvation, and Capital Velofest.
- Through STOP, (Smoking Treatment Program for Ontarians) we supported 150 clients in their attempts to quit smoking and played an important role in improving the health of our patients and clients. Nicotine Replacement Therapy (patches, inhalers, gum, lozenges) was distributed. At 12-month follow up, 16% reported being smoked free!





- Participation in the *Healthy Kids Community Challenge Ottawa* expanded services to support health and wellbeing of kids 0 to 12 years through increased participation in physical activity and healthy eating.
  - Two SWAG youth participated in the *Play Activators* initiative, providing them with tools needed to breakdown employment barriers. They planned and organized community based activity for 32 kids.
  - Three staff trained in “*I Love to Cook and Play*”, an initiative designed to support healthy eating and physical activity into existing After School and Homework Help programs for kids aged 6 to 12 years.
- Offered monthly dental screening in collaboration with Ottawa Public Health. 33% of the 107 clients screened were referred for dental care. Each client received a toothbrush, floss and a factsheets.
- Our Parent-Child Team presented results of its prenatal breastfeeding information sessions program at the 5th Annual Champlain Maternal Newborn Regional Program conference in May 2015. The well-received presentation led to 4 additional city-wide partnerships to deliver the program.
- Expanded Prenatal Breastfeeding Information program to 4 additional community agencies, reaching an additional 89 expecting new moms and their partners. This program was also made available in French.
- By popular demand, scheduled additional afternoon playgroup and a *Mothers of Multiples* support group.



- Responding to client requests, offered 3 school readiness programs: *Backpack Adventures*, *School’s Cool*, and *Family Math*, which helped prepare 44 children and their families for a successful school entry in Sept 2015.
- Began a review of all *Early Years* programs to ensure alignment with to the newly released Ministry of Education’s educational framework “*How Does Learning Happen?*”
- Actively engaged in the development of the *Infant and Early Years Mental Health Initiative* in partnership with Ottawa Public Health and multiple community agencies.

- Entered into a new partnership with Ottawa Public Health to host OPH’s new *Parenting in Ottawa Drop-In*.
- Our PHC team took Motivational Interviewing workshops to work with our clients and encourage them to be partners in their care.
- Opened 2 refugee clinics to respond to the Federal Government’s initiative to bring 25,000 refugees to Canada. We started at the Embassy Suites Hotel and when more space was needed, we moved to the Travelodge on Carling Ave., caring for pregnant women and children and people with acute and chronic illnesses that needed attention.
- Taped a video for the *Be Sweet to Babies* campaign, using our facility and staff, to demonstrate how breastfeeding or providing a small amount of sucrose lessens pain during injections. The video features a baby breastfeeding while receiving a vaccine and another baby having had sucrose (by dropper) prior to injection.
- 9 clients now receiving individual Cognitive Behavioral Therapy within our Assertive Community Treatment (ACT) model.
- Reduced days of hospitalization for 84 ACT clients by more than 94% over the previous 2 years
- Entered into a new partnership with Canadian Mental Health Association (Ottawa Branch) accessing Rent Supplement Program.
- Participated in review of the Domiciliary Hostel Standards with the City of Ottawa Residential Program



## FINANCIAL REPORTS | RAPPORTS FINANCIERS

### STATEMENT of FINANCIAL POSITION as at MARCH 31, 2016 ÉTAT de POSITION FINANCIÈRE au 31 MARS, 2016

	2016	2015
<b>ASSETS   ACTIF</b>		
Cash/Investments   Encaisse / investissements	\$ 1,848,247	\$ 1,781,305
Accounts Receivable   Comptes débiteurs	242,878	239,247
Prepaid Expenses   Charges payées à l'avance	44,283	34,670
<b>Current Assets   Actif à court terme</b>	<b>\$ 2,135,408</b>	<b>\$ 2,055,222</b>
Capital Assets   Immobilisations	1,575,788	1,540,753
	<b>\$ 3,711,196</b>	<b>\$ 3,595,975</b>
<b>LIABILITIES   PASSIF</b>		
Accounts Payable   Comptes créditeurs	\$ 597,104	\$ 512,311
Deferred Revenue   Recettes d'exploitation reportées	1,154,244	1,176,784
Due to Champlain LHIN   Dû au RLISS de Champlain	26,881	58,865
<b>Current Liabilities   Passif à court terme</b>	<b>\$ 1,778,229</b>	<b>\$ 1,747,960</b>
Deferred Contribution Capital Assets   Subvention d'immobilisation reportées	396,085	361,050
	<b>\$ 2,174,314</b>	<b>\$ 2,109,010</b>
<b>FUND BALANCES   SOLDES des FONTS</b>		
Internally Restricted Donations   Dons affectées à l'interne	\$ 68,731	\$ 64,163
Internally Restricted Contingency Fund   Fonds affectés à l'interne pour éventualités	28,725	28,725
Investment in Capital Assets   Fonds investis dans immobilisation	1,179,703	1,179,703
Unrestricted   Non affecté	259,723	214,374
	<b>\$ 3,711,196</b>	<b>\$ 3,595,975</b>

### STATEMENT of OPERATIONS for the YEAR ENDED MARCH 31, 2016 ÉTATS des OPÉRATIONS pour L'ANNÉE TERMINÉE le 31 MARS 2016

<b>REVENUE REVENU</b>		
Grants   Subventions	\$ 7,164,461	\$ 6,911,805
Amortization Deferred Contributions   Amortissement des subventions reportées	138,968	163,585
Donations   Dons	17,648	14,474
Administrative Fees   Frais administratifs	6,000	5,760
Investment Income   Revenus de placements	2,596	2,105
Other Revenue   Autres revenus	33,549	25,979
	<b>\$ 7,363,222</b>	<b>\$ 7,123,708</b>
<b>EXPENSES   DÉPENSES</b>		
Amortization of Capital Assets   Amortissement des actifs d'immobilisation	\$ 138,968	\$ 163,585
Other Programs   Autres programmes	2,166,276	2,217,575
Health Programs   Programmes de santé	3,753,801	3,578,934
General & Administrative Expenses   Frais généraux & administratifs	1,254,260	1,126,272
	<b>\$ 7,313,305</b>	<b>\$ 7,086,366</b>
Excess Revenue Over Expenses   Excédent des recettes aux dépenses	<b>\$ 49,917</b>	<b>\$ 37,342</b>

Carlington Community Health Centre gratefully acknowledges  
the financial support of:

Le Centre de santé communautaire Carlington est reconnaissant  
du soutien financier de:



Public Health  
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Agence de la santé  
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Canadian Association of  
Community Health Centres



L'Association canadienne des  
centres de santé



Ontario's Community  
Health Centres  
Every One Matters.

Les centres de santé  
communautaire en Ontario  
Chaque personne compte.