



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

Creating the new client experience

2021-2022 ANNUAL REPORT



Mission

Pinecrest-Queensway Community Health Centre is an innovative community based, multi-service centre. We strive to meet the needs of the diverse communities we serve. We work in partnership with individuals, families and communities to achieve their full potential, paying particular attention to those facing barriers to access, including those who are most vulnerable and at risk.

Vision

Together we seek to build a safe, just, and healthy community for all.

Board of Directors

Janet Bowes
Sapna Mahajan
Loyal Younes DeWolf
Stephen Williamson
Rahil Dattu
Adrienne Codette
Katherine Cole Akinlolu
Cathy Doolan
Wayne Ng
Kwame Amoako
Paramjit Bahniwal
Gerry Harrington

List of Funders

Champlain Local Health Integration Network
Citizenship and Immigration Canada
City of Ottawa
Community Foundation of Ottawa
Ministry of Labour, Training & Skills Development
Ministry of Children, Community and Social Services
Ministry of Community Safety and Correctional Services
Ministry of Economic Development
Ministry of Health and Long-Term Care
Ontario Trillium Foundation
Pathways to Education Canada
United Way/Centraide Ottawa



CEO and President of the Board Message

Pinecrest-Queensway Community Health Centre (PQCHC) is recognized for its tremendous value to our community in serving thousands of clients every year. As a team, we work in partnership with individuals, families, and communities to empower everyone in our community to address barriers to access to achieve our full potential together.

As a community, we have faced unprecedented challenges stemming from the COVID-19 pandemic over the past two years. Unfortunately, many of the inequalities members of our community already face have been exacerbated by the global crisis, creating wider gaps and broader barriers to equity and access. As a Community Health Centre, our mission is to work together to build a safe, just, and healthy community for all. While the challenges were unrelenting, our team rallied, working harder than ever to find ways to improve our services and enhance our healthcare delivery.

PQCHC has been looking more closely at how we can best serve clients this year. To better serve clients, we have been reshaping our primary care and mental health services to promote collaboration, innovation, and integration. A crucial step in this process was the creation of the new Integrated Healthcare portfolio, bringing our primary healthcare providers into one team to deliver more streamlined services to meet our clients' physical, mental, and social health care needs.

Our leadership across the health, social and employment landscape continues through the Ontario Health Team (OHT) and employment services Site Service Manager (SSM) initiatives. Together, in partnership with our employees and our organizational partners, we are reshaping the services offered to





Thanks to our passionate, professional, and dedicated team of employees and volunteers, combined with the input from our community, we are better integrated and embedded within the community we serve. This year, we will implement our new strategic plan to ensure that we align and enhance our efforts to the changing and growing needs of our community. It has been an inspiring journey as our clients, Board, community partners and team members develop our goals for the next three years. We thank everyone for their contribution, engagement, and ideas.

We will continue to stay the course, working with our partners and clients to deliver on the promise we made to ensure we are providing the right care, at the right time, with the right dedicated member of our caring team. PQCHC has had a long history in this community, and we are committed to providing high-quality, client-centred services in this community for years to come.

Looking forward to a bright future together.

Janet Bowes, President

Christopher McIntosh, Chief Executive Officer

clients to place the needs of community members first while ensuring our teams continue to have the support needed to do our best work.

We continue to build strong collaboration internally through our focus on the social determinants of health. All across our organization, each team member gives the best of themselves in service to our community. Combined with Integrated Health, each member of the Children and Family Services, Community Development, Employment and Corporate teams dedicates their skills and compassion. This collective effort continues to have a remarkable impact on all with whom we serve.

PQCHC is passionate about innovation, and while change can be difficult, we are proud that our team has risen to the challenge of reshaping and reinventing our efforts to serve more clients. We are emerging stronger and more united in challenging the status quo as we continue to promote the highest quality of care with an emphasis on continuous improvement that will benefit all the clients and communities we serve.



Client-Centered Integrated Healthcare

The past year brought many changes and opportunities to our Integrated Healthcare teams but as always, the teams came together and innovated to provide the best care to our clients.

The most significant change to Integrated Healthcare this year was the increase of on-site, in-person services. Previously, the team alternated, with half being on site and the other half working in a virtual provider model. It has been a gradual journey of coming together and remembering how we used to function in pre-COVID times. New practices are being instituted to support a virtual COVID-world while also being back to physically sharing workspaces.

The COVID pandemic triggered a 25% increase in requests for mental health appointments of which, most were related to anxiety and depression concerns. To meet the demand, registered nurses were tasked with triaging these requests to ensure access for other appointment types was still available. The increased prevalence of mental health problems has coincided with severe disruptions to mental health service resources, leaving huge gaps in care for those who need it most. Today, many clients remain unable to get the care and support they need for both pre-existing and newly developed mental health conditions which leaves them no other option than to seek care from their primary care provider. To respond to these community needs, The Integrated Healthcare team is adopting a comprehensive mental health action plan to develop and strengthen mental health and psychosocial support services.



Programs, services, partnerships that were halted early in the pandemic continue to be safely brought back to life.

- Primary care teams welcomed back Lung Health, and Diabetic Education programs onsite.
- A new exciting partnership with Centretown CHC is underway to support transgender clients in need of primary care.
- The primary care team focused on increasing cancer screening rates and achieved rates equal or higher to those pre-pandemic. PQCHC rates are currently higher than LHIN and Ontario averages.



The Integrated Healthcare team is resilient despite the challenges experienced throughout the pandemic. In many ways, these difficulties have actually primed the team to further its work in engagement, advocacy, and walking alongside our clients with a vision for a healthier community.

6,000 + clients received primary care

40,037 primary care clinic encounters

2,332 registered nurse triage calls

More than **17,000** video and phone visits

345 clients seen by Primary Care Outreach to seniors' clients

190 clients seen in Integrated Prevention of Falls Program



Accreditation

In August of 2021, PQCHC (virtually) welcomed a team of reviewers from the Canadian Centre for Accreditation, a national, not-for-profit organization offering accreditation specifically tailored to community-based health and social services across Canada.

PQCHC was successfully accredited for another four-year term by achieving 49 out of 49 Mandatory Standards and 26 out of 26 Leading Practice Standards included in the Organizational and the Community Based Primary Health Care Modules.

The final report highlighted that “the evidence submitted, and the virtual interviews, confirmed that PQCHC is an organization that puts people and communities first, understands their needs, and continuously works to improve the quality of its programs and services.”



Canadian Centre for Accreditation
Excellence in community services

Centre canadien de l'agrément
L'excellence en matière de services communautaires



Program Highlights Reel

Community Houses

When gathering indoors is not an option, having functional, accessible, and inviting outdoor space is vital for maintaining social connections. Over the past year, each Community House has been working to modify their outdoor space with community connection in mind. These changes provide additional areas for community members to come together and enjoy new community experiences. At Pinecrest Terrace, for example, community members can sit and enjoy the new patio and seating options while at Foster Farm, members can connect to Wi-Fi at the 'Backyard Internet Café'. Houses with smaller spaces have gotten creative through the use of removable supplies like an outdoor movie projector, BBQs, and giant games that can be brought to the nearest greenspace to draw in members of the community.

The food security programs were also adapted over the past year with the addition of Indigenous dine-in kits. Monthly food boxes with traditional recipes and all necessary ingredients were distributed to six families living in the community who identified as Indigenous. The families loved being able to share some of these traditional recipes with their children and with the community through the cookbooks. These kits also provided the Houses with a way to connect with these families and offer additional supports and services. The success of these kits led other community members to ask for specialized and traditional foods, and the team has added Asian, Arabic, Caribbean, and Somali-inspired kits.

In the last fiscal year, the Community Houses had over 98,295 clients contacts with an average of 525 unique individuals participating in monthly activities across the houses.

Last year, the Community Houses reached an additional **197** new food bank clients from **58** households



Health Promotion

In the second year of the global pandemic, our Health Promoters at the main PQ site and at the South Nepean satellite location continued to innovate and pivot their outreach and programming to meet the emerging needs of the community. With partners, the team assisted with door-to-door COVID vaccines and testing, the Neighbourhood Vaccination hubs, and "pop-up" services across our catchment. Over 20,000 client contacts were made through the hybrid service delivery model. This year, 458 clients were also served through the Income Tax clinic, which resulted in over 1.2 million dollars back in clients' pockets. With two elections this year, the team also worked hard to increase voter turnout.

Assertive Community Treatment Team

The Assertive Community Treatment Team (ACTT) provides multi-disciplinary support to persons with severe and persistent mental illnesses. The pandemic offered opportunity to become innovative in how the team serves clients. The flexibility of a hybrid model enhanced client care and allowed for in-person visits as well as more frequent follow ups and check ins.

"AFTER OVER 1 YEAR OF REDUCED SERVICES I AM VERY HAPPY TO HAVE A MIX OF IN-PERSON VISITS AND PHONE CALL CHECK-INS /DAILY MED REMINDERS TO HELP ME STAY ON TRACK OF MY MENTAL HEALTH"

"HAPPY TO HAVE THE OPPORTUNITY TO PARTICIPATE IN REC GROUPS AGAIN"

"PLEASED WITH THE CARE I AM BEING PROVIDED. I FEEL THAT (THE TEAM) IS FLEXIBLE AND APPROACHABLE. I AM COMFORTABLE ASKING FOR INCREASED VISITS/ADDITIONAL SUPPORT CALLS"



Early ON Child and Family Centre

Families now have more ways to connect than ever before with our Early ON programs. Here is how the team has improved families' experiences:

- Early ON playgroup spaces can now be reserved online and in advance
- Workshops continue to be offered both in-person and virtually;
- Breastfeeding consultations are available by phone or in-person;
- Additional appointments were created for the toy lending library;
- The team's Facebook page is updated several times a week and includes educational videos developed by our team of professionals;
- A weekly newsletter is distributed to keep families updated on all our services; and
- Home visiting can be conducted at home, in the community, or virtually depending on family needs and comfort levels.

17,796 children and adults are accessing Early ON programming

"TOY LIBRARY HAD BEEN GIVING A WIDE RANGE OF TOYS AND ESPECIALLY DEVELOPMENTAL ONES WHICH IS REALLY HELPING ME AND KID LEARN NEW THINGS TOGETHER. KEEP GOING. IT'S AWESOME!! "

"LACTATION CONSULTANT, CINDY, WAS INCREDIBLY KNOWLEDGEABLE AND REASSURING. VERY WELCOMING AND SUPPORTIVE. ALSO TOOK MY INFANT FOR A HEARING TEST HERE. THANKFUL FOR THESE RESOURCES IN OUR COMMUNITY."

Early ON
Child and Family Centre

Headstart Child Care

This past year, the Headstart Child Care team conducted a parent evaluation specific to the childcare program. In alignment with the Ministry of Education and the framework called, *How Does Learning Happen?*, the team asked families questions to assess how they felt in the areas of Well-Being, Engagement, Expression and Belonging.

Of the parents who filled out the survey:

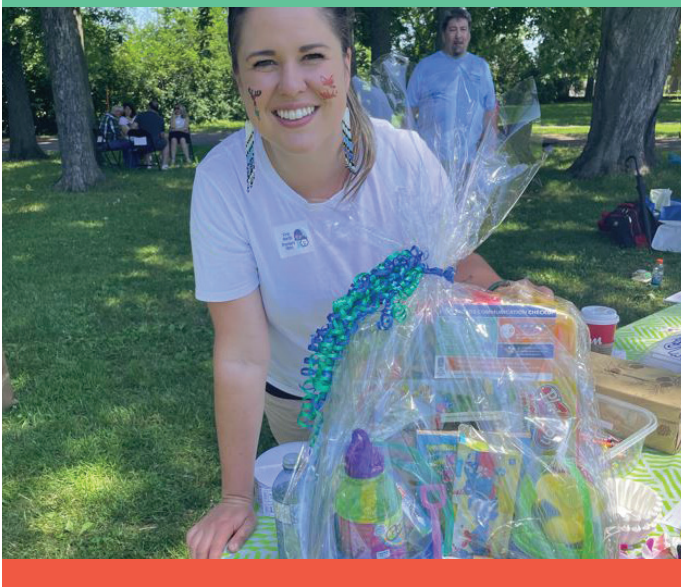
98% reported feeling Engaged and ability to Express themselves, and

99% reported a sense of Well-being and Belonging



“I APPRECIATE THE SERVICE AND THE PROGRAM. THE PEOPLE WHO RUN THE PROGRAM ARE CARING, LOVING AND UNDERSTANDING”

“I’M VERY CONFIDENT THAT THIS PROGRAM IS BENEFICIAL TO MY CHILD”



First Words

The First Words team has seen an 18% increase in the number of families accessing services compared to pre-pandemic times. Parent feedback continues to be overwhelmingly positive, and the team is seeing many advantages to offering some services virtually.

The team’s website and Instagram account continue to be a great source of information and support. Last year, 98% of new referrals came from the online *First Words Communication Check Up (FWCCU)* tool compared to 85% pre-pandemic (2019). The FWCCU can be completed online, 24/7 and does not require the printing and mailing of forms. When a parent/caregiver completes the FWCCU, the triage process is streamlined, which allows the intake team to direct the family to the most appropriate service(s). The program’s Instagram followers have also doubled since last year. More than 2,000 followers now receive weekly evidenced-based information on speech and language development and how to access services.

“I WOULD LIKE TO MAKE A NOTE OF HOW APPRECIATIVE I AM THAT MY CONNECTIONS TO FIRST WORDS WAS MADE POSSIBLE AT TUNGASUVVINGAT INUIT THROUGH **CAROLINE AUCLAIR**. TI WAS A WELL ESTABLISHED TRUSTED RESOURCE THAT I HAD CONNECTED WITH DURING THE PANDEMIC WHEN CONNECTING AS A NEW MOTHER TO RESOURCES WAS ESPECIALLY DIFFICULT. CONNECTING TO CAROLINE THROUGH A RESOURCE I WAS ALREADY COMFORTABLE WITH, AND I HAD BECOME FAMILIARIZED WITH, ENABLED US TO QUICKLY GET TO WORK ON MY SONS SPEECH DELAYS WITH AN EASE IN FEELING CONFIDENT IN HER ABILITIES TO HELP MY SON AND TO TRUST HER! CAROLINE IS AN EXCELLENT AID FOR MY SON AND GOES BEYOND JUST ASSISTING MY SON IN COMMUNICATION BY RESPECTING AND HOLDING SPACE FOR MY SONS CULTURE AND MY HISTORY!”





Youth Programs

This year, PQCHC supported more than 500 youth through programming, mentoring, tutoring and financial supports. For example:

- **United Sisters**, an early intervention program for girls 10 to 15 years, provided opportunities for young women, from our catchment area to develop the skills to be confident, independent, and active members of their communities.
- **Pathways to Education** students explored nutrition tips and practiced their healthy cooking skills via asynchronous cooking videos. Tutoring in French and English for all high school subjects also occurred virtually with the support of our dedicated volunteer tutors. Student/Parent Support Workers (SPSWs) continued to connect with their students virtually to support their personal and academic success. The academic year ended with an in-person graduation celebration at Michele Heights.
- Students in the **Peer Influencer Project** used their new communication skills to promote Pathways programs and others were able to set and work towards personal goals through the Goal Funds Project.

“MY SPSW MADE TIME OUT OF HER DAY TO CALL AND CHECK UP ON ME AND SEE HOW EVERYTHING WAS GOING. SHE WAS REALLY HELPFUL AND KIND.”



Blind Low Vision

The Blind Low Vision team met and/or exceeded all Ministry deliverables for 2020-21. The team partnered with 10 community stakeholders to improve service delivery for families. The team has also been successful in securing \$2,450 in funding through the Military Police Fund to obtain specialized toys and equipment that will support their visual development at home.

Infant Hearing Screening Program

A total of 10,919 babies were screened at our local community clinics over the past year!

“TOOK OUR NEWBORN FOR A HEARING TEST. VERY GOOD COVID SCREENING AND RESTRICTIONS CONSIDERING YOU’RE BRINGING IN AN INFANT... VERY FRIENDLY, SWEET STAFF AS WELL.”

Families First

The Families First program created a hybrid service delivery model that is responsive and flexible. It promotes client choice and allows the team to walk beside families on their journey. Clients surveyed report the program is easy to access, giving the program an average of 4.72 stars out of 5.

“I WANT TO THANK MY WORKER SHE WAS SO HELPFUL AND KIND. ALWAYS RESPONDED TO MY PHONE CALLS AND WHENEVER I HAD A PROBLEM SHE WAS BESIDE MY FAMILY”

Employment Services

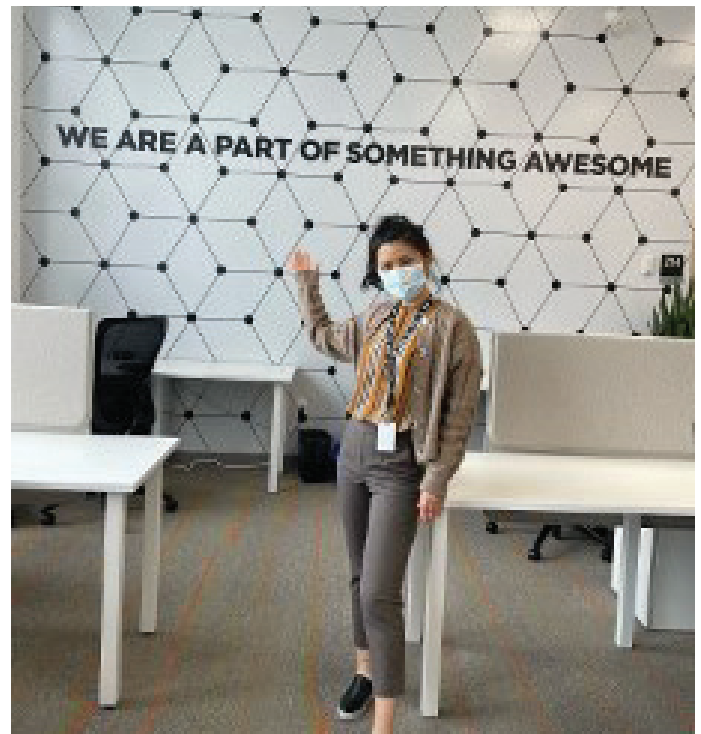
Employment services moved to its new location, on the 2nd floor of 2529 Carling Avenue in August 2021, and the team has been working to create a welcoming space for all clients. The team offers services through a “client-choice” hybrid model which allows clients to choose what works best for them.

“I DID THE JOB TRACK CHILD-CARE PROGRAM AND MY COORDINATORS WERE KIND, PATIENT AND HAPPY TO ANSWER ANY AND ALL QUESTIONS I HAD. WE HAD AN UNFORGETTABLE WORKSHOP WITH LAUREN AS WELL! THE RESOURCES AND TRAINING PQES GIVES TO ITS CLIENTS IS UNMATCHED. I EVEN GOT HIRED AT MY PLACEMENT AFTER! THANK YOU PQES FOR ALL THE HARD WORK YOU GUYS DO, IT TRULY HAS MADE A DIFFERENT IN MY LIFE.”

“AS A NEWCOMER, I’M VERY THANKFUL FOR THE OPPORTUNITY PINECREST QUEENSWAY ESPECIALLY ITP PROGRAM HAS GIVEN TO ME. MOTIVATED AND POSITIVE ENVIRONMENT.”

Corporate Services

With teams increasing their on-site programs and services this year, we at PQCHC are extremely thankful and appreciative of our custodial team for keeping our spaces safe and clean and our receptionists for making the space welcoming and inviting to clients and teams returning to the office.



A recent survey of **110** Employment Services clients found that:

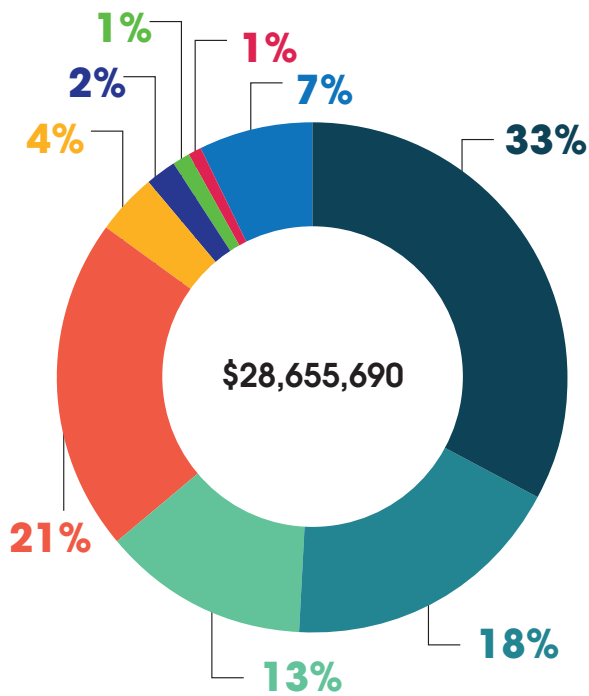
99% of clients were satisfied with services

99% of clients felt welcomed and appreciated during their last appointment with us



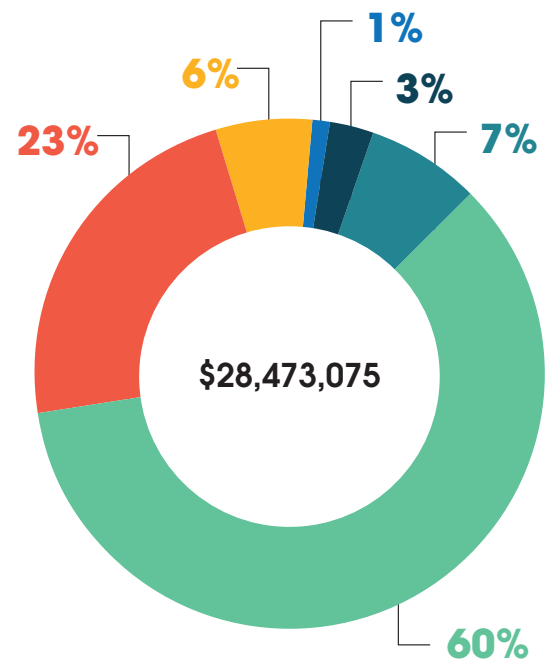
Financials 2021-2022

Revenue



- LHIN \$9,319,503
- City of Ottawa \$5,141,403
- Ministry of Training, Colleges & Universities \$3,859,686
- MCCSS \$6,025,878
- Pathways \$1,229,250
- Immigration Refugee & Citizenship Canada \$602,744
- United Way \$146,537
- Trillium \$24,200
- Other \$2,306,489

Expenses



- Admin Operating \$868,655
- Admin Salaries & Benefits \$1,861,726
- Direct Salaries & Benefits \$16,932,045
- Direct Operating \$6,745,569
- Occupancy Costs \$1,793,116
- Other \$271,964