

# Delivering during a pandemic

2020-2021 ANNUAL REPORT



CENTRE DE SANTÉ COMMUNAUTAIRE  
**PINECREST-QUEENSWAY**  
COMMUNITY HEALTH CENTRE

# 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

Gerry Harrington  
Jill Skinner  
Paramjit Bahniwal  
Stephen Williamson  
Loyal Younes DeWolf  
Adrienne Codette  
Katherine Cole Akinlolu  
Cathy Doolan  
Wayne Ng  
Metete Pamir  
Sapna Mahajan  
Meng Jin  
Nayaelah Siddiqui  
Janet Bowes

# list of funders

Ontario Health East  
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  
Ontario Trillium Foundation  
Pathways to Education Canada  
United Way/Centraide Ottawa



# message from the CEO and Board President

**A year ago, when writing for the last report, we were unaware of the many challenges that 2020 would bring us personally and professionally. We have exhibited remarkable resilience and have renewed our commitment to serving those disproportionately affected by COVID-19, with a special focus on equity-deserving and isolated members of our community.**

We have sustained our efforts to keep one another safe during the pandemic and have found innovative ways to maintain client focus while staying connected.

Our shared purpose as a community of people dedicated to helping vulnerable clients and supporting one another has kept PQCHC at the forefront of community health and social care leadership.

2020-21 brought new activities and collaborations. These include preparing for Accreditation, continuing as a member of the leadership of the Ottawa Health Team – Équipe Santé Ottawa (OHT-ESO), and partnering with regional service providers to transform the delivery of employment services, amongst other exciting endeavours.

As part of the Ottawa Health Team – Équipe Santé Ottawa (OHT-ESO), we have designed a strategic and targeted COVID-19 Community Response Strategy. Together, we have defined a referral pathway to receive clients referred from Ottawa Public Health (OPH) who require supports to isolate. This combination of over seventeen partner agencies, including contributions from our Community Health and Primary Care teams, demonstrates what we can accomplish together.

Our work together is particularly vital for our youth who experience their own unique challenges, and who need to see themselves reflected in our organization's programs and team members. Pathways To Education, Somali Youth Support Project, and our wide community-based supports are helping to do just that. Partnerships across various organizations and sectors have allowed us to provide genuinely holistic support to our community.

As an integrated and reflective part of the community we serve, we work alongside a passionate team of employees and volunteers walking together with our clients to create a shared experience of being seen, heard, and supported in our journey through life. In partnership with other community benefit organizations, we have continued to support development and health promotion work with compassion and innovation, and we look forward to a bright future together.

**Gerry Harrington,**  
President

**Christopher McIntosh,**  
Chief Executive Officer

# service delivery highlights



## Pathways to Education

In addition to online tutoring, our Pathways team, in partnership with PQ's Registered Dietician, created a Cooking Club, where weekly videos were shared with youth over social media and email. The videos showcased easy to make, affordable meals including spaghetti Bolognese, ramen, Jamaican beef patties, chicken strips and more! Youth enjoyed learning how to cook healthier versions of their favourite meals, and how to cook different foods they wouldn't normally make at home.

You can still check out all of the cooking videos on the Pathways Instagram page [@ottawapathways](#)

"PATHWAYS IS A PROGRAM THAT CONTINUES TO OPEN UP MANY DIFFERENT OPPORTUNITIES. WITH MENTORS WHO ENCOURAGE, INSPIRE AND EDUCATE, I AM TRULY GRATEFUL TO HAVE HAD THIS MEANINGFUL EXPERIENCE."

- alumnae

"THIS WAS MY FIRST YEAR IN PATHWAYS AND I AM REALLY THANKFUL FOR BEING A PART OF PATHWAYS. YOU GUYS HAVE GIVEN ME SO MANY OPPORTUNITIES, LIKE THE JOBS (POSTINGS) AND THE GIFT CARDS. AND I ALSO REALLY APPRECIATE MY SPSW (SHE WAS) REALLY NICE TO ME AND HELPED ME A LOT WITH MY SCHOOL STUFF."



**450+** students in Pathways to Education and Equity in Education

**80%** of Pathways to Education students graduated high school within 5 years





Employment Services helped **400+** people find jobs

Employment Services helped **60+** people access education and training

**83%** of our clients have been supported to find employment or access training and education



## Employment Services

With the move to virtual services, our Employment Services team worked hard to ensure programs and supports remained high-quality and client-centered. Based on survey feedback, 96% of respondents said they were satisfied with their virtual meetings, and 98% said the team made them feel welcomed and appreciated!

## Early ON Child and Family Centre

With the pandemic, the team quickly adapted to create programming that reached and benefited families. A variety of programming was developed to get children and families moving, engaged, and having fun, including outdoor playgroups, trail walks, chalk walk, book walks, “take and make” crafts, virtual circle time, and virtual movement programs such as kids’ yoga.



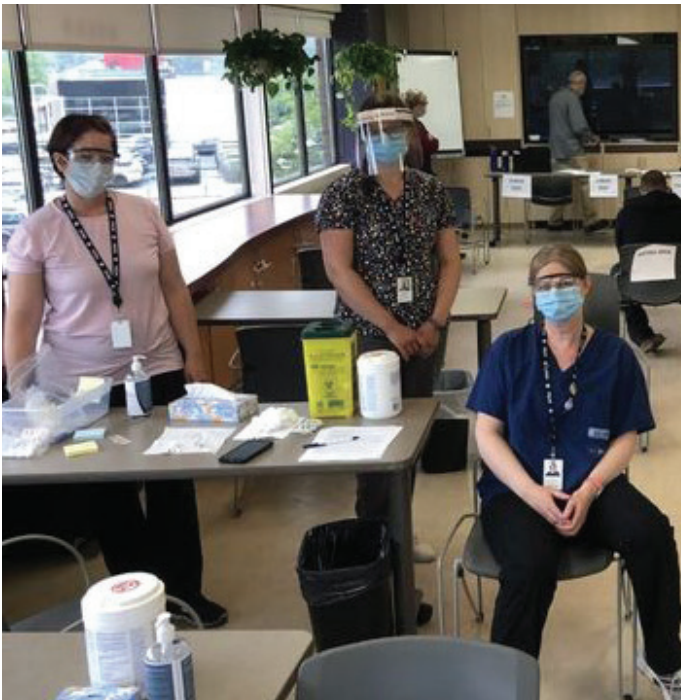
**23,236**

Early ON encounters with children and families

## First Words

During the pandemic our First Words team created an Instagram page full of information, tips, and resources to help families of preschool children reach their full communication potential. Currently, the page has more than 1,000 followers! Follow along at [@firstwords\\_psl](https://www.instagram.com/firstwords_psl)

“FIRST OF ALL A BIG THANK YOU FOR ALL YOUR GUIDANCE AND SUPPORT DURING THE LAST FEW MONTHS. WE STARTED OFF A BIT WARY ABOUT OUR SON’S SITUATION AND CONCERNED WITH HIS ABILITY TO COMMUNICATE. LOOKING BACK, IT IS EASY TO SEE MOST OF THE ANGST WAS COMING FROM THE LIMITED SKILLS AND KNOWLEDGE WE HAD AROUND WAYS OF HELPING HIM DEVELOP HIS LANGUAGE. LO AND BEHOLD WE GET TO MEET YOU AND BE INTRODUCED TO ALL THESE STRATEGIES AND TOOLS TO PRETTY MUCH ENABLE OUR SON TO EXPRESS HIMSELF. YOU HELPED RESTORE CONFIDENCE IN OUR PARENTAL ABILITIES AND FOR THAT WE ARE VERY GRATEFUL.”



“IT’S A HARD THING TO PUT INTO WORDS, WHAT IT MEANS TO HAVE HAD BOTH DOSES OF A VACCINE AGAINST COVID-19. THERE HAS BEEN SO MUCH THAT IS OUT OF OUR CONTROL, BUT THIS IS THE ONE ACTION WE CAN TAKE THAT BRINGS US CLOSER TO FEELING SECURE ONCE MORE. SO GRATEFUL!

## Client-Centered Integrated Health Care

After 18 challenging months, the Integrated Health Care team is on the road to recovery. At the height, and throughout the pandemic, the team showed an unwavering commitment to client-centered care. Collaborations between programs and with external partners helped to ensure clients received high quality and timely care during this unprecedented time.

A significant highlight for the team has been our work to ensure our clients and communities receive equitable and accessible care. Our COVID-19 vaccine strategy is a key example of this work. The Integrated Health Care Team leveraged expertise across programs to offer vaccines to our vulnerable communities in many ways, including:

- Reaching home-bound clients (over 300 vaccinations)
- Offering PQ Micro Clinics (over 100 vaccinations)
- Going floor to floor and door by door (airplane model) in high priority neighbourhoods (over 400 vaccinations)
- Conducting outreach through our Health Promoters to provide information and support to residents and raise visibility of PQ and other community related clinics

Additionally, our team implemented the Covid@HOME model whereby our primary care providers monitored and delivered safe care to COVID clients in their homes. This client-centered model helped our hospital partners manage acute care capacity and reduced hospital readmissions.

Another highlight has been transitioning to digital care which has allowed clients to receive care in the comfort of their home, while reducing travel times and costs. It also provided clients with ongoing access to vital health services while minimizing their potential exposure to Covid-19. During the pandemic, 50% of primary care services were delivered virtually while essential in-person appointments were available to all clients. As we move forward with a hybrid model, we will continue to leverage existing technologies and innovations to design a model of care that is truly responsive to the needs of our communities.

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**6,000+** clients received primary care

**25,926**

primary care clinic encounters

More than **13,000** video and phone visits

**142** new clients enrolled in Primary Care Outreach

**190** clients served by Falls Prevention Program

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# 12,000+

Our infant hearing screening team safely screened over 12,000 babies!



## Infant Hearing Screening Program

A permanent hearing loss can cause delays in a baby's language development but when found early, children can get the support they need to learn to communicate. This is why early screening is so important and over the past year, our infant hearing screening team safely screened over 12,000 babies!

## Assertive Community Treatment Team

The Assertive Community Treatment Team provides multi-disciplinary support to persons with severe and persistent mental illness. In the early pandemic, we were able to quickly mobilize to continue to provide quality services to a client base who possessed very low technology literacy and capabilities and typically received almost all services in a community setting. We are very proud to report that our client's psychiatric hospitalization days were actually below average throughout the pandemic, and we've been able to achieve a vaccination rate of 81% amongst our clients which is in line with the regional average. We were initially unsure how our clients would respond to pandemic restrictions, but their resilience has shone through.

## Families First

Despite unique challenges this year, 97% of families served by the Families First Program retained housing.

**"THE PROGRAM IS PHENOMENAL, I WOULDN'T HAVE BEEN ABLE TO NAVIGATE WITHOUT THE PROGRAM. MY WORKER IS THE BEST THE COMPANY HAS TO OFFER. HE IS PATIENT, CONSIDERATE, LISTENS ATTENTIVELY WITHOUT ANY JUDGEMENT. HE FOLLOWS UP PROMPTLY WITH ANY ISSUES OR CONCERNS. HE ADDRESSED ALL OF MY CONCERNS AND PROVIDED ME WITH SOLUTIONS TO THE PROBLEMS I PRESENTED TO HIM. WITHOUT HIM, THE JOURNEY WOULD'VE BEEN A VERY DIFFICULT ONE FOR ME AND MY FAMILY."**

“THEY (THE COMMUNITY HOUSE TEAM) HELP MY MENTAL HEALTH AND WELL-BEING. EVEN DURING THE PANDEMIC, THE FOODBANK OFFERS A SOCIAL ASPECT AND COMMUNITY CONNECTION THAT HELPS ME. WITH MY FINANCIAL RESOURCES HAVING TO BE DIRECTED ELSEWHERE DURING THE PANDEMIC IT IS VERY HELPFUL TO HAVE ACCESS TO FOOD.”



## Community Houses

From children’s activity kits and food support to virtual cross-community bingo and supporting vaccine outreach, the Community Houses have been a beacon of light and support to their communities, during a time like no other. But when asked what stands out, or what they’re most proud, the House Coordinators resounding reply – the relationships. Throughout varying levels of restrictions, the Houses have remained steadfastly available to their communities with unwavering commitment to the relationships they are building and sustaining.



**2409** separate

individuals served through

**16,319** food bank visits by three food banks within the PQ catchment

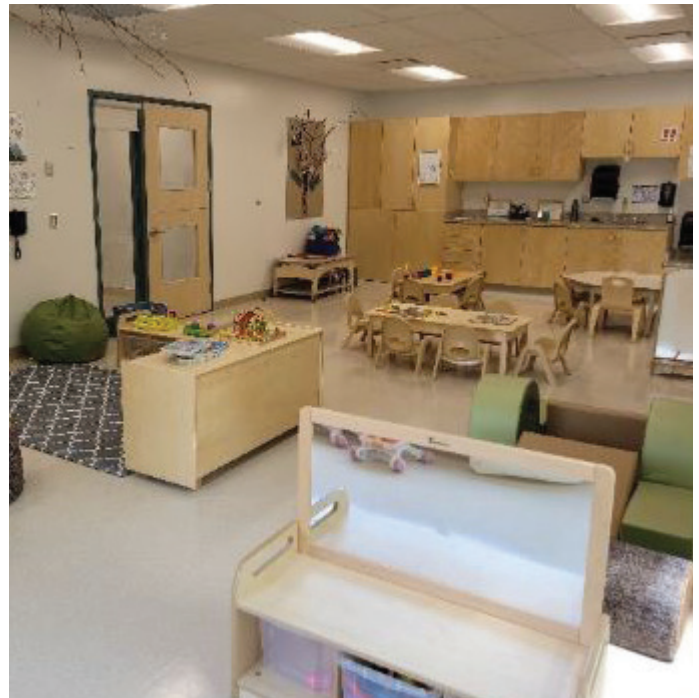
“I NEVER HAD TO GO TO A FOODBANK BEFORE THIS. IT FEELS SO MUCH BETTER TO GIVE THAN TO RECEIVE. I HAVE ALWAYS WORKED AND PROVIDED FOR MY FAMILY BUT BECAUSE OF COVID, I AM NOW UNEMPLOYED AND WE ARE STRUGGLING. IN MY COUNTRY WE WERE WELL OFF. I WOULD NOT HAVE DREAMED I WOULD NEED A FOOD BANK ONCE I CAME TO CANADA. IT HAS BEEN HARD TO ACCEPT HELP BUT I APPRECIATE YOU TRYING TO TELL ME IT IS NORMAL AND OKAY TO GET HELP. YOU ARE KIND AND PROFESSIONAL. I WON’T NEED THIS SERVICE FOR LONG. YOU ARE HELPING BRIDGE A GAP TO KEEP ME AFLOAT. IT’S BEEN HARD TIMES. THE COMMUNITY HOUSE IS MAKING IT ALL MORE BEARABLE. I AM GLAD YOU ARE RIGHT HERE IN THE NEIGHBORHOOD, HELPING WITH ANYTHING PEOPLE NEED.”



## Headstart Child Care

In January 2021, our Headstart Child Care Centre wrapped up a capital build project which increased childcare capacity in our community. With the new classrooms, we can now care for 40 preschoolers and 30 toddlers in our bright and beautiful space!

“I WANTED TO SEND THIS MESSAGE TO EXPRESS MY SINCERE GRATITUDE TO YOU AND YOUR STAFF FOR ALL YOUR PATIENCE, HARD WORK, SUPPORT AND DEDICATION TO KEEP MY DAUGHTER HAPPILY ENGAGED, LOVED AND CARED FOR EACH DAY OF THE WEEK. WHEN I FIRST CONTACTED YOU, WE HAD JUST MOVED BACK FROM OVERSEAS DUE TO COVID-19, MY FAMILY WAS YET FULLY SETTLED, AND I WAS A BIT NERVOUS TO LEAVE MY CHILD ALONE WITH SOMEONE ELSE. HOWEVER, AFTER SPEAKING TO YOU AND WITNESSING MYSELF THE ENERGY AND THE EXCEPTIONAL TALENT OF YOUR TEAM, MY MIND WAS EASED, AND I REALIZED THAT MY CHILD WILL BE IN GOOD HANDS. MY CHILD IS ALWAYS HAPPY GOING TO THE HEADSTART CHILDCARE AND IMPROVED IN MANY WAYS SINCE JOINING THE CHILDCARE, THANKS TO THE AMAZING JOB AND EFFORTS THAT YOU AND YOUR CREW ARE DEPLOYING WITH CHILDREN. THANK YOU FOR EVERYTHING THAT YOU DO FOR MY DAUGHTER EACH DAY AND FOR BEING CLOSE AND SUPPORTIVE TO OUR FAMILY DURING THE PANDEMIC.”



## Health Promotion

Over the past year, our Community Health and Health Promotion teams worked hard to ensure residents and clients were connected to the services and supports they needed to stay physically and mentally well. The team conducted outreach, wellness check-ins, shared COVID-WISE information, and promoted testing and vaccines. The team continues to work with partners to reach community immunity but are encouraged that vaccination rates in our catchment area have doubled in the past 3 months!

## Corporate Services

Our custodial team, receptionists and front door screeners have provided vital support this past year. Their hard work and dedication kept our spaces safe, clean and running!

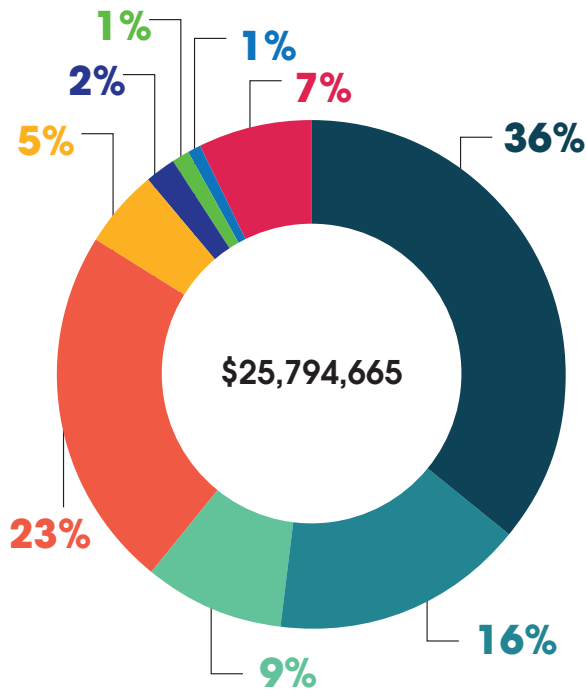
**Thank you for all that you do!**

# financials

2020 – 2021

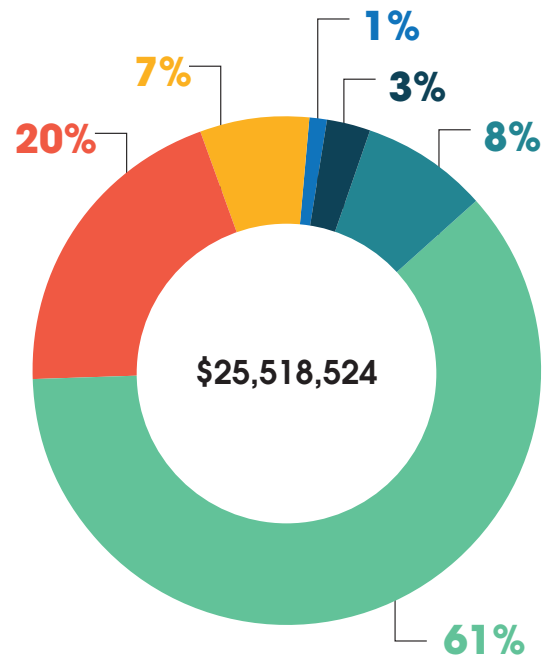


## Revenue



- LHIN \$9,367,037
- City of Ottawa \$4,019,430
- Ministry of Training, Colleges & Universities \$2,378,908
- MCCSS \$5,950,253
- Pathways \$1,342,782
- Immigration Refugee & Citizenship Canada \$559,913
- United Way \$208,796
- Trillium \$98,800
- Other \$1,868,746

## Expenses



- Admin Operating \$797,633
- Admin Salaries & Benefits \$1,968,011
- Direct Salaries & Benefits \$15,520,341
- Direct Operating \$5,213,289
- Occupancy Costs \$844,196
- Other \$175,054