



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

BUILDING BRIDGES

2022-2023 ANNUAL REPORT



Executive and Board of Directors

Board of Directors

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- Sapna Mahajan
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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 & 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



We are delighted to present our annual report for 2022-2023, showcasing the remarkable progress and achievements at PQCHC over the past year. The theme, ‘Building Bridges: A Journey of Strategic Planning and Collaborative Visioning,’ has guided us on a transformative path, uniting and inspiring PQCHC toward improved outcomes for our clients, employees, and the communities we serve.

At PQCHC, we firmly believe that Health Equity is a fundamental right, and we are committed to diligently removing barriers to our services. Our goal is to help every individual in our community reach their full potential. Through the last year, we have undertaken various initiatives to ensure that health equity remains at the centre of all we do.

Our efforts have included the development and presentation of our Health Equity Framework, entitled Health Equity in Action, agency-wide diversity, equity, and inclusion surveys of our staff, and the enhancement of staff competency through health equity training. We have also conducted a health equity self-assessment with the Board of Directors and endorsed the Alliance for Healthier Communities’ Health Equity Charter. The charter, survey, assessment tools and training have become integral in ensuring that our team not only comprehends and possesses competency in health equity but also reflects the diversity of the community we proudly serve.

Moving forward, the knowledge gained from these initiatives will play a crucial role in reducing and ultimately eliminating health disparities. Our work this year has paved a clear path for the years to come, and we will continue to make health equity the foundation of all our endeavours.

With our health equity lens, and throughout the strategic planning process for the year, we embraced the principles of anti-racism, anti-oppression, equity, diversity, inclusivity and belonging. We engaged external facilitators to lead us on this journey, ensuring our actions align with our steadfast commitment to social justice.

To gather comprehensive input, we actively sought insights and perspectives from engaged partners, including board members, PQ team members, clients, funders and benchmarking organizations. The strategic planning day, dedicated to synthesizing the identified initiative, involved the collective efforts of our dedicated Directors, Managers, and Board Members.

As a result, we have established key pillars in our new strategic plan, which will guide our actions and decision-making.

1. Keeping people, families, and communities at the core of what we do.
2. Promoting seamless and coordinated access to services.
3. Embracing opportunities to adapt and improve.
4. Fostering a culture of well-being and engagement for employees, students, and volunteers.

We are genuinely excited about the possibilities that lie ahead. The strategic plan serves as a roadmap, and with the continued support of all engaged partners, we are confident that we will achieve remarkable outcomes and make a lasting positive impact on the lives of those we serve.

We extend our deepest gratitude to all our employees, clients, funders, community partners, and the Board of Directors for their invaluable contributions to this strategic planning process. Your support and engagement have been instrumental in shaping our vision and goals.

Together, we forge ahead on this inspiring journey of building bridges, fostering collaboration, and creating a better future for all. Health equity remains our guiding principle, and we are eager to seize the opportunities that lie ahead in our quest to serve the community and empower individuals.

Sincerely,



Janet Bowes,
President



Michele Hynes,
Interim Chief Executive Officer

2023-27 Strategic Plan

Vision

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

Mission

Pinecrest-Queensway Community Health Centre (PQCHC) is an innovative community based, multiservice 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 & at risk.

Values

We value equity, diversity, caring and inclusion. We accept people without judgement and support them where they are at in their life.

Strategic Directions

Keep people, families, and communities at the core of what we do.

Goals

Better understand whom we serve and who is in our catchment.

Innovate programming to promote health equity across our catchment.

Engage and involve the community in service design and delivery.

Promote safe, seamless, and coordinated access to services.

Goals

Work together to address the Social Determinants of Health.

Practice evidence-informed service delivery.

Improve internal pathways and referrals.

Embrace opportunities to adapt and improve.

Goals

Build teams' capacity to be agents of change.

Recognize and create space for experimentation and creativity.

Emphasize attracting, onboarding, and retention of employees and career development.

Foster a culture of well-being and engagement for employees, students, and volunteers.

Goals

Bolster employees, students, and volunteers' psychological health and safety, wellness and mental health.

Communicate with clarity and transparency and demonstrate accountability.

Work together to create a culture based on trust and mutual respect.

Advance equity, diversity, inclusion, and belonging in the workplace.

Strategic Planning in Action

“Being part of the strategic planning process has been incredibly rewarding, witnessing its profound impact on our community. Through daily collaboration and program refinement, we’ve achieved tangible improvements for PQ and its residents. Our commitment to building partnerships with key service providers has enabled the expanded Income Tax Program to reach a wider audience, breaking barriers for clients. This crucial initiative now touches every department within PQ, ensuring that clients with various barriers have access to the program. It’s heartening to see how the Income Tax Program has evolved from serving the PQ catchment area to reaching PQ clients beyond our previous scope, providing much-needed support and financial assistance to those who need it most.

In addition to our accomplishments within PQ, our community initiatives, such as the Outdoor Oven, exemplify the power of collaboration and vision, fostering strong bonds among residents and visitors alike. I take great pride in contributing to this transformative process, creating a positive difference in the lives we touch. In this dynamic environment, strategic planning coincides with our collective vision, ensuring our actions align with our aspirations. As we continue this journey, I am eager to see how our efforts, will further enhance PQ and its community, impacting those we serve. Together, we will continue to shape a brighter future for all through collaboration, innovation, and dedication.” *Moniela von Conruhds, Staff*



Health Equity Training

EDI Commitments & Areas of Focus



Enhance Organizational and Leadership Capacity



Foster Inclusive, Welcoming, Competent Teams



Embed EDI into all Programs and Services

“I am proud to sit on a committee where we continuously learn and grow. Working on the Health Equity Committee has been a fantastic experience. In the last year, we have thoughtfully selected and coordinated a number of meaningful trainings for staff further stimulating reflection, growth, and positive change with respect to inclusive and equitable practices. These trainings include: Refugee mental health with Azaad Kassam; Intro to 2SLGBTQIA+ with Fae Johnstone; Indigenous Perspectives on Indigenous Well-being with Jenny and Alexia; and Your Health Space’s Fostering Trauma Informed Workspaces with Faron Smith.” *Valerie Marsh, Staff*

“The two speakers that stood out for me the most were Alexia speaking on Indigenous truths and issues and the person from Mothercraft who talked about the history of PRIDE. Alexia presented the information on the history of how indigenous people have been and are treated in a forthright and unapologetic manner, yet so welcoming to questions and supporting us while we worked at understanding and unlearning harmful stereotypes and ways of thinking. Similarly, the representative for the PRIDE discussion by Jolio, presented the history of pride and what it stands for in the most clear and concise way I have ever heard – I do not think I ever knew the history of PRIDE, I just accepted what the media portrayal of pride was! I walked away from these

presentations feeling like I actually LEARNED something in a safe and welcoming environment, which has not always been the case around these topics.” *Cindy Kaya, Staff*

Income Tax Clinic

The Income Tax Program has been in operation for over 20 years and has served thousands of clients over this time. The Community Volunteer Income Tax Program (CVITP) is a collaboration between PQCHC and the Canada Revenue Agency (CRA).



673 clients served

Amount of returns
\$1,938,114

12 income tax volunteers,
total of 571 hours

9 languages offered

Our goals are to help individuals and families with modest incomes by preparing their income tax and benefit returns. Clients may choose an in-person, virtual, or over-the-phone appointment as well as dropping into one of several tax clinics. This could not have come to fruition without the support of 12 dedicated volunteers who offer their time (weekdays, weekends, evenings) and expertise in at least 9+ languages.

“PQ’s Community Volunteer Income Tax Clinic has been extremely helpful to the clients of the ACTT Program. Many of our clients had their taxes completed during this year’s blitz, two of which had 10 years of back taxes completed by the volunteers. One of our clients will now be able to afford post-secondary schooling as a result of the refund they received on back taxes, and another is using the refunds to help get established in a new apartment after experiencing homelessness. Not only do the tax refunds achieved through this program help marginalized folks in so many ways, but it also helps them avoid cutting into their disposable income by paying to have their taxes completed. Having a free service available to them makes more of an impact than one might realize, when it comes to purchasing food or other life necessities.” *Staff*

Multicultural Seniors Program

The Multicultural Seniors program (MCS) has been running for over 15 years and serves immigrant seniors who are at risk of isolation and vulnerability due to multiple barriers. The program promotes health and well-being by providing opportunities to seniors through specific activities via virtual and in-person. This program offers educational, physical and mental health activities to build and strengthen the ties between multicultural communities and promote active engagement.

The MCS program consists of four groups; Arabic, Chinese, English, and Russian speaking. All four groups are actively involved in various programming that is simultaneously interpreted in each language to ensure inclusivity for all. PQCHC collaborates with Olde Forge Community Resource Centre to offer more opportunities to all seniors.

“Thanks and much appreciation for Community Pinecrest Queensway, Especially the Multicultural Seniors Program Bayshore drop-in program and Belonging in Bayshore programs. I joined them 3 years ago... thanks and appreciation to the workers in this program for their good choice of programs during the Pandemic. Since I joined the programs I have found psychological relief. The programs offer various topics on Zoom, Such as drawing, cooking, sports, movies and historical topics about Canada, which improved my mental health and made me more sociable and know new people. Meetings via Zoom and in-person gatherings have had a great impact on improving my health and social relations with people especially seniors in our community. The programs delivered and are still offering many information sessions related to health, technology, exercise, entertainment...etc which is very beneficial for me and my family. Many thanks and much appreciation to those who are in charge of these various programs and encourage my friends to join this large family. I hope this program continues the success and provides support to the participants.”



25 activities per year
to 154+ unique individual
seniors. Total number
of visits 1113



This year, First Words staff, Roxanne Belanger, collaborated with Ottawa Child & Youth Initiative (OCYI) and revamped one of the workshops, the Chat Room and provided training to community partners. In return, these community partners received a manual, tools and the training to put it into practice in their childcare environment across the city. This is very much what we do, day in and day out, as part of the outreach mandate. This year, OCYI decided to promote the collaborative work that happens in the community, within community partners, to support and foster positive development in children. OCYI highlighted the successful project in this year's Gratitude Report. In this report, First Words and its Chat Room program and community partners who implemented the First Words Chat Room program, were commended for this partnership.

"Partnership is at the core of our outreach work. The Chat Room Program revival was possible because of our connection and partnership with Ottawa Child and Youth Initiative and its member organizations." *Roxanne Belanger, Staff*

"I would like to note how appreciative I am that my connections to First Words were made possible at Tungasuvvingat Inuit. TI was a well-established, trusted resource I had connected with during the pandemic when connecting as a new mother to resources was especially difficult. Connecting to the SLP through a resource I was already comfortable with and had become familiarized with enabled us to quickly get to work on my son's speech delays with ease in feeling confident in her abilities to help my son and to trust her! The SLP is an excellent aid for my son and goes beyond just assisting my son in communication by respecting and holding space for my son's culture and my history!"

Families First

"I had never heard of the Families First program before they reached out to me. My worker made participating in the program an experience I will never forget. She was very kind and resourceful. She helped with everything I needed and things I didn't think to do on my own. I am grateful to have worked with her and the program. Thank you for all the work you do!"

Pathways

"My Student Parent Support Worker (SPSW) helped me a lot with not only school stuff but also things outside of school. Thanks to my SPSW, I was able to join a track team. In-person tutoring helped me out when others didn't have time to help out. Lastly, the monthly financial support helped me out a lot to get school supplies and food to bring to school."

Served 384 youth in Pathways last school year

Primary Care

Over the past year, we have continued to navigate ongoing changes in our healthcare landscape. Our team of medical office assistants, registered nurses, nurse practitioners and physicians have continued to provide outstanding wraparound primary care services, responding to the many surge needs of the past year, all while continuing to support rostered clients and our specialty programs (e.g., walk-in clinics for priority populations). Our team continues to ensure that clients receive the compassionate, expert care they need at the right time and place.

"The team is always there to support my needs – I am so grateful to have a doctor."

"I have been a patient here for 25 years and the team know me and always welcome me – it's like family."

"My nurse practitioner cares for my whole family and keeps us all (8) on track with our appointments."

Internationally Trained Professionals

The Internationally Trained Professionals (ITP) program is a 14-week mentorship program for ITPs. The program helps ITPs to build their professional and social network, understand Canadian workplace culture, identify new career possibilities in Canada, and gain the confidence needed to succeed in today's job market! The program provides employment counselling, weekly peer mentoring sessions and guest speakers, along with a 12-week experiential learning opportunity, allowing participants to align entry into the labour market with their professional goals.

70 ITPs in the 2022/2023 fiscal year.

"I am truly grateful for the efforts put forth by the entire Pinecrest team to ensure the smooth transition and integration of newcomers like myself. Your unwavering commitment to fostering inclusivity and supporting diversity is commendable and sets a remarkable example for other organizations."

"Since joining Pinecrest, I have been overwhelmed by the warmth and dedication exhibited by each member of the staff and team. From the moment I set foot in this organization, I felt embraced and supported at every step of my journey. The genuine care and willingness to help, coupled with my extensive knowledge and experience, have made all the difference in my successful integration into the workforce."

"The ITP program, in particular, has been instrumental in my adaptation process. It has not only equipped me with the essential skills and knowledge required in the workplace but has also provided me with an opportunity to build connections and expand my professional network. The workshops, mentoring sessions, and networking events facilitated by Pinecrest have been invaluable in broadening my horizons and fostering a sense of belonging within the industry."

"Once again, I extend my heartfelt appreciation to the Pinecrest staff and team for their unwavering support and guidance. Your dedication has made a significant impact on my journey, and I am genuinely thankful for the opportunities and experiences I have gained through your efforts."

Together We Can

"I have really enjoyed the workshops that Amma has put in place for us. I was able to learn so much about our fellow Black people who have made an incredible impact in our society. Big shout out to Amma for the snacks that she displays, I love her creativity. Another big shout out to Xandria for all of the university advices that you have given me, I will definitely apply it."

94 youth participate in TWC in 2022-2023

Somali Youth Support Project

"I LOVE SYSP. It is my family, and my second home outside of home. I am forever grateful to it and would recommend it to any Somali youth who is looking for a community. I have made incredible long-lasting friendships. Biggest shoutouts to the staff over there, Najma and Abdullahi. They are the best people and have made the program what it is. No words can describe my gratitude for them and SYSP."



Early ON

Child and Family Centre

This year the Early ON at PQ launched its very own original 6-session school readiness program created and delivered by RECEs Robin Heffernan and Waffa Elhaddad. Using the Ontario Kindergarten Curriculum, Robin and Waffa designed an engaging developmentally appropriate play-based program to intentionally target specific skill growth in all areas of learning. Additionally, they created a safe and welcoming community environment, taught and facilitated routines, prepared and supported children during transitions, and cultivated positive attitudes towards school, teachers, and learning.

While the children were learning with Waffa and Robin, the adults went to class too! Parents met with guest speakers Anne Lim, RD, Cindy Kaye, RN, and Kathy Torunski, First Words Community Educator. With lots of time for questions, they learned about preparing and packing nutritious snacks and lunches to fuel kids for the day; identifying and caring for sick kids at home and when to seek medical advice; and how to use the First Words Communication Check-Up and the importance of family conversations and reading at home.

Staff Appreciation Event

I want to extend a heartfelt thank you to each and every one of you for your unwavering dedication and hard work in serving our clients. Your commitment to making a difference in their lives is truly commendable. On June 15, we had an amazing Staff and Volunteer Picnic, and it wouldn't have been the same without all of you. The picnic was filled with laughter, camaraderie, and joyful moments as we relaxed and enjoyed each other's company. Lunch, games, and crafts provided delightful opportunities to connect with our colleagues more personally. And, of course, the highlight of the day was the visit from the Merry Dairy ice cream truck, which brought smiles to all our faces. Moments like these remind us of the incredible team we have at PQCHC, and I'm grateful to be part of such a wonderful group. Thank you for everything you do, and here's to many more moments of joy and collaboration in the future.

With deepest appreciation,
Michele Hynes

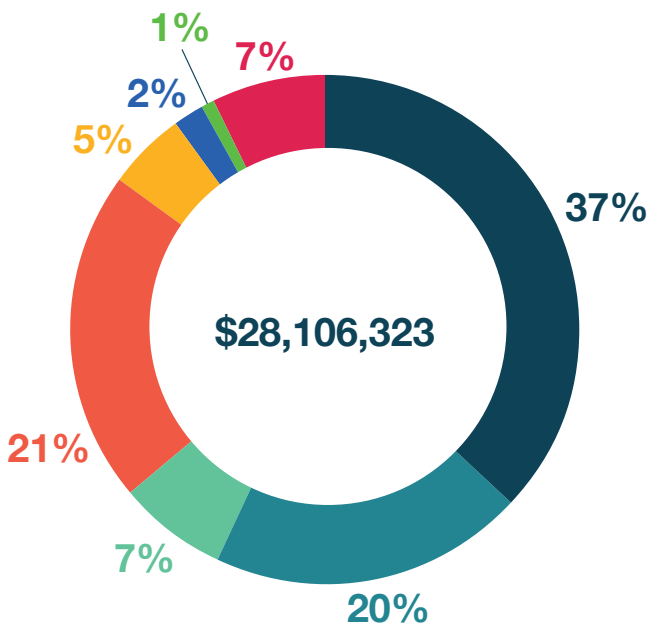


“Incredibly helpful!”
“Puts parents at ease.”
“We are overwhelmed with joy!”
“A necessary program.” *Parent comments*



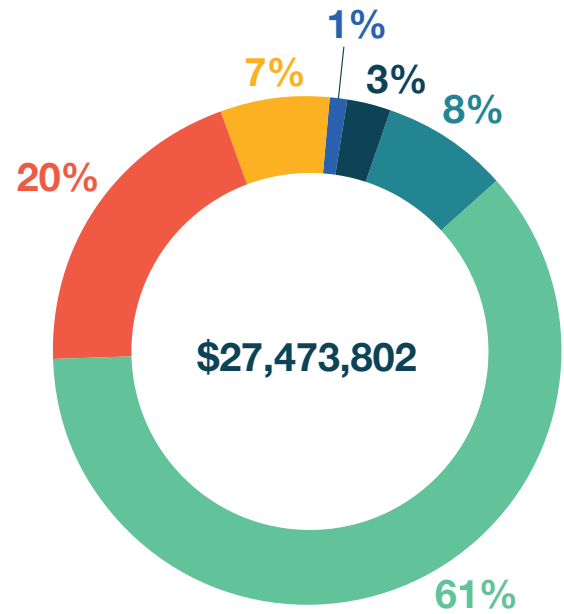
Financials 2022–2023

Revenue



- LHIN \$10,291,150
- City of Ottawa \$5,790,007
- Ministry of Training, Colleges & Universities \$2,141,706
- MCCSS \$6,043,720
- Pathways \$1,334,600
- Immigration Refugee & Citizenship Canada \$671,330
- United Way \$103,148
- Others \$2,030,662

Expenses



- Admin Operating \$786,085
- Admin Salaries & Benefits \$2,247,243
- Direct Salaries & Benefits \$16,697,323
- Direct Operating \$5,370,033
- Occupancy Costs \$2,112,938
- Other \$260,180



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