



# N EWSLETTER

## Members Celebrate CCHS's Past Success and Directions for the Coming Year at AGM & BBQ

On June 27, despite the rain, a large number of CCHS members enjoyed a hearty fill and enjoyed talking with friends beneath the protective tent at this year's BBQ.

Both the CCHS Board President, Dilys Buckley-Jones, and Executive Director, Michael Birmingham, reported on the highlights and successes of the past year and the new projects ahead.

Board President Dilys Buckley-Jones announced the forming of a French Languages Services Committee to help achieve status under the French Languages Services Act in Ontario.

"We are not only located in a bilingual service area where many of our clients are either Franco-Ontariens or from Quebec," noted Buckley-Jones, "but we also have many families who have moved here from, for example, Haiti or the Congo where French is often the mother tongue. Also many people are from countries like Somalia, Vietnam, or the Middle East where French is the second language and preferred official language in this country."

Special recognition went to the Kiwanis Club - Ottawa West for their generous support of the Annavale Head



From left: Penny Mount, Anita MacLean (President), and Mary Morgan receive a special plaque on behalf of the Kiwanis Club - Ottawa West.



Jean Meldrum (right) receives the award on behalf of Trinity United Church.

Start Nursery School and seniors' programs. Trinity United Church received Carlington's Community Achievement Award for their many years of support.

Michael Birmingham announced CCHS's achievement of full accreditation for the third consecutive time in six years. A strategic plan process produced a five-year strategy to ensure quality programs and services from 2006 to 2011.

He noted that an increased budget had enabled CCHS to open up services to many more people, including children and youth. Although Annavale Head Start Nursery School opened in Gowlings Public School with 32 half-time placements, there were now 48 spaces available.

A joint project with the City of Ottawa that included the input of a youth advisory board helped establish a city-wide program to communicate the dangers of drugs and driving.

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The Executive Director credits the committed and hard-working Board and staff for these and other successes. Members applauded the dedication of staff receiving service awards. Wanda Romaniec and Ron Dubé were 15-year recipients. Jacynthe Pitre was recognized for 10 years of service and five-year recipients were Natasha Braunstein, Diane Kampen, Kim Meechan and Shelley Mitchell.

"In particular, with our accreditation and strategic planning - two major things to happen in one year," noted Birmingham, "our Board members have come out to show leadership and support for our staff in terms of making these two things a real success."



CCHS staff Wanda Romaniec (15 yrs.), Diane Kampen, Natasha Braunstein, and Kim Meechan (5 yrs.) receive service awards.

## United Way Campaign!

Please consider designating Carlington Community & Health Services for your contribution.  
For further information please contact Kate Grimes.

Visit our Web site at  
[www.carlington.ochc.org](http://www.carlington.ochc.org)  
 or the Coalition of Community  
 Health and Resource Centres  
 at  
[www.coalitionottawa.ca](http://www.coalitionottawa.ca)

Drop by CCHS at  
 900 Merivale Rd.  
 or call us at  
 613-722-4000  
 On-line or off - We're here  
 for you!



Seniors enjoy the fresh air and view from Champlain Lookout on Aug. 22, 2006



Yvonne Makosz and Candace Vilhan, parent-child worker, enjoy intergenerational outing.

**Carlington Community & Health Services**

900 Merivale Road,  
 Ottawa, ON K1Z 5Z8

October 2006

Editor: Lydia Dixon  
 Translation: Line Bastrash  
 Photos: Lydia Dixon  
 and Paul Lepage  
 Printing: Sun Distribution

**Seniors Get Active and Stay Healthy**

In a short period of time since joining CCHS, nurse practitioner Yvonne Makosz has created many opportunities for seniors to get active physically and mentally, participate on outings and share the company of others.

Regular Bingo and monthly teas, such as the well-attended Strawberry Social in June, and movie afternoons held in the Maxwell Room at the CCHS centre on Merivale Road have already provided enjoyment to many attendees. Upcoming Bingo is scheduled for Oct. 10, Nov. 14 and Dec. 5 and monthly teas on Oct. 17, Nov. 21 and Dec. 12.

About 50 seniors from the community took a bus trip to Champlain Outlook and lunch in Wakefield on Aug. 22nd. "Everyone seemed to love this trip," said Yvonne, "and we had a very good response."

A second successful trip on Aug. 28th gave Somali seniors from Van Lang an opportunity to bring family members on an outing to Lac Phillippe. Both adults

and many children enjoyed swimming, relaxing and a pot-luck lunch at this intergenerational event.

Yvonne and her volunteers promote and hold activities for seniors in other locations. Regular wellness clinics are being held at Golden Manor (Oct. 5, 19, Nov. 2, 16, 30 and Dec. 14th). Nutrition classes, with CCHS registered dietician, Caroline Samson, will provide useful information to help seniors eat healthier foods for improved physical health and energy (Oct. 11 and Nov. 15 in the Hampton Court lounge).

Weekly meetings with Somali seniors and well-attended exercise classes, as well as one-on-one consultations, provide Van Lang residents with information and social contact. Efforts are being made to bring in ESL classes.

Teaching and home visits to four buildings in the CCHS catchment's area offer information and stimulation to many seniors who experience isolation and are confined to their homes. Outreach to new buildings is ongoing.



Somali seniors, their family members and children enjoy the water and picnic lunch at scenic Lac Phillippe.

**OUR VISION**

At Carlington Community & Health Services,  
 "We strive to build healthy inclusive communities."

**OUR MISSION**

"We are committed to the well-being of our community. We promote, through a supportive environment, social, economic, physical, mental, and environmental health."

## CCHS Announces Five-Year Strategic Plan

This past winter and early spring, Carlington engaged in a strategic planning process that included focus groups with our service users, service partners, CCHS staff, and members of our Board of Directors. This process was important in not only confirming the value and benefits of our current programs and services but also showed us where we can improve or where new directions are needed. The result of our work was a five-year strategic plan from 2006 to 2011, which our Board of Directors approved this past May.

The long-term direction of CCHS is based on our vision and mission statements (page 2) and values. It includes directions in service, policy and the Centre's development. The five-year strategy reflects the World Health organization's definition of health which states:

*"Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."*

In the area of **Service**, plans are to promote healthy living for individuals and communities through the prevention and treatment of chronic disease. Using best-practice guidelines in delivering primary care, our aim is to expand medical services. The focus on seniors'

programs and services continues, with a special emphasis on the frail elderly. CCHS supports families through community-based programming for children and youth but also with attention to closing the gap in services for six-to-12-year olds. Finally, CCHS intends to improve accessibility to services by removing any barriers that are identified. Our multidisciplinary and holistic approach will be applied towards integrating services across different programs and disciplines.

In the area of **Policy**, CCHS is reconfirming its advocacy on behalf of the Centre and the communities it serves. Achieving status under the French Language Services Act will remove service barriers to French-speaking persons. CCHS will continue to enhance and support diversity on the Board and among staff as well as supporting the Community Health Centre model within the Local Health Integrated Network (LHIN).

CCHS is committed to its promotion of community capacity building by supporting such determinants of health as healthy family environments, environmental health and affordable housing. CCHS will continue to strengthen community partnerships with other organizations and with political

representatives to advocate for improved social housing, child benefits and public transportation. Another aim is to achieve full accreditation from Community Organizational Health Inc., which is the accreditation bureau for Community Health Centres across Ontario.

Plans for the **Centre's development** complement directions in the service and policy areas. These plans include: supporting the recruitment and retention of staff, ensuring adequate space for CCHS programs and services, increasing the profile of the Centre citywide and improving internal communications. Such measures will not only help CCHS maintain the quality of existing programs but also expand and improve them to reach as many people as possible.

The strategic plan directions support our mission and our commitment to the well-being of our community. Through strengthening our supportive environment, CCHS will continue to promote social, economic, physical and environmental health.

To oversee and implement the new five-year strategic plan, CCHS is again fortunate to have a committed and dynamic Board of Directors.



**2006-2007 CCHS Board of Directors:** Back row from left: Peter Mix, Craig Morrison and Michael Birmingham; Middle row from left: Navin Parekh, Lisa Wright, Annette Thiesson, Anne Wieler, Jolanta Scott-Parker, Dianna Macintosh; Front row from left: Christine Castonguay, Dilys Buckley-Jones, Asha Osman. Missing are Anne Huot, Jawahir Ismail and Lakshmi Ram.

### **Become a Member Today!**

Visit our Web site at  
[www.carlington.ochc.org](http://www.carlington.ochc.org)  
or pick up a form at

**CCHS, 900 Merivale Rd.**

For information, call:

**613-722-4000**

You must be 18 and support  
CCHS values and principles.

## Community Outreach

CCHS serves the Carlington area with many on-site services and programs, such as the medical clinic and health services, employment services, parent-child and youth programs, and the ACT program for people living with mental health issues, to name a few. CCHS also reaches out to three other locations: Scott Hill-Van Lang (north of Scott near Churchill), Bellevue (just north of Baseline and west of Merivale) and Debra Dynes (east of Prince of Wales between Baseline and Meadowlands). Many of these areas' residents are newcomers to Canada.

The CCHS team of Zam Zam Tani, Natasha Braunstein and Mohamed Mousa organized an information fair this past summer in the Scott-Hill/ Van Lang area. The purpose was to inform residents about CCHS programs and services that benefit newcomers from other countries.

During the year, Mohamed Mousa, who is a multicultural liaison officer in Ottawa schools, meets with children and parents who are new to Canada. He provides information about school and community resources and refers them to special services. The program is sponsored by the Ottawa Carleton Immigrant Services Organization in partnership with the Ottawa-Carleton District School Board, Citizenship and Immigration Canada and the United Way of Ottawa Carleton. In the summer, Mohamed brings his expertise to CCHS's outreach to newcomers.

A resource guide available through CCHS lists various community resources as well as services available directly from CCHS. At the CCHS Centre, new Canadians can get help, find out about literacy and Citizenship classes, employment workshops, housing support or the Good Food Box for fresh fruit and vegetables. They can speak with a crisis counselor or youth or mental health worker. For information, call 613-722-4000. Somali women can get help by calling Maryan at the Somali Women's Support and



Kim Meechan responds to questions from participants of all ages.

Information Line at 613-722-7033.

Anne Joyce, with CCHS since 1987, has worked with immigrant groups from places as diverse as Bosnia, Somalia and Cambodia. More recently, people from the Congo and Sudan have been arriving in Ottawa. She described the challenges of newcomers to the Ottawa community and how she and CCHS staff help people to adapt and integrate into the community.

"Sometimes simply a telephone call to a Canadian official can clear up a misunderstanding that might arise from language or cross-cultural difficulties," said Anne. "We try to help newcomers feel less alone and more supported as they try to adapt and integrate into Canadian society."

Besides facilitating group sessions to provide newcomers with a forum to express their concerns and needs, as well as to receive needed information, Anne works with people one-to-one via the telephone, and in person. She often provides support and advocacy in situations where people are faced with language or cross-cultural issues or are unfamiliar with Canadian institutions and procedures. Anne provides moral as well as practical support.

She and Zam Zam Tani are also a resource providing ethno-cultural diversity training to new staff in the community health and resource centre network and to other organizations such as Habitat for Humanity and the Royal Ottawa Hospital.

Anne thoroughly enjoys her work and never ceases to be impressed by the wonderful people who are choosing to make Canada their home.

## Community BBQ & CHIP

Kim Meechan, CCHS Director of Community Services, has been strengthening partnerships with other community organizations through the Carleton Heights Interchange Partnership (CHIP). CCHS, with the help of staff and many volunteers, took the lead in organizing a Community BBQ at Rideauview Park on August 17, 2006 hosted by CHIP. Participating groups in CHIP include the City of Ottawa (Recreation, Police & By-Law Services and Councillor Maria McRae), Boys & Girls Club of Ottawa, Debra-Dynes Family House, Debra Dynes Tenant Association, Ottawa Community Housing and of course CCHS.

"The event was a huge success," said key organizer Kim Meechan, "with over 200 community members in attendance."

Food, prizes, information tables and lots of attendees resulted in a fun event for adults and children alike. The event gave community members an opportunity to meet service providers from many agencies. Food and prizes were donated by participating agencies and area businesses.



Community members and CHIP members intermingle around the information tables and the BBQ goodies.

