

Carlington Community Health Centre
Multi-Sector Accountability Agreement
Compliance Report to Board of Directors

Date: September 18, 2018

Time Period Covered in Report: April 1-June 30, 2018 (Q1)

This report is organized by the Sections outlined in the Multi-Sector Accountability Agreement (M-SAA).

Provision of Services (Section 3.1)

Carlington Community Health Centre (CCHC) is meeting its Performance Standards and has not reduced, stopped, started, expanded, transferred or ceased to provide services or changed its Service Plan.

Subcontracting for the Provision of Services (Section 3.2)

CCHC has not subcontracted for the provision of services.

Conflict of Interest (Section 3.3)

CCHC has not identified any conflicts of interest in the performance of its contractual obligations.

Digital health / Information Technology Compliance (Section 3.4)

CCHC is in compliance with any technical and information management standards, including those related to data, architecture, technology, privacy and security set for health service providers by MOHLTC or the LHIN; implement and use the approved provincial Digital Health solutions identified in the LHIN Digital Health plan; implement technology solutions that are compatible or interoperable with the provincial blueprint and with the LHIN.

French Language Services – Designated: CCHC applies the principles of Active Offer in the provision of services; provides services to the public in French in accordance with the provisions of the FLSA; maintains its French language services capacity. Using the template provided by the LHIN, CCHC will submit its Human Resources plan to the LHIN, by April 30, 2019.

Procurement of Goods and Services (Section 4.8)

CCHC has a procurement policy in place that requires the acquisition of supplies, equipment or services valued at over \$25,000 through a competitive process that ensures the best value for funds expended. Any acquisition of supplies, equipment or services has been consistent with this policy.

Community Engagement and Integration Activities (Section 6.2)

- (a) In this reporting period, CCHC has undertaken the following activities, for engaging families, caregivers, clients, residents, patients and other individuals who use our services and uses this information in the development and improvement of health services.

ACTT:

- Partnership with CMHA Ottawa involving rent supplements for Carlington ACTT clients and other partner agencies' clients

Health Promotion & Counselling

- Carlington chaired a Client Advisory Committee meeting with 5 clients to engage them to provide input to improve the client care experience at Carlington. At this meeting, the Client Advisory Committee provided input in measuring clients' food insecurity as part of the Quality Improvement Plan.
- Carlington continued to chair the Van Lang and Bellevue Interchange meetings to increase collaboration with service providers in addressing community needs.
- Carlington continued to chair the Golden Manor and Hampton Court Joint Interchange to increase collaboration with service providers in addressing community needs in seniors' social housing buildings.
- The members of the Health Promotion Network of Eastern Ontario (HPNEO) created three working groups to address the main objectives of the long-term plan.
- Community Outreach – Every two weeks, the HP team circulates posters / flyers to all partnering agencies and sends out the Community Newsletter to over 350 e-mail addresses including clients and community stakeholders. Social media is also used to engage clients and stakeholders.
- Carlington HP staff continue to actively participate in Ottawa Neighbourhood Social Capital Forum (ONSCF) monthly meetings. In collaboration with CDF, these meetings operate as a "Community of Practice" for neighbourhood community development work and are a forum to engage community stakeholders.
- Carlington HP staff continues to support the MarketMobile (client engagement), as well as participate in the monthly Good Food Steering Committee (engagement of stakeholders) to address food insecurity in Ottawa.
- Carlington HP continues to support the Coalition of Community Health and Resource Centres - Community Development Network which meet on a monthly basis to discuss across-City plans to engage vulnerable clients and community stakeholders in addressing the impacts of the social determinants of health.
- Carlington HP partnered with Southeast Ottawa Community Health Centre to engage 15 seniors living in social housing regarding their needs and interests and in response now facilitate monthly coffee groups with presentations and outings in the community.
- Carlington HP hosted two free bike repair clinics in the community with over 100 residents in attendance.

- Carlington HP staff facilitated a workshop with Crime Prevention Ottawa for 911 call centre operators regarding best practices when answering calls from vulnerable populations. One community resident provided a testimonial at the workshop.
- Carlington HP staff sought youth input regarding a mural painting project to beautify the neighbourhood as part of a crime prevention initiative. A total of 6 youth helped paint the mural.
- Carlington HP coordinated two community safety walks with 14 residents and Ottawa Community Police Officer
- Resident-lead working group to address access to healthy food facilitated two container garden workshops with 53 residents attending in the Alexander community and 75 residents in Caldwell community.
- Carlington HP facilitated three workshops and ongoing outreach regarding election mobilization in priority neighbourhoods of Caldwell, Alexander and Caldwell as part of the city-wide Making Voices Count initiative.
- Carlington HP staff outreached to community residents at the Alexander Fun Day on May 21, 2018 with over 500 residents in attendance.
- Carlington continued its participation in Ottawa Sex Trade Coalition meetings and shares best practices learned from the Daisy's Drop-in.
- Carlington has two staff members participating along with staff from other CHC's and community agencies in an Indigenous led project for service providers: Niikaniganaw (All My Relations): Building Capacity for HIV-Stigma Free and Culturally-Safe Care for Indigenous People Living With or Affected by HIV in Ottawa-Gatineau.

Parent, Children & Youth:

- Analysis of survey results from Parents and Youth survey done in March 2018. Exploring ways to integrate suggestions/adjust activities based on results.

Primary Health Care:

- From feedback through the client experience survey, PHC is looking to improve it's the time clients are being left waiting on the phone. Exploring new messaging and on-line booking through Carlington website.

(b) In this reporting period CCHC has identified the following opportunities to integrate the services of the local health system to provide appropriate, co-coordinated, effective and efficient services:

Health Promotion & Counselling:

- Carlington CHC collaborated with partners through the Golden Manor, Hampton Court, Bellevue Manor, and Van Lang Interchanges.
- HPNEO continues to work to reorient health services and promote the AOHC model of care, including supporting the Community Initiative Resource Tool (CIRT) and the Be Well Survey.

- Carlington is collaborating with the Ottawa Food Bank, the All Saints Anglican Church and Westboro Beach to address food insecurity in the Van Lang neighbourhood.
- Carlington CHC continues to offer space to Ottawa Public Health for monthly dental screenings.
- Carlington continues to partner with the Ottawa Food Bank to provide emergency food for residents in our catchment area
- Carlington continues to participate in the Violence Against Women service planning tables for VAW managers and frontline workers
- Carlington worked in partnership with Centertown CHC and Somerset West CHC to implement a pilot peer harm-reduction worker and Community Of Practice project ongoing
- Carlington continues to participate in Rainbow Health Conference outreach work with various community based LGBTQ initiatives to learn about community needs, current barriers and challenges related to access to affirming and responsive Trans Healthcare within our region.
- Carlington CHC continues to engage in inter-agency activities with Centretown CHC inter-agency in support of the Trans Health program

Parent, Children & Youth:

- Collaborative proposal development for the EarlyON (Early Years services) across the two EarlyON services areas served by Carlington CHC. Collaborative partners include other CHCs and Early Years community agencies.
- Piloting integration of Crossroad services with OCHAP preschools.

Primary Health Care:

- Maintain integrated services and partnerships with lung health, chiropody, diabetes education program, foot care, seniors outreach, domiciliary outreach

Reporting (Section 8.1)

During this reporting period CCHC has met all reporting obligations to the LHIN as identified in Schedule C of the M-SAA including:

<u>OHRs/MIS Trial Balance</u>	<u>Submission Due Date CHC/CSS</u>	<u>Date CCHC submitted</u>
Q1	Not required	n/a
Q2	October 31, 2018	
Q3	January 31, 2019	
Q4	May 31, 2019	

<u>Supplementary Reporting Quarterly through SRI and Annual Reconciliation Report (ARR)</u>	<u>Submission Due Date CHC/CSS</u> <u>Due five (5) business days following Trial Balance submission due date</u>	<u>Date CCHC submitted</u>
Q1	Not required	n/a
Q2	November 7, 2018	
Q3	February 7, 2019	
Q4	June 7, 2019	
<u>ARR</u>	June 30, 2019	
<u>Board Approved Audited Financial Statement 2018/19</u>	June 30, 2019	
<u>Declaration of Compliance Fiscal Year 2018/2019</u>	June 30, 2019	
<u>Quality Improvement Plan 2018-2019</u>	April 1, 2018	March 27, 2018

Indigenous Cultural Awareness: The Health Service Provider will report on the activities it has undertaken during the fiscal year to increase the indigenous cultural awareness and sensitivity of its staff, physicians and volunteers throughout the organization. This supports the goal of improving access to health services and health outcomes for indigenous people. The Indigenous Cultural Awareness Report, using a template to be provided by the LHIN, is due to the LHIN by April 30, 2019.

Transparency (Section 8.5)

CCHC has an electronic copy of the signed M-SAA posted on its website. A paper copy of the M-SAA is also posted in the main waiting/reception areas.

Governance (Section 10.3 b)

CCHC has a signed Performance Agreement with its Executive Director dated April 2, 2018 that ties the Executive Director’s compensation plan to the Executive Director’s performance.

Commercial General Liability Insurance (Section 11.4)

CCHC holds the required insurance for third party bodily injury, personal injury and property damage and provided valid proof of insurance to the Champlain LHIN on April 2, 2018.

This report has been prepared by the Executive Director.

I certify this to be a true and accurate report on the compliance items covered under our Multi-Sector Accountability Agreement.

A handwritten signature in black ink, appearing to read 'CML', with a period at the end.

Cameron MacLeod
Executive Director