

South-East Ottawa
Community Health Centre



Centre de santé communautaire
du sud-est d'Ottawa

**Annual Report
2025-2026**

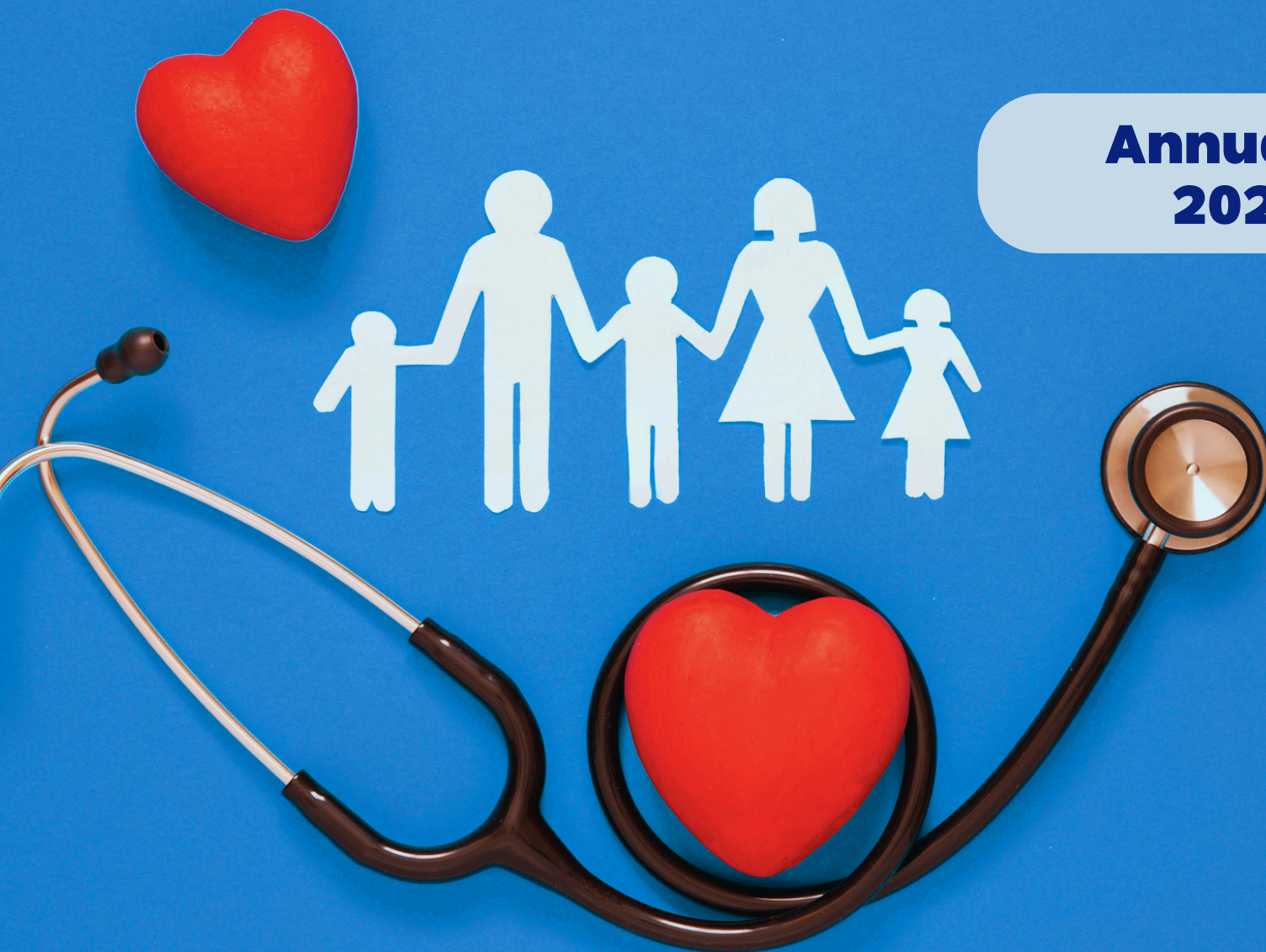
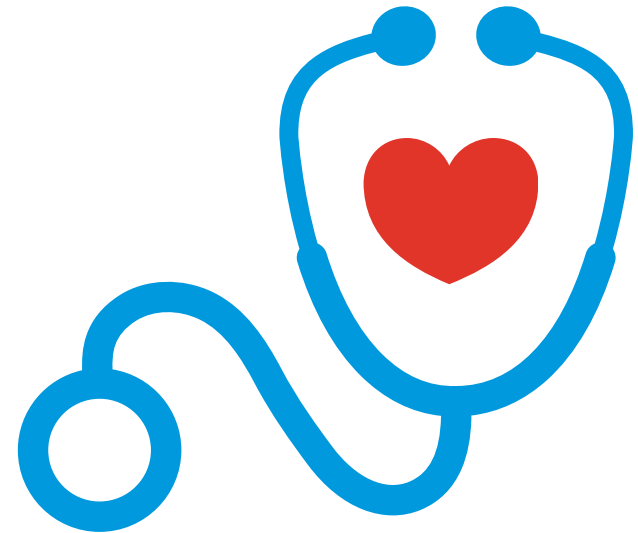


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New Executive Director: Wendy Stewart

June 2026: South-East Ottawa Community Health Centre announced the appointment of its new Executive Director, Wendy Stewart



Wendy joined South-East Ottawa CHC following over 15 years of leadership in the health, mental health and addictions, justice and hospital sectors, including most recently with a close partner of SEOCHC's: Sandy Hill Community Health Centre.

During her time with Sandy Hill Community Health Centre, Wendy led the integrated health services program, providing executive-level leadership for a comprehensive, multi-service portfolio including team-based primary care, complex urban health, Rapid Access to Addictions Medicine, youth health services, and a newcomer service for both attached and unattached populations.

Prior to joining Sandy Hill Community Health Centre, Wendy held executive leadership positions with the Métis Nation of Ontario, Elizabeth Fry Society and The Royal Ottawa Hospital. Wendy has also taught at Carleton University's School of Social Work.

Wendy exemplifies the values of community-based care, with a demonstrated commitment to advancing equitable access to care, understanding and responding to the needs of diverse populations and developing innovative approaches that creatively leverage skills and resources.

Message from the Executive Director and the President

The 2025–2026 year was one of transformation for South-East Ottawa Community Health Centre. It was a year marked by significant growth, new opportunities, leadership transitions, and an unwavering commitment to ensuring everyone in our community had the opportunity to achieve their best possible health and well-being.

Throughout the year, we remained focused on expanding access to care, advancing health equity, strengthening our organization, and responding to the evolving needs of our diverse community. None of this would have been possible without the dedication of our staff, volunteers, Board of Directors, donors and funders, community partners, and the trust placed in us by our clients. Together, we continued to make a meaningful difference in the lives of individuals and families facing barriers to health and well-being.

One of our most significant achievements this year was our success in securing new provincial funding to expand access to primary care. Through a collaborative partnership with Gloucester Family Health Clinic, SEOCHC was awarded more than \$4.4 million in ongoing funding to provide primary care services to residents living in Ottawa's K1G community. This investment allowed us to recruit new physicians, nurse practitioners and interdisciplinary team members, while bringing us closer to our goal of ensuring more people have access to comprehensive, team-based primary care.

We also introduced innovative new services to address gaps in care. Our partnership with Sickle Cell Awareness Group of Ontario expanded supports for individuals living with sickle cell disease, while our Midwife-Led Episodic Clinic and Nurse Practitioner Walk-In Clinic improved timely access to care for pregnant, postpartum and unattached patients – many of whom face significant barriers to accessing the health system.



Kelli Tonner,
Outgoing
Executive
Director



Sarah Kennell
Board President

Message from the Executive Director and the President

This year also marked important progress in advancing equity. Updated community demographic data reinforced what we know through our daily work – that our catchment area is home to increasing numbers of racialized residents, newcomers, Muslim families, low-income households and single-parent families. These insights continue to shape our planning and strengthen our commitment to designing programs and services that are responsive, inclusive and culturally safe. Our Board also deepened its own learning journey by launching a governance education series focused on unconscious bias and equity-informed leadership.

Beyond service delivery, we invested in strengthening our organization for the future. We continued building the foundation for a sustainable fundraising program, including the implementation of new donor management systems, expanded donor engagement and enhanced storytelling capacity. We were especially honoured to establish the Lisa Bornn Endowment Fund, with an initial donation of \$100,000 that will provide lasting support for our Smiles for Seniors program and reflects the confidence our community has in the impact of our work.

Like many organizations, we also faced challenges. We responded quickly to our first cybersecurity incident, strengthening our systems and reinforcing staff training to better protect the information entrusted to us. We also navigated changes in leadership in Community Services, while welcoming a new Director of Health Services and a new Director of People and Culture. We prepared for the retirement of Executive Director Kelli Tonner after 28 years of dedicated service to SEOCHC. Kelli's leadership has helped shape the organization into the trusted community health centre it is today, and we extend our sincere gratitude for her extraordinary commitment. We are equally excited to welcome Wendy Stewart as our new Executive Director and look forward to the next chapter of SEOCHC's journey.



All-Staff Retreat



Kelli Tonner's Retirement Party

Message from the Executive Director and the President

As we reflect on this remarkable year, we are proud of what has been accomplished together. Every new partnership, every client served, every program strengthened and every challenge overcome represents the collective efforts of an organization deeply committed to health equity and community well-being. As we look ahead, we remain committed to growing access to care, strengthening partnerships, and ensuring every member of our community can thrive

Thank you to our staff, volunteers, partners, funders, donors and community members for your continued collaboration, compassion and support. Together, we are building a healthier, more equitable future for everyone in our community.

With gratitude,



Sarah Kennell
Board President
South-East Ottawa Community Health Centre



Kelli Tonner
Outgoing Executive Director
South-East Ottawa Community Health Centre



Heatherington Community Event



Leadership Team Lunch

Who We Are

At the South-East Ottawa Community Health Centre (SEOCHC), we believe serving our community means being part of the community, immersed in the realities of people's day-to-day lives and showing up to do the work when it's time to take action.

We know healthier communities are built on more than healthcare. They require health and social services that are accessible to all. They require collaboration and partnership to drive change and create the conditions for people to be healthy and well.

We embrace diversity, are used to working in complex, rapidly changing situations, and adapt with agility as needs and evidence evolve. We put our hearts into serving people and passionately lead the charge to remove barriers that hinder health equity and wellbeing for all.

Vision

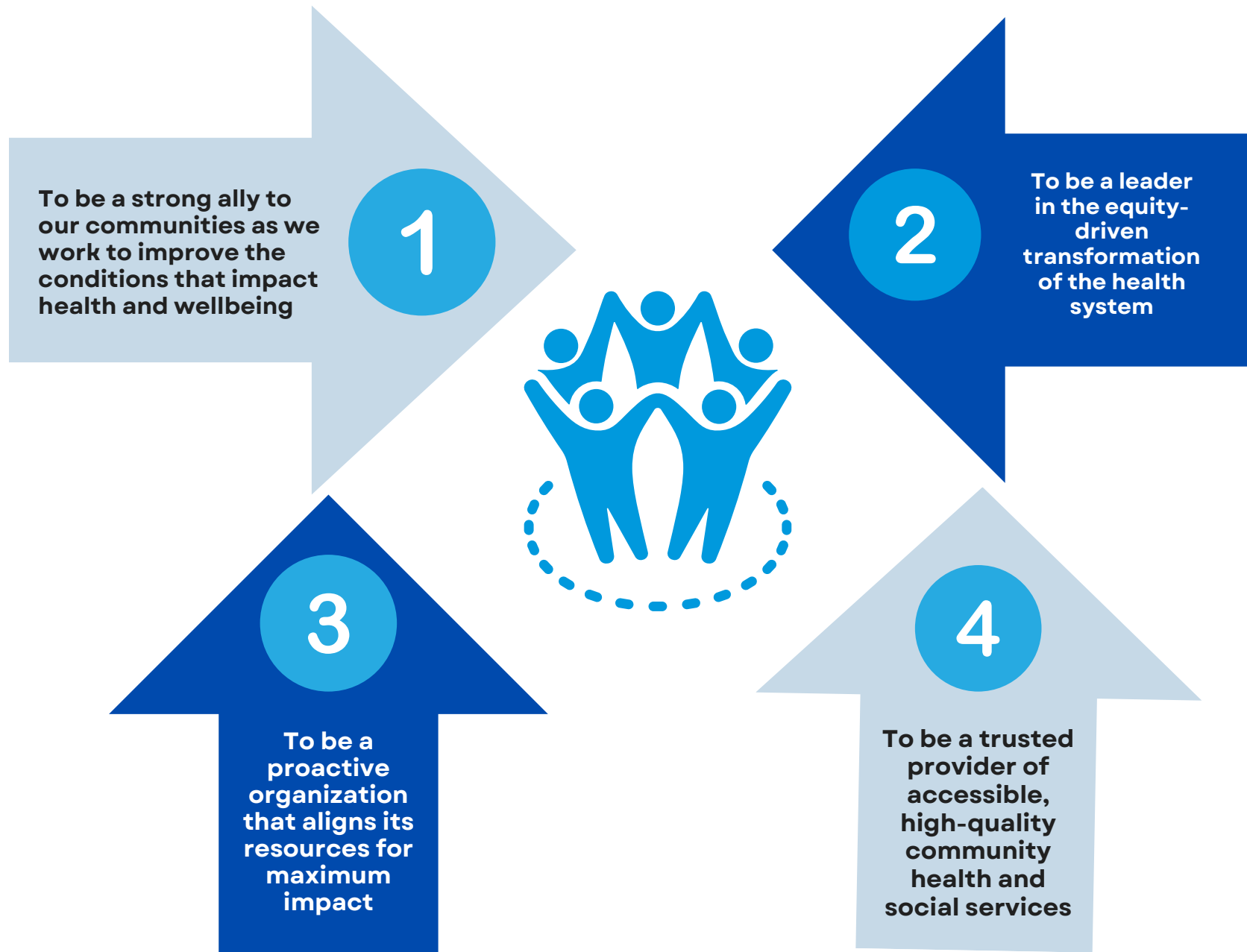
Health equity and wellbeing for everyone in the diverse communities we serve.

Mission

We are dedicated to making a positive difference in the lives of people who face inequities – by providing accessible community health and social services and working together to build healthier communities.



Our Four Strategic Priorities



2025-2026 Overview

Expanding Access to Primary Care

Providing care for people with the greatest needs.

Nearly two-thirds (62%) of our primary care clients live with multiple chronic or co-existing conditions.



Meeting People Where They Are

Integrated, team-based care addressing both medical and social needs through primary care, mental health, community outreach, settlement support.

Over the past year, SEOCHC supported **20,847 individuals** through more than **104,000 interactions**

Preventive care remains a cornerstone of our work.

Almost 9 in 10 eligible clients received cancer screenings – helping identify disease earlier and improve long-term health outcomes.

Serving A Growing Newcomer Community

More than **one in four clients (26%)** are newcomers to Canada, compared to the average in Ontario CHCs, underscoring the importance of culturally responsive care.

Helping Families Meet Their Most Basic Needs

Nearly two-thirds (65%) of our primary care clients live in Ottawa's least affluent neighbourhoods, reinforcing SEOCHC's commitment to reducing health inequities and improving access for historically underserved communities.

2025-2026 Highlights

Expanding Access to Primary Care

- Our primary care clinic attached **255 additional clients** to our roster.
- We achieved **88–93% participation** in recommended cancer screening.
- Connected **nearly 900 people** to primary care, mental health, preventive care and wrap-around supports through community outreach.
- **Supporting Families** : Our Midwife-Led Episodic Clinic supported **200 expectant and new parents through more than 530 clinical encounters**, successfully connecting **70 families** to ongoing obstetrical or midwifery care.

Meeting People Where They Are

- **Supporting Healthy Childhood Development** - EarlyON welcomed **over 2,000 children and caregivers through 728 group programs**, creating opportunities for early childhood development, parenting support, and social connection.
- We provided **13,000+ diapers, 1500+ milk and eggs, and 310 gift cards and formula vouchers**. Additionally, our dedicated SEOCHC staff and volunteers registered **217 families** in our back-to-school program. Helping families navigate periods of financial hardship.
- **Supporting Older Adults** - Older adults received **more than 2,300 supports, including over 1,200 home visits**, helping seniors remain healthy, independent, and connected in their own homes.



Equity Focussed Work



South-East Ottawa Community Health Centre (SEOCHC) remains committed to advancing Equity, Diversity, Inclusion, Accessibility (EDIA), and anti-racism across the organization. Over the past year, we strengthened equity in leadership, governance, and organizational culture, including working with an Equity Advisor to provide perspectives on program planning and operations.

In 2025-26, we strengthened our partnership with the Sickie Cell Awareness Group of Ontario (SCAGO) to support client and provider education, enhance peer supports and resources, and develop a regional integrated care pathway and coordinated care plans for youth transitioning into adult care.

SEOCHC also participated in Africa Day on the Hill to promote community wellness and increase awareness of our programs, including the Preventative Care & Wellness Nurse Practitioner-led Walk-In Clinic.



“The connection with the SEOCHC staff was a revelation in that you folks are providing a much needed service to members of this community and doing it with professionalism and care. I am so grateful for your support.” - Dianne C.

“Your staff member has helped me tremendously and in many different ways! I think so highly of her. She has had a lasting impact on me.” - Robert H.

Commitment to Client Satisfaction

Serving A Growing Newcomer Community

Our Community Connections program provides a variety of immigration and settlement services including supportive counselling, legal support, ODSP applications, Old Age Security assistance, limited housing interventions, interpretation, translation services, and more. This year, we served **1,910 clients** through this program. Additionally, we provided interpretation services to **2,723 clients in multiple languages** and delivered 127 multicultural health promotion sessions, **serving 752 people**.

“Please share our heartfelt appreciation with everyone involved in our care. We will always remember the kindness and excellence we experienced.”
- Midwifery Clients

Engaged in Quality Improvement

- In 2025–26, SEOCHC focused on **strengthening the collection of socio-demographic data** in primary care to better understand client needs while reducing administrative burden.
- SEOCHC is committed to our clients satisfaction. We are working with a Decision Support Specialist/Health Analyst on the **launch of a Client Satisfaction Survey in 2026–27**.

“It is such a big relief to know that I am no longer alone.”
- Client of RIC/PCO/CSS



20 years of the Community Development Framework

A Simple Story of Community Strength

In 2005, residents, the Banff Community House, South-East Ottawa Community Health Centre, and community partners came together to address concerns about youth safety. By building on community strengths and addressing root causes, they launched No Community Left Behind (NCLB) – a community-led approach that later grew into Ottawa's Community Development Framework (CDF). It was a tremendous success and highlighted the power of partnership, collaboration and community driven responses to community concerns.

CDF's Impact Since 2005:

- Expanded from 1 to 56 communities across Ottawa.
- Built trust, belonging, and strong community connections.
- Supported resident leadership and community-led change.
- Mobilized more partners and resources to address local priorities.
- Enabled faster, coordinated responses during crises and emergencies.
- Created more resident-led programs and neighbourhood improvements that reflect community priorities



• **SHARED DIRECTION: A COMMON VISION, VALUES AND GOALS.**
 • **COMMUNITY-LED WAY OF WORKING - RESIDENTS AND PARTNERS PLAN, ACT, LEARN AND ADAPT TOGETHER.**
 • **NETWORK: RESIDENTS, SERVICE PROVIDERS, FUNDERS, BUSINESS, GOVERNMENT**

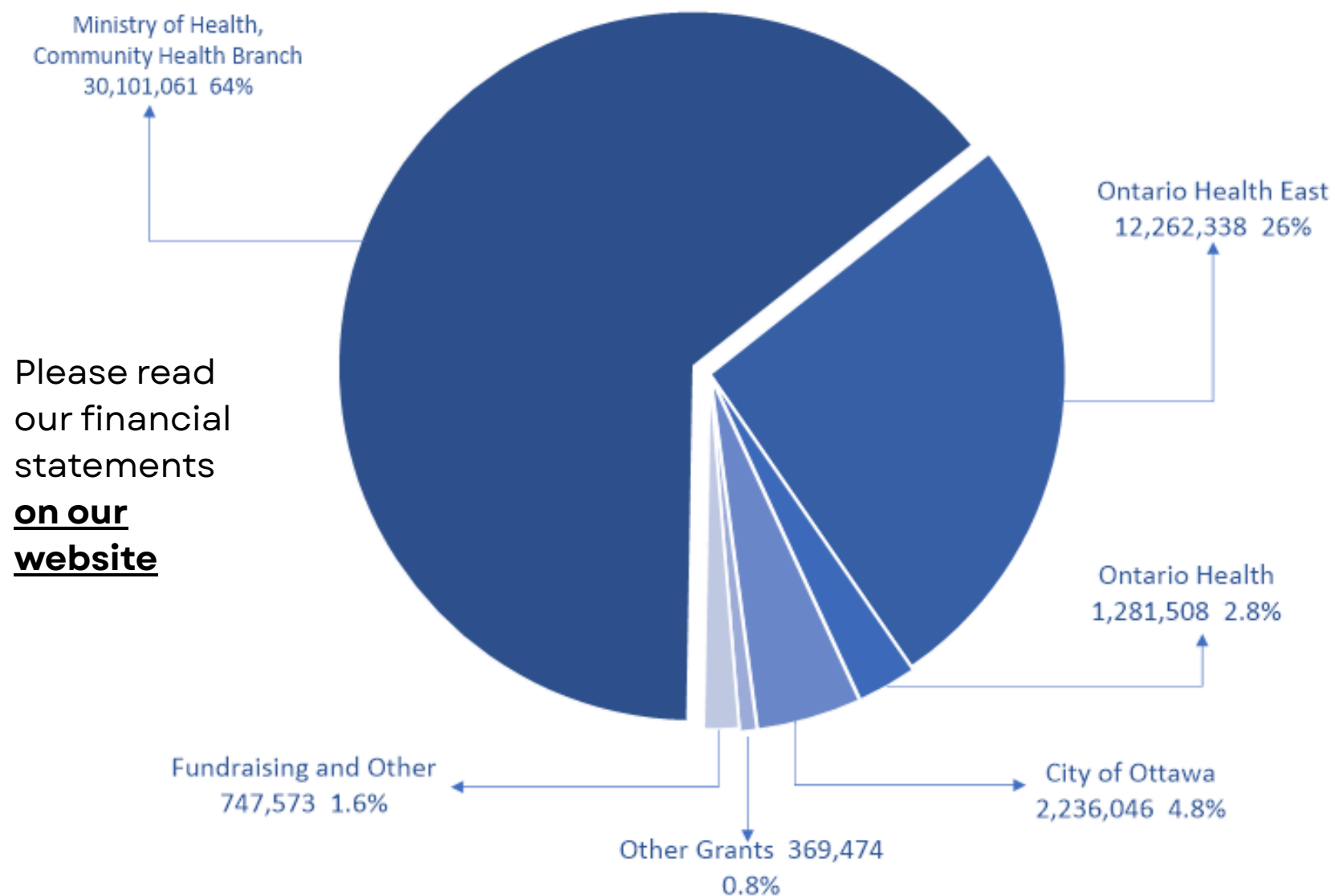
20 years of the Community Development Framework



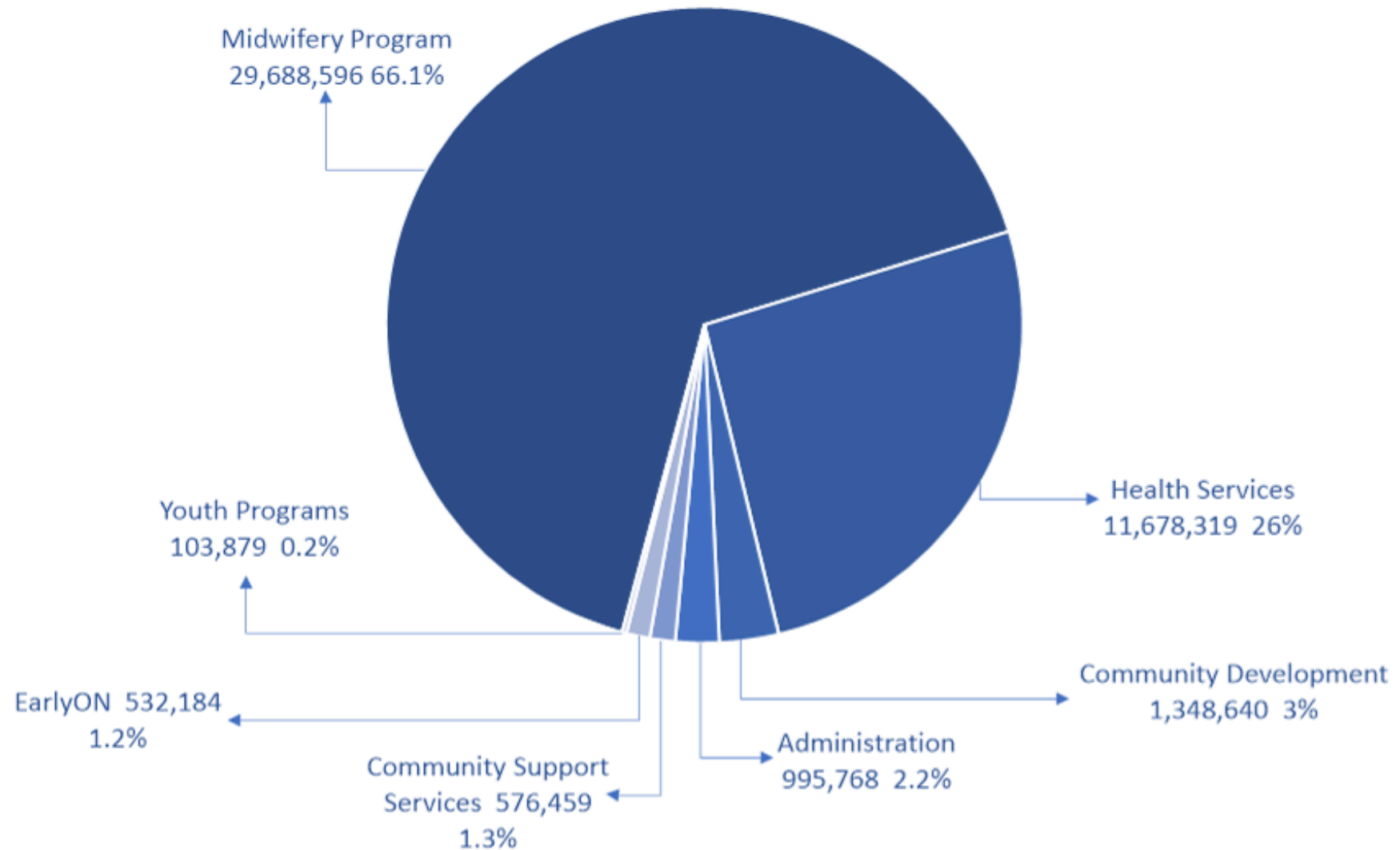
CDF's work before COVID laid the foundation for an effective and rapid community response. When the pandemic hit, the trusted relationships, neighbourhood leadership, and collaborative structures that had already been established enabled the CDF to quickly hire and mobilize resident community ambassadors in priority neighbourhoods. This made it possible to work closely with residents and partners to deliver timely, coordinated, and impactful local responses. The success of this approach has continued and is now being applied through new provincial government investments. SEOCHC's Locally Driven Population Health initiative, where community ambassadors are helping improve access to primary care and prevent chronic disease in neighbourhoods experiencing the highest burden of chronic illness.

- RESIDENT-LED RESPONSE TO GREATER FOOD ACCESS
- 30 VOLUNTEERS SUPPORTING MORE THAN 80 RESIDENTS EACH WEEK IN THE CLEMENTINE BUILDING.
- THE RESIDENT-LED MODEL SCALED TO 14 MORE COMMUNITIES AND GROWING – EXPANDING NETWORK OF VOLUNTEERS AND RESIDENT LEADERS DRIVING COMMUNITY CHANGE
- DEEPENED RELATIONSHIPS AND UNDERSTANDING OF COMMUNITY STRENGTHS AND NEEDS
- STRONGER AND MORE CONNECTED COMMUNITIES

2025-2026 Funding Sources



2025-2026 Expenditures



2025-2026 Board of Directors



From left to right:

Sarah Kennell,
President

Kayt Render,
Vice President,

Suzanne Swan,
Member-at-Large

Dominique Conway,
Treasurer

Isabelle Sirois

Ose Omoregie

Jacqui Drope

Kevin Mansfield

Sandra Mutilva

Itunu Omoliki

Chris Farley Ratcliffe

Pamela Obegu

Our Funders : Thank You



Your generosity will directly impact lives. By supporting SEOCHC, you are investing in a healthier, more equitable, and sustainable future for Ottawa's residents.

Visit SEOCHC's Donation Page to be part of the positive change unfolding within our community.

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seoche.on.ca

