

South-East Ottawa  
Community Health Centre



Centre de santé communautaire  
du sud-est d'Ottawa

# 2025 SEOCHC CASE FOR SUPPORT INVESTING IN HEALTH, INVESTING IN COMMUNITY

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# South-East Ottawa Community Health Centre: Investing in *Health*, Investing in *Community*

Ottawa is facing a critical healthcare challenge. Recent reports highlight alarming statistics, including 2.5 million citizens without a primary care physician. The Ontario government's *Primary Care Action Plan* underscores the urgent need for transformative change, prioritizing equitable access and community-based solutions. The South-East Ottawa Community Health Centre (SEOCHC), with 40 years of experience serving our community, is perfectly positioned to lead this vital transformation.

SEOCHC doesn't just treat illnesses; we address the root causes of health outcomes. Unlike traditional systems that often treat symptoms in isolation, we understand that factors like the lack of a support network, poverty, food insecurity, and unstable housing significantly impact health outcomes. Our integrated model—bringing together physicians, nurses, social workers, and community developers—tackles these underlying issues, promoting long-term well-being and preventing costly healthcare crises.

Our proactive approach translates into tangible benefits for the entire community:<sup>1</sup>

## Fewer emergency visits

36% reduction in ER visits when connected to primary care, lessening the burden on our healthcare system

## Improved health outcomes

Improved uptake for screening programs, disease-management programs, and mental health

## Manageable costs

Lower care-related costs and higher savings when compared to other care settings

1. McMaster Forum. (2023, November 2). *Identifying the features and impacts of community health centres*.



Research consistently demonstrates the effectiveness and cost-efficiency of the CHC model. We see improved patient satisfaction, reduced hospital readmissions, and better chronic disease management. These positive results create a healthier community, a stronger economy, and a more efficient healthcare system for everyone – a true testament to the power of *investing in health and investing in community*.

Despite our success, restrictive government funding hinders our ability to fully meet the growing needs of Ottawa. Your generous support will enable us to:

- **Expand Services:** Reduce wait times and increase access to vital care for all residents.
- **Attract and Retain Top Talent:** Ensure consistently high-quality care by offering competitive salaries and benefits to our dedicated healthcare professionals.
- **Invest in Modern Technology and Facilities:** Create a more welcoming, efficient, and effective healthcare environment.
- **Develop Innovative Programs:** Address emerging health challenges and continue adapting our services to meet the evolving needs of our community.

By supporting SEOCHC, you are investing in a brighter future for Ottawa. Your support will contribute to a healthier, more equitable, and resilient community for everyone.

# WHO WE

At the South-East Ottawa Community Health Centre (SEOCHC), **our mission is to make a positive difference** in the lives of people by providing accessible community health and social services and working collaboratively to foster healthier communities.

**Our vision emphasizes health equity and well-being for everyone** in our community. We serve as a trusted provider offering high-quality community health and social services, while advocating for systemic transformation.

*[SEOCHC], you're good. With you in my corner, these present and past years is always win, win. Thank you for helping me, considering me, supporting, and informing me with the greatest intentions!*

**KIMBERLY S., REGIONAL INTEGRATED CARE CLIENT**





# ARE

Four strategic goals guide our work:

## ALLYSHIP FOR COMMUNITY-LED CHANGE

1

We partner with communities, supporting resident-led initiatives and using lived experience to inform system changes. We act as agents of change, tackling barriers to well-being.

## EQUITY-DRIVEN HEALTH SYSTEM TRANSFORMATION

2

We champion a shift towards community-based care, simplifying access and advocating for team-based interdisciplinary primary healthcare.

## HIGH-QUALITY, ACCESSIBLE CARE

3

We provide accessible, responsive services, adapting care models for equity and building capacity to support complex needs through team-based care.

## PROACTIVE RESOURCE OPTIMIZATION

4

We continuously evolve our inclusive and diverse organizational culture, ensuring opportunities to learn and grow while maximizing our impact through nimble, adaptive resource allocation.





## WHAT WE DO WELL AT SEOCHC

We save lives. We help people navigate barriers in a challenging healthcare system and advocate to help improve this system. We offer many different programs to make a positive difference and increase access to health and social services for people in our community.

Our many programs include:

**Primary Care Clinic**

**Regional Integrated Care**

**Community Care Programs**

**Senior-Focused Programs**

**Youth & Family Programs**

**Mental Health Support**

Some of these programs go beyond our catchment area and are available **across the region.**

## LORRAINE'S STORY COMMUNITY SUPPORT SERVICES CLIENT

"About 20 years ago, I had my first fall. I couldn't get groceries or drive my car. A friend introduced me to SEO. I needed someone to help me and when the staff said 'we'll get someone to get your groceries' **I was so relieved!** That was a tremendous help for someone who cannot get out of the house. I've used their groceries service off-and-on

for years. The staff at SEO put me in touch with the hospital, for routine appointments, every 3 months. The volunteer drivers that take me to the appointments are all wonderful people in very good humour - **they warm my heart right away.** I've been lucky at SEO. Everything that I need in or out of the home **I can count on SEO."**



# BUILDING COMMUNITY

In the last year alone, we delivered over **47,952** individual visits to more than **6,299** clients.



**1,189**  
**SENIORS**

supported by our  
Primary Care  
Outreach program,  
allowing them to  
maintain their  
independence at  
home.

**1,527**  
**CLIENTS**

received  
anonymous HIV  
testing and crisis  
interventions,  
providing crucial  
support to those in  
need.

**25,469**  
**MINUTES**

of interpretation  
provided to clients,  
allowing them to  
receive critical care  
in their own  
language.





**667** tax returns completed, putting approximately **\$4.06 million** back into the pockets of those facing income barriers.

## **1,910 CHILDREN**

supported by the EarlyON Program, fostering early childhood development and family wellbeing.

## **34 LANGUAGES**

spoken by translators and clients, highlighting our commitment to removing barriers to access.

## **213 NEW CLIENTS**

attached to the Primary Care Clinic (24% newcomers, 23% refugees).

*"I feel warm in my heart when I get help from you. Thank you very much from the bottom of my heart. I will not give up because of people like you who are taking good care of me."*

**CLIENT, REGIONAL PROGRAM**



# WE NEED YOU

SEOCHC has achieved remarkable progress in improving the health and well-being of people living in our community. However, to sustain and expand our vital work while addressing the current healthcare crisis, we urgently need increased unrestricted funding. This investment will enable us to:

## **INCREASE ACCESS TO CARE**

Expand existing services to meet the growing demand, increase the number of individuals served, and reduce wait times for crucial support.

## **SUPPORT OUR VITAL STAFF**

Attract and retain the highly skilled healthcare professionals essential to our mission by providing competitive wages that reflect provincial standards. Investing in our staff is an investment in the quality of care we provide.

## **INVEST IN THE FUTURE OF OUR COMMUNITY**

Upgrade our facilities and technology to enhance service delivery and create a welcoming, supportive environment. This also allows us to proactively develop innovative programs that address emerging community needs.





### *Did you know?*

*Restricted government funding puts constraints on achieving our mission. Your unrestricted gift can make a difference!*

# WE NEED YOU

As we look ahead, we invite you to join us in this vital work. We're not just treating illnesses; we're addressing the underlying factors that contribute to health disparities—a strategic investment in a stronger, more vibrant community.

Every donation enables us to:

- **Ensure access to the right provider** at the right time.
- **Provide essential health support** to seniors and adults with specific needs.
- **Support healthy child development** through our youth and family programming.
- **Offer critical mental health services**, fostering resilience, and reducing hospital admissions
- **Build support networks and nurture lasting relationships** through our community programming.
- **Expand access to primary care**, ensuring preventative care and early intervention for those most at risk.

Your generosity will directly impact lives. By supporting SEOCHC, you are investing in a healthier, more equitable, and sustainable future for Ottawa's residents. **Thank you for considering this opportunity to make a profound difference.**





# THANK YOU FOR YOUR CONSIDERATION

Please consider investing in the future of community healthcare in South-East Ottawa by making a donation today.

Visit SEOCHC's Donation Page to be part of the positive change unfolding within our community. Thank you for helping us create a healthier, more equitable future for all.

**[WWW.SEOCHC.CA/DONATE](http://WWW.SEOCHC.CA/DONATE)**

Learn more about the programs we offer:

**[WWW.SEOCHC.CA/PROGRAMS-AND-SERVICES](http://WWW.SEOCHC.CA/PROGRAMS-AND-SERVICES)**