



Centre de santé communautaire
CHIGAMIK
Community Health Centre



Annual Report 2011-2012

Our Mission is:

To provide culturally relevant holistic programs and services to equip our communities to achieve optimal health and well-being through health promotion and illness prevention

President's Message

Dear Friends,

It has been an exciting time at CSC CHIGAMIK CHC as we successfully completed our first year of being open to clients. Our staff group, now almost full complement, is comprised of 60% bilingual and 35% First Nations, Métis and Inuit (FNMI) employees. All together, they have established a thorough intake process and have registered the first 850 clients. This process has made the CSC CHIGAMIK CHC Board aware that we are managing a very complex case load and we are having an extremely important impact on the people of this community.

The CHC has been working hard at increasing access to care. Traditional Healing has established a good rhythm of two Healers per month. As soon as they are announced, they become booked within weeks. Along with opening a point of access in Lafontaine, we established programming and Physician visits with the Moose Deer Point First Nations (FN) and the Beausoleil FN. We have also become adept at Telemedicine with two suites and a half-time Registered Nurse who manages our suites part time and those of the North Simcoe Family Health Team's part time. This arrangement is proving to be a very effective partnership in primary health care in our area.

CSC CHIGAMIK CHC has extended our reach in community partnerships: Nottawasaga Midwives, MotherCare and South Georgian Bay Native Woman's Association continue to be valued partners. We have launched new programs such as Cooking on a Budget and Mindfulness to alleviate hypertension.

We continue to be deeply involved with the North Simcoe Muskoka Local Health Integration Network (NSM LHIN) Care Connections Strategy for an improved health care system in our region with involvement in five working groups. The CSC CHIGAMIK CHC Board has welcomed new members, participated in Board training with other CHCs and other health service providers in our community.

It has been a great honor to serve as president of the CSC CHIGAMIK CHC Board, contributing to achieving the mission and vision of this exemplary nonprofit organization.

Thank you. Miigwetch. Merci.

George MacDonald
Board President

Tammy Stadt
Board Vice President



Our Committee Reports

Governance Committee

Members: Tammy Stadt (Chair), Rosita Y Desroches, Brenda Jackson

The Governance Committee met January 19, March 7, May 28, and September 6.

The highlights of the 2011-2012 fiscal year include:

- ✓ Worked on creation of a Board Manual and Board Evaluation Tool
- ✓ Conducted training for Board Governance Role and a Board Communications Workshop- “Singing in Tune” with the Communications Committee
- ✓ Provided guidance and planning for the Annual General Meeting, Board Recruitment, Strategic Planning process and towards obtaining charitable status

Site and Infrastructure Committee

Members: George MacDonald (Chair), Grace Parker, Tammy Stadt, Patricia Pommet, Nena LaCaille, David Jeffery

Our Pre-capital submission was presented this year, passed through the NSM LHIN Board for approval, and we then sent off to the Capital Investment Branch of the Ministry of Health and Long Term Care. We have not received confirmation of approval for that stage of the submission process as of yet. As a result, work on the final site is slow but moving.

At the interim site, we are making very good use of the space. We were able to expand again into a total of almost 9000 sq ft. We added four offices, three dedicated to mental health and addictions one to chronic disease management and education, and one for the new part time Ontario Telemedicine Network (OTN) Nurse who manages our OTN program. We added a new, our second, OTN Suite and another community meeting space.

We continue to get compliments from our clients on the open and inviting nature of the CHC space. We hope to make it more welcoming and comfortable over time, ensuring everyone is satisfied with their experience at CSC CHIGAMIK CHC.

Communication Committee

Members: Carol Dienes (past Chair), Joep Dienes, Giselle Robitaille and Catherine Cloutier

While waiting for the completion of the CSC CHIGAMIK CHC Strategic Plan and Review, the Communications Committee has done the following activities through the work of the Communications Coordinator:

- **Social Media:** The Social Media Strategy has been completed with the Health Promotion team resulting in the publishing of Policy and Procedures as they apply to the use of social media such as Facebook, Twitter and YouTube which are actively in use for the benefit of the CHC
- **News:** Local media covered the grand opening of the access point at Lafontaine
- **Website:** The web site is under re-design with expected completion date in November 2012
- **Newsletter:** The bilingual newsletter *The People's Place* continues to be published and has received positive reviews with on-going improvements based on feedback
- **Communication Support:** An Events Process has been created by the Health Promotion Team to ensure that programs such as the Good Food Box initiative, Breast of Art event and the Traditional Healing programs continue to be properly supported in service to the public
- **Care Connections Communication Council (NSM LHIN):** The Communications Coordinator represents CSC CHIGAMIK CHC on this council and will be presenting the CHC's social media best practices, policy and procedure as well as strategy to other communication professionals in the health care sector throughout the NSM LHIN
- **Communications:** To date, CSC CHIGAMIK CHC staff members have been the face and voice of all media advertising. There is now an initiative in place to have willing clients do the same and some have already been identified. Board members and program participants will also be included when appropriate

Once the CSC CHIGAMIK CHC Strategic Plan is published, the Communications Coordinator, along with the Communications Committee, will develop a new and updated communications plan. This plan will be created to ensure that all communications activities are in alignment with the strategic plan and are achievable through a part-time paid position.

About our CHC

Our Vision is:

To be an inclusive place where all are welcome to pursue an enrichment of their quality of life, health and wellness

Our Board of Directors:

FNMI Representatives	Francophone Representatives	Other Population Representatives
Michelle Foster	Patricia Pommet	Grace Parker
Nena LaCaille	Rosita Y. Desroches	George MacDonald
Patricia (Trish) Monague	Alain Mayer	Tammy Stadt
Brenda Jackson	Giselle Robitaille	Mary Lou McKelvey

Our Target Population:

To become a client at CSC CHIGAMIK CHC, individuals must meet three specific criteria:

1. **They are not currently registered with a primary care provider** (doctor or nurse practitioner)
2. **They live within our catchment area** (Christian Island, Midland, Penetanguishene, Tay or Tiny)
3. **They fall into one of our priority populations:**
 - Those experiencing poverty
 - The homeless or under-housed
 - Isolated seniors
 - Youth
 - Those experiencing mental health problems and/or addictions
 - Francophone and French-speaking populations throughout the NSM LHIN
 - First Nations, Métis and Inuit Peoples throughout the NSM LHIN

Our Clients:

Number of Active Clients	868
Individual Encounters (Face to Face)	7,492
Individual Encounters (Telephone)	2,230
Consultations between providers (Client present)	380
Consultations between providers (Client not present)	157
Individuals who have seen a Traditional Healer	526
20.7% of Clients are 17 years of age and under	
7.5% of Clients are 18 to 24 years of age	
28.9% of Clients had yearly income of \$0 - \$14,999	
42.6% of Clients do not have a child-care provider	

Our Staff:

Beverly Armstrong	Nicole Ayotte
Jessica Bakker	Catherine Beaudet
Janet Calwell	Carol Dening
Monique Favron	Lucie Forget
Brian George	Andrea Gillespie
Jeff Graham	David Jeffery
Janine King	Charlene Lalonde
Lisa Ladouceur	Moir MacSween
Melissa Maurice	Monique Messier
Anne Mayrand	Dawn Nancekeville
Amanda Olsheskie	Angele Pauze
Bernie Robillard	Kristen Robillard
Tracy Robitaille	Suzanne Roy
Danial Schecter	Laurie Wells



As a client of CSC CHIGAMIK CHC, I truly feel that it is the People's Place. I don't just see a physician; I see the right set of skills that meets my health care needs. I could see the other members or the primary health care team: nurse practitioner, chronic disease nurse educator, dietitian, counselor or the traditional healers or attend a health promotion group such as the Breast Health or Mindfulness Based Stress Reduction Group. I can also get involved with community activities that they are partners in such as the Good Food Box or Community Gardens which help to improve our health and that of the community. I am also engaged in the decision making as a committee and board member for CSC CHIGAMIK CHC.

- Tammy

Our Financial Summary

CENTRE DE SANTÉ COMMUNAUTAIRE CHIGAMIK COMMUNITY HEALTH CENTRE INC.

Statement of Financial Position

March 31, 2012, with comparative figures for 2011

	2012	2011
Assets		
Current assets		
Cash	\$ 201,429	\$ 246,463
Short term investments (note 4)	220,767	-
Accounts receivable	72,270	89,184
Prepaid expenses	37,475	20,415
	<u>531,941</u>	<u>356,062</u>
Capital assets (note 5)	327,127	377,623
	<u>\$ 859,068</u>	<u>\$ 733,685</u>
Liabilities and Net Assets		
Current liabilities		
Accounts payable and accrued liabilities	\$ 205,420	\$ 137,352
Due to LHIN (note 6)	325,751	218,710
	<u>531,171</u>	<u>356,062</u>
Deferred capital contributions	327,127	377,623
Net assets		
Surplus	770	-
	<u>\$ 859,068</u>	<u>\$ 733,685</u>

The Auditor's opinion and notes to financial statements form an integral part of this report.

Approved on behalf of the Board:



Director



Director



Centre de santé communautaire
CHIGAMIK
Community Health Centre

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