



Centre de santé communautaire
CHIGAMIK
Community Health Centre

ANNUAL REPORT 2014-2015



Living Life Youth Gathering on Christian Island, June 2014



CSC CHIGAMIK CHC
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Caring for Caregivers, April 2014



Angels with Backpacks, December 2014

*Our Mission is:
To provide culturally relevant holistic programs and services to equip our communities to achieve optimal health and well-being through awareness, health promotion and illness prevention.*

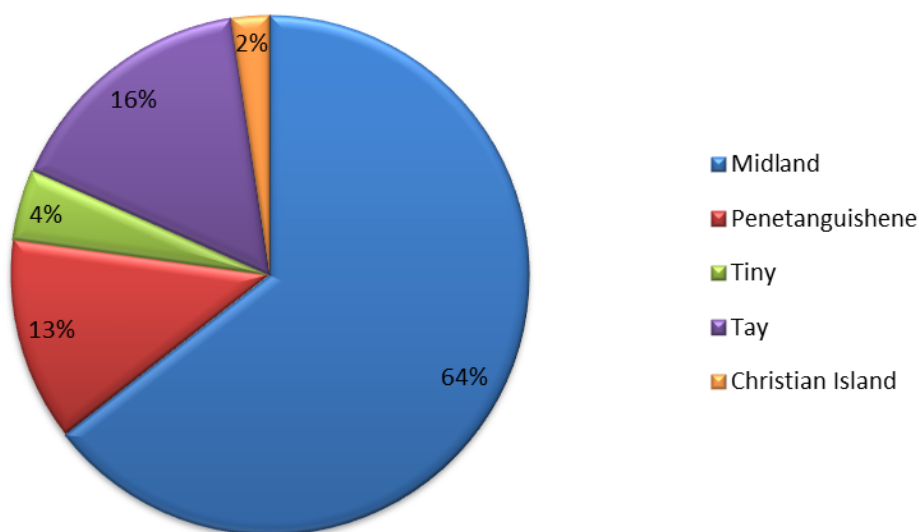
*Our Vision is:
To be an inclusive place where all are welcome to pursue an enrichment of their quality of life, health and wellness.*

Who we are

The Centre de santé communautaire CHIGAMIK Community Health Centre (CSC CHIGAMIK CHC) is a non-profit, community-governed, primary health care organization funded by the Ministry of Health and Long Term Care, through the North Simcoe Muskoka Local Health Integration Network. With more than seventy CHCs across the province, CSC CHIGAMIK CHC is part of the growing and vibrant network of Ontario's CHCs, proven to build healthy communities. As a CHC, we provide a combination of primary care, health promotion programs and community development initiatives that are culturally-relevant, holistic and available in English and French. Using an interprofessional team of health providers, our programs and services are planned from a holistic perspective, connecting physical, emotional, mental and spiritual well-being in a collaborative, nurturing and inclusive environment.

Based on our belief that everyone has the right to accessible health care, our programs and services are available to those who experience barriers to care. Such barriers may include poverty, homelessness, language or culture as well as complex chronic health conditions including mental health and addictions.

We currently have 1,984 clients rostered to Chigamik



A Message from our Board President and Executive Director

Dear Friends,

On behalf of the Board of Directors, the CHIGAMIK Staff, and our dedicated volunteers, we are pleased to provide the following update for the 2014-15 year.

During this past year, CHIGAMIK has been very active and achieved the following:

- We renewed and operationalized our Multi-Service Accountability Agreement (MSAA) with the North Simcoe Muskoka Local Health Integration Network (NSM LHIN) and our Quality Improvement Plan. Both are available on our website and in hard copy in our welcome area.
- The Governance Committee has worked on Board recruitment and training and preparing for our accreditation process next year.
- The North Simcoe Community Health Link was launched this year. We were asked to be the Administrative lead and were pleased when the North Simcoe Family Health Team agreed to Co-Chair the project. With a very capable Project Manager, Clinical System Navigator and Support, technical and Privacy roles handled by a third person, great strides were taken in the last part of the year to take on our most fragile, frequent users of health care. The goal here is the redirect the “1%” from accessing acute care for all needs and to develop a community based care strategy for those users and their families.
- In Partnership with Waypoint Centre for Mental Health we took many steps towards finding a potential location for a Downtown Midland Health Hub. This work has led to support in principle from the Town of Midland for the Edgehill Park site.
- We were successful in our bid for a Primary Care Physiotherapist and delighted with the candidate who filled the role.
- We took the step of hiring a Clinical Manager this year, which has proven to be very successful and the incumbent is doing a stellar job.
- The Corporate Strategic Plan was completed, grounded within a 20 year vision, and we are very excited to see the roll out of many programs and community initiatives based on the plan.
- During the year we applied to the Aboriginal Stream of the Health Kids Community Challenge along with about 8 other community partners.
- We continue to study the Canadian Index of Wellbeing and to utilize the Be Well Survey developed by the Association of Ontario Health Centre’s (AOHC) with our Community Health Links Project.



- The Executive Director remains committed to supporting the AOHC through continued involvement as a member of the provincial Performance Management Committee.
- In partnership with the Entité #4 we continue to study the need for Francophone specific Primary Care in the Barrie area.
- The NSM LHIN asked Chigamik to develop a proposal for the repurposing of Georgian Bay General Hospital's Penetanguishene site for a potential Community Health Hub. On the strength of that draft the NSM LHIN supported the engagement of consultants, Lett Architects, to deepen the draft, create a financial model, gain what interest there may be among partners, and assess the building, for a final proposal to be delivered to the Minister of Health.
- The Board, as part of its multicultural and bilingual mandate, took another step towards that mandate with ensuring the provision of services for both our Francophone and First Nations, Metis and Inuit community members by beginning the journey to obtain French Language Service Designation. Through that process the Board identified that a similar assessment of our work for the Aboriginal Component was necessary.
- We again supported the annual Aboriginal Health Forum; this year entitled Healing Sovereignty - Reclaiming our Health. The two days reinforced the work that we are doing and what we still need to do to improve the health of our first peoples. Access to traditional healing is a fundamental component in reclaiming health.
- Not surprising, we continue to grow and offer ever widening range of programs and services. Those together with increases in our Primary Care roster we took on additional space by incorporating unit #3 now called the Cedar Room.

We look forward to the coming year as we continue work on our Strategic Plan and on our permanent location, accommodate and care for more clients and offer broader and deeper community programming with our interdisciplinary, bilingual and culturally sensitive teams, and with our community partners.

Thank-you
 Merci
 Migwetch

Tammy Stadt,
 Board President

David Jeffery,
 Executive Director

Board of Directors

October 2014- October 2015



Tammy Stadt
President
Director since
2009



Brenda Jackson
Vice President
Director since
2009



**Rosita Y.
Desroches**
Secretary
Director since
2009



Don Copping
Treasurer
Appointed 2015



Nena LaCaille
Director
Director since
2009



Patricia Pommet
Director
Director since
2009



Gisele Robitaille
Director
Director since
2012



Karen Macmillan
Director
Director since
2013



Greg Garrat
Director
Appointed 2015



Sean Bisschop,
Director
Director since
2014

*We would like to say a special **“Thank You”** to:*

***Tammy Stadt, Nena LaCaille and Patricia Pommet**, who will be concluding their second, 3 year term with us and therefore stepping down this year.*

*And, **George McDonald** who resigned in November 2014 and **Alain Mayer** who resigned in March 2015, both due to other life commitments.*

Our Chigamik Family



Alicia Sedgwick	Nurse Practitioner Locum	Lisa Ladouceur	Nurse Practitioner Locum
Alyssa Quesnelle	Decision Support Analyst	Melissa Maurice	Office Manager
Andrea Gillespie	Dietitian	Moira MacSween	Physician
Angele Pauzé	Receptionist	Mona Loones	Clinical and Program Manager
Brian George	Health promoter -Traditional Healing Coordinator	Monique Favron	Registered Practical Nurse
Catherine Beaudet	Administrative Assistant	Natalie Doherty	Mental Health & Addictions
Chantal Newburn	Registered Nurse	Nicole Ayotte	Nurse Practitioner
Charlene Lalonde	OTN- Telemedicine Coordinator	Renée Scruton	Physiotherapist
Chris Brens*	Decision Support Analyst	Sandy Parks	Nurse Practitioner
Claire Cadeau	Registered Practical Nurse - Foot Care	Shelley Mott*	Physician
David Jeffery	Executive Director	Stacey Gillis	Medical Secretary
Dawn Nancekievill	Nurse Practitioner	Tracy Koval*	Registered Nurse
Heather Downer	Receptionist - Intake Coordinator		
Janine King	Registered Practical Nurse		
Jeff Graham	Community Health Worker		
Jennifer Scarati	Nurse Practitioner		
Jessica Bresse	Nurse Practitioner		
Jessica North	Mental Health & Addictions Counsellor		
Jo-Anne Secord	Cleaner		
Julien Laramée	Mental Health & Addictions Counsellor		
Katelyn Dymont	Administrative Support		
Kelly Henderson*	Health promoter		
Kevin Byron	Physician		

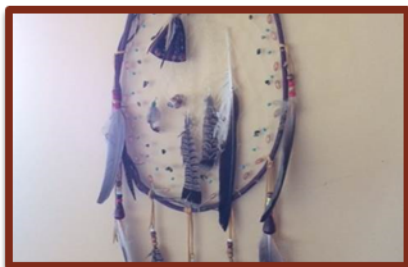
**Employees who left during the 2014 - 2015 year*

*Celebrating
5 years
of Service*

*Brian George
David Jeffery
Dawn Nancekievill
Jeff Graham
Melissa Maurice
Nicole Ayotte*

Thank you!

Services

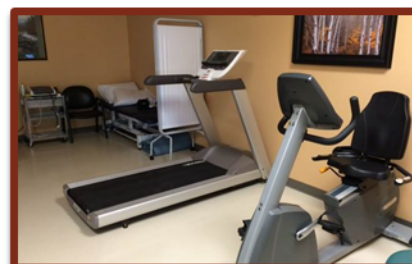


Traditional Healing

Since Traditional Healing services began tracking in our online Electronic Medical Record System, 261 clients have utilized this service. A total of 427 Traditional Healing services have been provided. These services include but are not limited to traditional healing, traditional teachings, and ceremony teachings.

Physiotherapy

Since Physiotherapy began being provided at Chigamik in March 2015, 463 encounters have been done with 105 clients using the service provided.

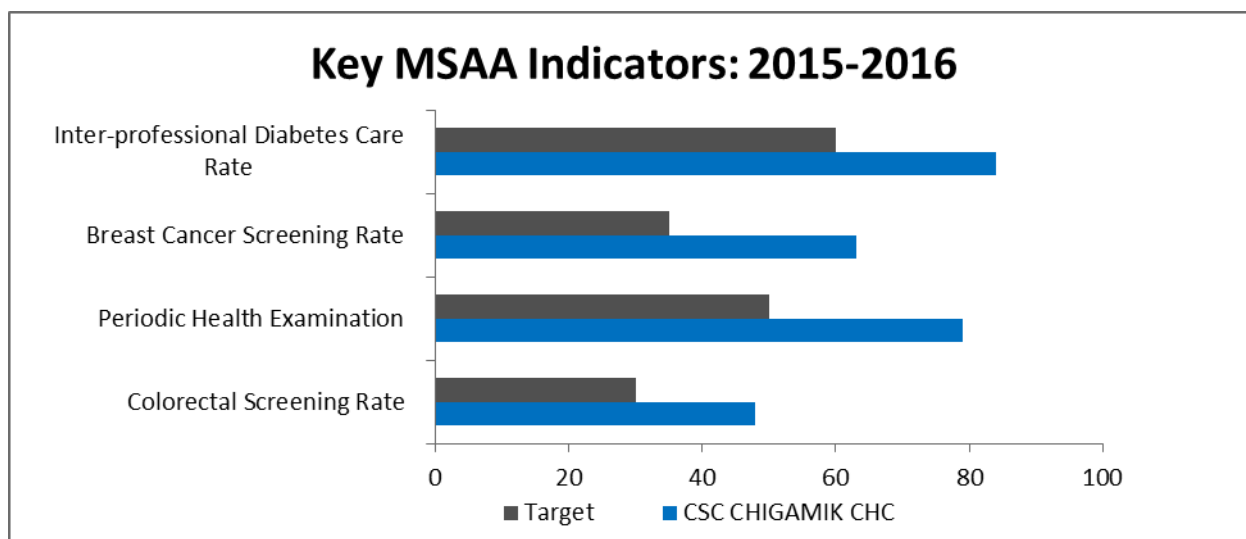


French

Since we began tracking client data in our online system 106 clients have received 488 encounters in French. Of these encounters, below is the breakdown of services clients received in French:

Dietician = 4 encounters	Medical = 361 encounters
Physiotherapy = 36 encounters	Counselling = 87 encounters

Multi Sector Service Accountability Agreement



Health and Wellness Programs

Chigamik Community Health Centre offers a wide variety of programs designed to meet the needs of our community. For community residents, we offering programs related to healthy eating, family care, mental health, substance abuse, cultural wellness, and healthy living. A number of our programs are provided on an ongoing basis while others are seasonal or time specific. Chigamik strives to ensure all of our programs are completely free and accessible to anyone. Approximately **53%** of our group program participants are non-registered clients. Collectively, our programs strengthen the capacity of our community members to increase their health and wellbeing through support, education, and increasing 'sense of belonging'.

SAMPLING OF THE MANY PROGRAMS WE OFFER

- Aboriginal Cultural Workshops
- Breaking Free from Depression
- Community Garden
- Healing through Creating
- Healthy You
- Mindfulness Stress Reduction
- Opioid Treatment Program
- Quit Café
- Red Road to Recovery
- Drumming Group

PROGRAM HIGHLIGHTS & SUCCESSES FROM 2014

- ◇ **146** community members attended the **Quit Café** to quit or reduce smoking
- ◇ Total of **42 individuals** completed the 8 week Breaking Free from Depression course
- ◇ A group of 12 people crafted and painted Indigenous **hand drums**
- ◇ Over **104 hours** of drumming and singing by our talented Drumming Group
- ◇ Provided 1844 units of **nicotine replacement therapy** to community members
- ◇ **33** individuals used 'art' to **heal from life stressors** by attending Healing through Creating
- ◇ Approximately 40 ladies attending our **Women's Wellness Day**
- ◇ **55 people** accessed counselling through the Opioid Treatment Program

"Moving into Midland and looking to meet new people, I was immediately attracted to the range of programs offered at Chigamik. They have helped me to meet people and start my healing journey. "

---Sherry, Program Participant



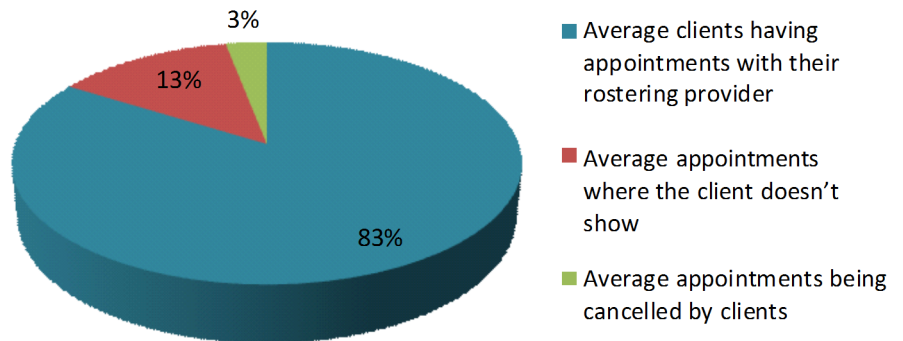
Quality Improvement

The 2014/15 CHIGAMIK Quality Improvement Plan (QIP) is aimed at achieving three core objectives:

1. Ensuring all clients have access to primary health care when needed (Advanced Access)
2. Limiting the period of time between a client's discharge from hospital and their follow-up appointment at the CHC to seven days or less for certain medical conditions.
3. Providing the highest quality of care possible to clients, as measured by our client experience survey.

Advanced Access Results

The median wait period for clients to see their NP or MD is approximately 3 days. We are currently working towards reaching our goal of having wait times at only 2 days.



Client Survey Results

92% of respondents indicated that they could use their language of choice when receiving services at Chigamik

89% of respondents indicated that Chigamik staff encouraged them to make decisions about the health care services that they receive

83% of respondents indicated that they understood more about their health after their visit to Chigamik

94% of respondents indicated that the staff at Chigamik talked to them about their health in a way that they understood

Hospital Report Manager (HRM)

We have successfully implemented HRM and we are now receiving same day reports from hospitals regarding the treatment of our clients.

This has allowed for a more integrated health care experience for our clients and has ensure continuity of care once our client has left the hospital.

To view our QIP, visit our website under "About our CHC"

Financial Summary

CENTRE DE SANTÉ COMMUNAUTAIRE CHIGAMIK COMMUNITY HEALTH CENTRE INC.

Statement of Operations

For the Year Ended March 31, 2015, with comparative figures for 2014

	Budget 2015	2015	Actual 2014
Revenue			
LHIN - base funding	\$ 2,959,431	\$ 2,835,392	\$ 2,733,616
LHIN - one-time funding	210,765	219,971	181,150
CMHA funding	100,000	100,000	100,000
Other grants	-	-	3,410
Cost recovery	58,000	33,485	2,745
Interest income	-	789	463
Rent recovery	-	3,515	10,200
Amortization of deferred capital contributions	-	34,722	68,307
	3,328,196	3,227,874	3,099,891
Expenses			
Community Clinics / Programs*	1,898,935	1,754,972	1,440,997
Diabetes Clinic	58,247	48,809	89,233
Health Promotion*	364,224	305,895	596,784
Health Link*	-	124,206	60,001
Client Support Services*	43,225	41,295	68,107
Administration*	841,939	952,697	844,769
	3,206,570	3,227,874	3,099,891
Excess of revenue over expenses for the year	\$ 121,626	\$ -	\$ -

*Includes wages and benefits