

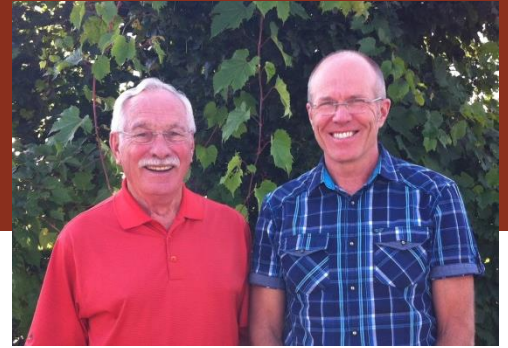


Centre de santé communautaire  
**CHIGAMIK**  
Community Health Centre



# Annual Report 2012-2013

# 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 2012-13 year. The past 12 months have been an exciting time for CSC CHIGAMIK CHC! In March the center received notification from the Ministry of Health and Long Term Care that the capital project funding for CHIGAMIK's permanent site, located in the heart of downtown Midland, has received final approval. The new location will offer enhanced accessibility for our clients while at the same time provide our staff a larger and more functional space equipped with the resources and materials they need to support our community in achieving optimal health and well-being.

Internally CHIGAMIK is also undergoing important changes in the way we communicate and share information. Following the adoption of Nightingale on Demand, a fully electronic medical record (EMR) system, the CHIGAMIK management team has further supported this transition through the hiring of a Decision Support Analyst to support the EMR implementation and operations. This has allowed all staff members to consistently develop greater effectiveness with the system opening new lines of communication and collaboration across disciplines and between practitioners.

Currently CHIGAMIK's quality improvement committee, supported by the senior management team, is collaborating with community partners in the development and implementation of Health Links. This regional initiative will enable our center to improve the way we serve those clients who face significant barriers when accessing health services. Utilizing electronic information sharing systems CHIGAMIK will be able to better coordinate with external care providers and develop a regional model of information sharing that supports both the CHIGAMIK quality improvement plan and our model of health and wellbeing.

In the year to come, we will be undertaking a strategic planning process to carry us through to 2017 and in light of the capital funding approval we will be hard at work planning and preparing for our permanent site.

I would like to thank all of our staff, volunteers, partners, funders, and the community, for their ongoing contribution in supporting the health and wellbeing of the people in our community.

Thank you. Miigwetch. Merci.

**George MacDonald**  
*Board President, CSC CHIGAMIK CHC*

**David Jeffery**  
*Executive Director, CSC CHIGAMIK CHC*

# Our Committee Reports

## Governance Committee

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

The highlights of the 2012-2013 fiscal year include:

- ✓ Worked on an electronic Board Manual and resource centre for the newly designed website, Board Matrix Tool, and implemented Board Evaluation Tool
- ✓ Conducted training for Board Governance Role and started a foundation for ongoing learning and growth with review of accreditation standards.
- ✓ Reviewed and recommended changes to the By-Laws
- ✓ Provided guidance and planning for the Annual General Meeting, Board Recruitment, Strategic Planning process and Policy development

The Board of Directors wish to thank the following Board Members for their dedication to Chigamik that are completing their terms: George MacDonald, Michelle Foster, Nena LaCaille, Patricia Pommet, Tammy Stadt and Mary Lou Mckelvey.

Thank you,

***Tammy Stadt***

*Governance Committee Chair, CSC CHIGAMIK CHC*

## Site and Infrastructure Committee

**Members:** George MacDonald (Chair), Tammy Stadt, Patricia Pommet, and Nena LaCaille

The highlights of the 2012-2013 fiscal year include:

- ✓ Our Pre-Capital Submission was approved. Following that approval the Minister of Health announced her commitment to fund a number of CHCs all awaiting capital approvals at various stages. We were one of those that were announced. Shortly thereafter one third of the funds for the capital project were sent to us.
- ✓ We have made substantive progress with a local land owner with regard to an offer to lease and look forward to signing an offer in the Fall.
- ✓ Our current interim site continues to house us well.

I want to thank the efforts of all committee members in assisting with moving this key project forward. I eagerly anticipate the day that we can finally announce where we will be establishing our permanent site.

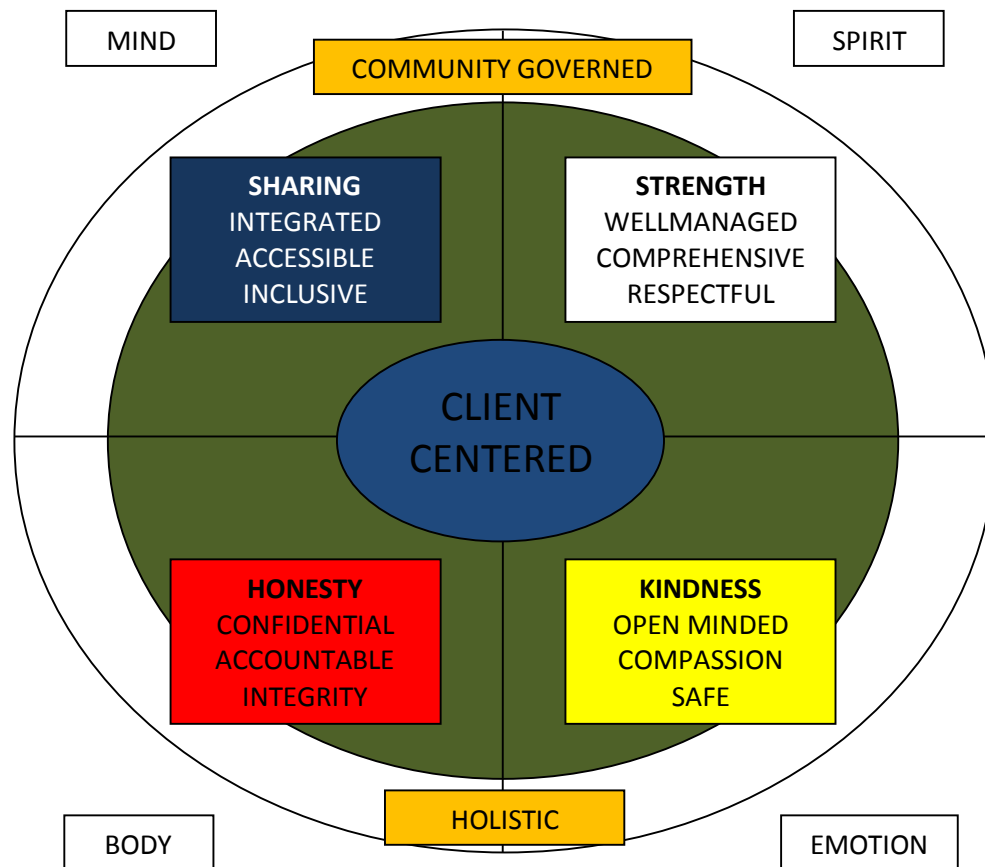
Best Regards,

***George MacDonald***

*Board President, CSC CHIGAMIK CHC*

# About our CHC

## Our Values



## **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

## CSC CHIGAMIK CHC Students and Volunteers

We would like to extend a Special Thank You to ALL students and volunteers who completed their work at CSC CHIGAMIK CHC over the year.

Your contribution and commitment to the work of CSC CHIGAMIK CHC is greatly appreciated!

*Below: Just a few of our students and volunteers*



**Above:** Gabrielle, Health Promotion student and Kelly, Health Promoter at Le Festival du Loup.



**Above:** Chris, Decision support Analyst and Joep, Volunteer Quality Advisor



**Above:** Lisa, Health Promotion student



**Above:** Krissy, Administration summer student

**Our Board of Directors:**

As a nonprofit organization, CSC CHIGAMIK CHC is governed by a volunteer Board of Directors representing the diverse communities throughout North Simcoe Muskoka. Our policy is to have equal representation of our local First Nations, Métis and Inuit (FNMI) populations, Francophone populations as well as Anglophone and Other populations. This structure ensures that CSC CHIGAMIK CHC is representative of the communities it serves, is culturally relevant and ultimately meets its mission.



**Top left to right:** Trish Monague, Tammy Stadt, Alain Mayer, George MacDonald, David Jeffery (Executive Director), Rosita Y Desroches, Gisele Robitaille and Patricia Pommet  
**Absent:** Brenda Jackson, Michelle Foster and Nena LaCaille

**Board of Directors 2013-2014**

FNMI	Representatives	Francophone Representatives	Other Population Representatives
	Brenda Jackson	Alain Mayer	Karen Macmillan
	Nena LaCaille	Gisele Robitaille	Tammy Stadt
	Patricia (Trish) Monague	Rosita Y. Desroches	Vacant
	Vacant	Vacant	Vacant

George MacDonald – past president ex-officio to the board

## Our Team:



Thank you to everyone who was part of our team throughout the year!

Our team as of October 22, 2013

### **Administration**

Beaudet, Catherine  
Brens, Christopher  
Downer, Heather  
Jeffery, David  
Maurice, Melissa  
Pauze, Angele  
Robillard, Kristyn  
Stanley, April

### **Community Health**

Bakker, Jessica  
Bodera, Jennifer  
Cavanagh, Julianne  
Doherty, Natalie  
George, Brian  
Gillespie, Andrea  
Graham, Jeff R  
Henderson, Kelly  
Ingalls, Melissa  
Olsheskie, Amanda

### **Primary Care**

Ayotte, Nicole  
Favron, Monique  
King, Janine  
Lalonde, Charlene  
Ladouceur, Lisa  
MacSween, Moira  
Mott, Shelley  
Nancekievill, Dawn  
Robitaille, Tracy  
Scarati, Jennifer  
Schecter, Danial  
Nancekievill, Dawn  
Robitaille, Tracy

As a client of CSC CHIGAMIK CHC, your circle of care is created with the following teams of professionals:

#### **Administration:**

Executive Director  
Office Administrator  
Administrative Assistant  
Medical receptionists  
Decision Support Analyst

#### **Primary Care:**

Nurse Practitioners  
Physicians  
Registered Nurses  
Registered Practical Nurses

#### **Community Health:**

Community Health Worker  
Health Promoters  
Mental Health & Addictions Counselors  
Registered Dietitians

# Primary Care

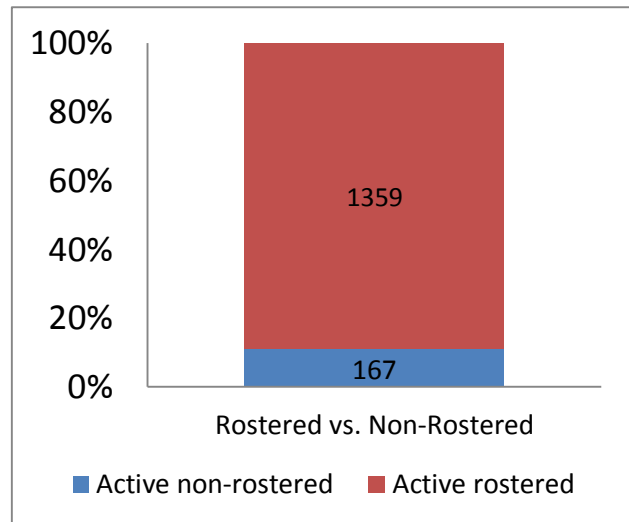
This past year we have registered over 500 new primary health care clients; bringing us to a total of 1,527 active clients. As the intake process continues to develop we are confident that the center will be able to take on an additional 1,649 clients giving us a total of 3,000 rostered clients.

**Definitions:**

Active rostered clients: clients who seen by a member of our circle of care and are in our Electronic Medical Records (EMR) System.

Active non-rostered clients: clients who are seen by a member of our circle of care but are not in our EMR.

## CHC Client Distribution: Rostered vs. Non-Rostered



## Client Experience

**Client Engagement:**

86% of respondents indicated that they were always involved, or often involved, to the extent desired in decisions related to their care.

**Opportunity to ask questions:**

94% of respondents indicated that they were always encouraged, or often encouraged, to ask questions.

**Having enough time:**

97% of respondents felt that their care provider always, or often, spent enough time with them.



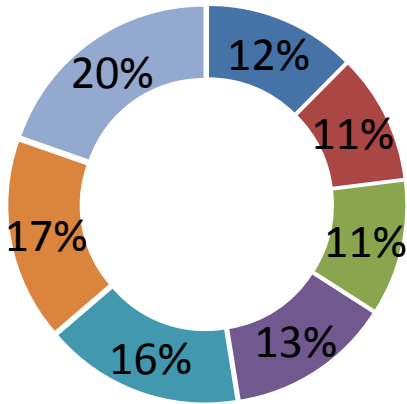
*Above: Monique and Janine, Registered Practical Nurses at CHIGAMIK*



# Primary Care (Cont'd)

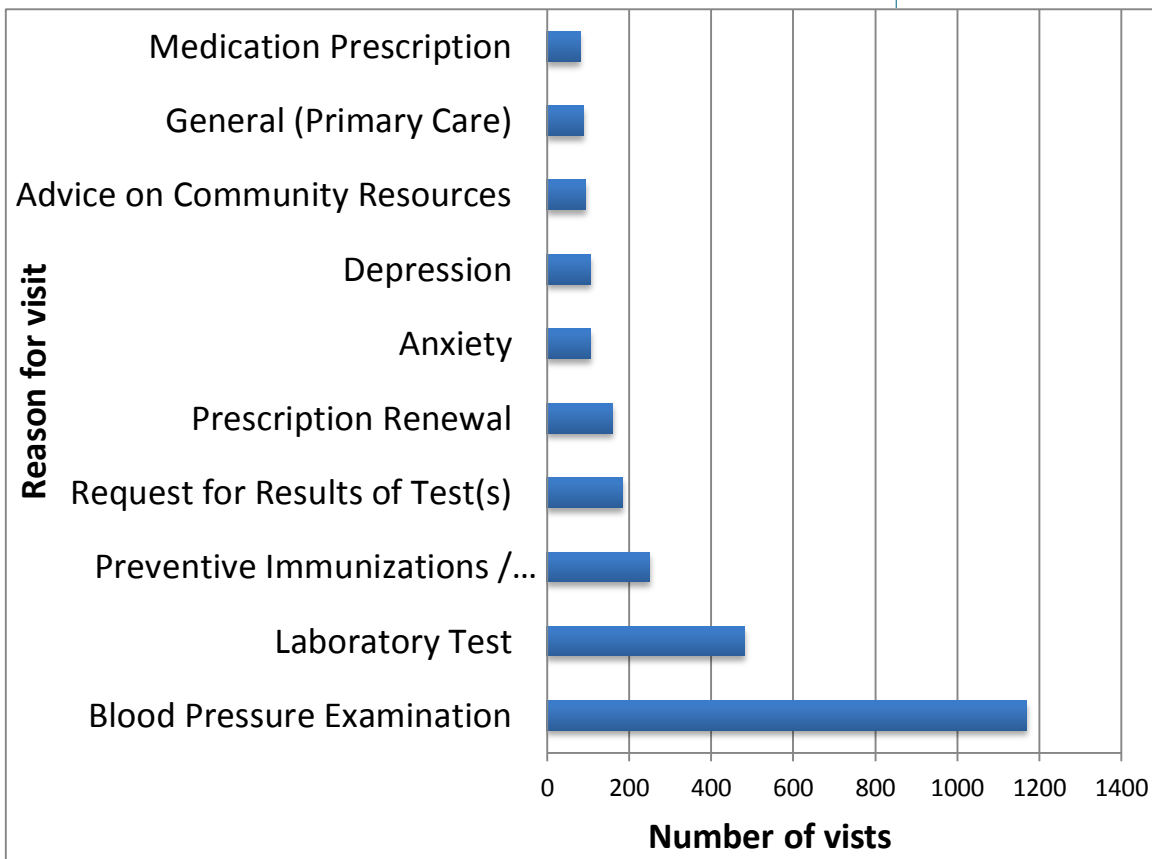
## Distribution of clients by age

■ 0-14   ■ 15-24   ■ 25-34   ■ 35-44




*Above: Dr. Schecter and Nicole Ayotte, Nurse Practitioner at the Breast of Art event.*

## Ten Most Common Reasons for Visit



# Community Health

Here are just a few of the programs that we offer;

Program/Workshop	Brief Description	Contact
Living a Healthy Life with Chronic Pain	A 6-week program that aims to improve coping strategies and quality of life for people who have a primary or secondary diagnosis of chronic pain.	Tracy Robitaille x223 Tracy.robitaille@chigamik.ca
Fitness for Health	A 6-week program for individuals struggling with chronic health conditions which provides individualized exercise sessions in a small group setting. 	Tracy Robitaille x223 Tracy.robitaille@chigamik.ca
Kitchen Express – Cooking on a Budget	A 6-week program for individuals who are seeking a hands-on approach to learning how to prepare simple, healthy meals/snacks with a limited budget.	Andrea Gillespie x235 andrea.gillespie@chigamik.ca
Mindfulness	An 8-week program which aims to help individuals practice bringing awareness to day-to-day life through mindfulness.	Brian George x204 brian.george@chigamik.ca
Sweatlodge	A Purification Ceremony for individuals seeking healing through cleansing as a part of their journey towards health and well-being in a respectful, nurturing and inclusive environment. When entering the sweatlodge, individuals are seeking the help of the Creator; the Creator's helpers are also called into the sweatlodge by means through prayer, songs, drums and shakers.	Brian George x204 brian.george@chigamik.ca
Breaking Free from Anxiety & Depression	A 6-week program for individuals who are struggling with either anxiety and/or depression. Participants will utilize coping strategies, counselling and peer support, learning how their thoughts, activities, and relationships can assist in taking charge over their health.	Jessica Bakker x215 jessica.bakker@chigamik.ca

## Community Health (Cont'd)

The CSC Chigamik CHC traditional healing program continues to grow with over 800 discreet visits by clients with healers during the year and those same healers leading a number of ceremonies and workshops. We have clear evidence of the value this program provides for our community.



“Healing is like a pilgrimage. The journey may take up to two years. Along the healing path moments of enlightenment manifest in the person. At other times healing occurs like a bolt of lightning coming down. These healings are sometimes called miracles.”

---Pamela Tremblay--Métis  
Grandmother & Healer

Our Community Garden plot continues to be successful. Thank you to all the volunteers who have helped plant, maintain and harvest!



*Above: Staff and volunteers at the Midland community Gardens*

To find out more about the programs we currently offer, visit our website at [www.chigamik.ca](http://www.chigamik.ca)

## Treasurers Reports

This year we saw the retention of Sedgwick, Post and Hogg as our Accountants. They reported a sound financial picture with small surplus throughout the year of \$27,861 against a base budget of \$2,732,403. That surplus as per usual practice will be remitted during the next fiscal year.

Additionally, we readily renewed our back office arrangement with the North Simcoe Community Care Access Centre who manage on our behalf our finances, payroll, human resources and information technology support. This arrangement has proved to be very successful at a reasonable cost to the CHC.

We added the Opioid program to our program portfolio this year which came with additional base funding. We also agreed this year to take on the administrative lead for the recently announced Community Health links program and are doing so for the North Simcoe Community.

We are in a lease commitment with our current interim location until July of 2014 with four six month options to extend. This should provide ample flexibility for negotiating the timing of the handover of the new permanent location.

Kind Regards,

**Alain Mayer**

*Board Treasurer, CSC CHIGAMIK CHC*



**“I want to thank the executive committee members who often acted in the capacity of a finance committee to support me in my role.”**

# Our Financial Summary

## CENTRE DE SANTÉ COMMUNAUTAIRE CHIGAMIK COMMUNITY HEALTH CENTRE INC.

### Statement of Operations

For the Year Ended March 31, 2013, with comparative figures for 2012

	Budget 2013	2013	Actual 2012
<b>Revenue</b>			
LHIN - base funding	\$ 2,732,403	\$ 2,707,980	\$ 2,303,256
LHIN - one-time funding	-	10,640	-
CMHA funding	-	55,647	-
Other grants	-	3,226	-
Cost recovery	4,000	5,096	3,329
Interest income	-	2,212	1,249
Amortization of deferred capital contributions	-	185,812	217,808
Donation income	-	300	770
	2,736,403	2,970,913	2,526,412
<b>Expenses</b>			
Community Clinics / Programs*	1,596,816	1,477,360	1,182,626
Health Promotion*	475,282	496,913	341,342
Client Support Services*	-	67,788	62,811
Administration*	664,101	928,552	938,863
	2,736,199	2,970,613	2,525,642
Excess of revenue over expenses for the year	\$ 204	\$ 300	\$ 770

\*Includes wages and benefits

## Contact Information

CSC CHIGAMIK CHC

845 King St.

Unit #10,

Midland ON L4R 0B7

**Tel:** 705.527.4154 or 1.800.527.4154

**Fax:** (admin) 705.527.4005

**Fax:** (clinic) 705-526.2870

**[www.twitter.com/chigamik](https://www.twitter.com/chigamik)**

**[www.chigamik.ca](http://www.chigamik.ca)**

## Hours of Operation

Monday, Tuesday, Thursday & Friday: 8:30 am – 4:30 pm

Wednesday: 8:30 am – 8:00 pm

