

# Your pathway to a healthier tomorrow

ANNUAL REPORT  
2015-2016



Centre de santé communautaire  
CHIGAMIK  
Community Health Centre



Ontario

Ministry of  
HEALTH AND  
LONG-TERM CARE

## A MESSAGE FROM OUR

### *Executive Director & Board President*

This year saw a deepening of our understanding of what it means to belong. Many more clients found us and connected with the Centre. We have worked to create an environment of caring support in which clients, staff and volunteers feel a growing sense of community. For many, CSC Chigamik CHC has become a welcome refuge.

*"Belonging is a pathway to better health"*

After launching our twenty year vision and strategic plan last year, we are excited to see our plans for improved community health and well-being coming into action. We have been responsive to the findings of the Truth and Reconciliation Commission of Canada, holding steady to our commitment to Traditional Healing. We piloted a system navigation role for the Francophone community with success, and we cared for many clients having social and medical complexities.

We saw the North Simcoe Community Health Links project use the Canadian Index of Wellbeing to help us better understand who among us is most vulnerable and why they are so very fragile. The tool helped us redesign care pathways, which helped redirect many of those individuals away from multiple acute care visits and toward more community based care. In many cases, the first step involved finding stable housing.

At the request of the North Simcoe Muskoka Local Health Integration Network, we worked with many partners to develop an exciting concept into a promising formal proposal for a Community Health Hub that would see the Penetanguishene campus of the Georgian Bay General Hospital repurposed. We were also happy to collaborate with the Town of Midland to finalize the location for our permanent site, in the Grove of Edgehill Park – a vital partnership with Waypoint Centre for Mental Health Care's outpatient and community programs.

*"we have worked to create an environment of caring support in which clients, staff and volunteers feel a growing sense of community"*

The Board is very proud of the staff and all that they accomplished this year. The clinical team embraced the notion of Advanced Access, which aims to ensure our clients have near same day access to physicians and nurse practitioners.

Clinic programs had a big impact on clients, with programs such as Breast Feeding Drop-In Group and Foot Care Clinic, and Elevate Your Mood. Meanwhile, the Community Health Team expanded programming into many corners of the community with programs such as Dance Therapy, Kitchen Talk, Mindfulness Meditation, the Quit Café, and The Good Food Box, to name a few.

*"sparked a thirst for knowledge, and a desire for increased advocacy around issues of equity, access and poverty"*

The Board, re-invigorated with new members, sought to understand food insecurity through the work of Valerie Tarasuk. Theirs was a journey toward understanding the precarious reality that many of the Centre's clients face each month, and it sparked a thirst for knowledge, a desire for increased advocacy around issues of equity, access and poverty, and has fostered a deeper commitment to the values, mission and vision of the Centre.

We are blessed with dedication from volunteers and staff that allow us to create pathways to wellbeing that previously did not exist. This is true community transformation, especially for those who struggle the most with their health and wellbeing.

We would like to thank the entire staff, volunteers, clients, families, and our community partners for contributing to a rich and rewarding year at the Centre.

Sincerely,



A handwritten signature in black ink that reads "Sean Bisschop".

**Sean Bisschop**

Board President

A handwritten signature in black ink that reads "David Jeffery".

**David Jeffery**

Executive Director



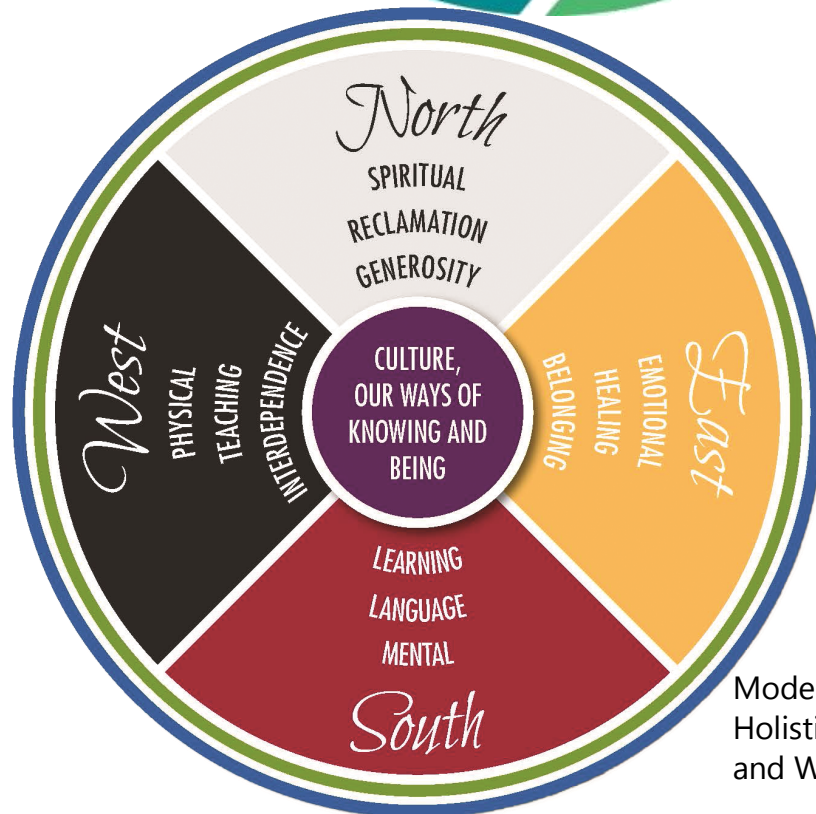
# THE VALUES AND PRINCIPLES THAT UNITE US

*"We believe that better health begins in our homes, in our schools, in our workplaces, and in the communities where we live. Our goal is therefore a complete state of wellbeing for individuals, and entire communities."*

- Association of Ontario Health Centres (AOHC)



Model of Health and Wellbeing



Model of Holistic Health and Wellbeing

# OUR NEW SITE

## WE ARE VERY EXCITED ABOUT THIS LOCATION AND A NEW BUILDING FOR MANY REASONS

### A PLACE WHERE EVERYONE MATTERS

As Midland flourishes and changes, we want to encourage greater well being and a sense of belonging.

### BEAUTIFUL BUILDING THAT PROMOTES HEALING

Teachings from the Indigenous people have led to research that has shown that a beautiful environment, immersed in the natural elements of earth, wind, fire and water promote healing in a unique and unparalleled way.

### CARE CLOSER TO HOME (MORE ACCESSIBLE)

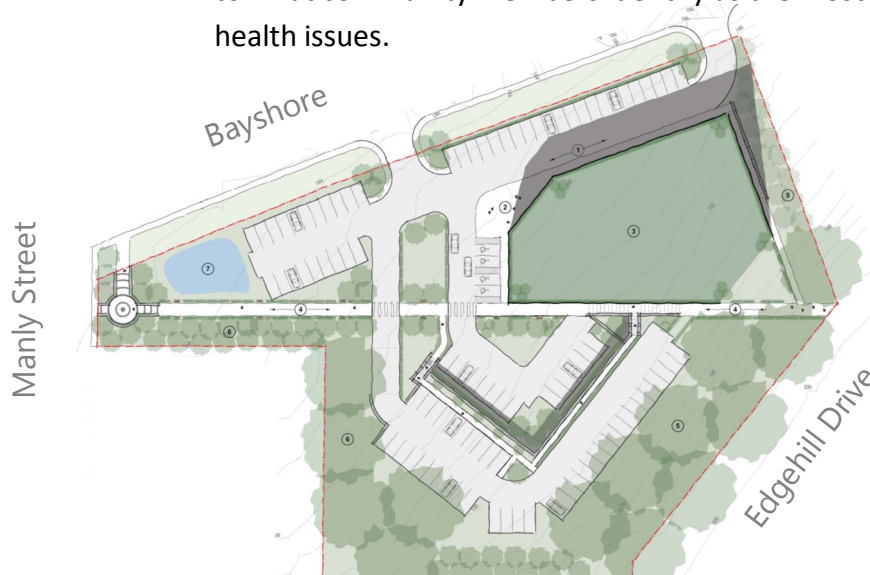
Our community needs increased access to local health care and we aim to aid in this by removing barriers so that clients can access the right provider for the right care in the right environment.

### MORE THAN JUST HEALTH "CARE"

Our community needs programs and services designed to address social issues that are having a negative impact on health. The new facility will provide us the space to do this.

### STRENGTHENING OUR COMMUNITY

Chigamik's programs and services are developed in direct response to what community members identify as the most urgent local health issues.



Midland Community Health Hub

Concept Site Place

# CSC CHIGAMIK CHC

## Strategic Plan 2014

### Long Term Outcomes (20 Years)

- Increase health equity and inclusion for the First Nations, Metis, and Inuit (FNMI) populations.
- Increase health equity and inclusion for the Francophone population.
- Reduce poverty.

### Our Vision

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

### Intermediate Outcomes (10 Years)

- Decrease the burden of multiple chronic conditions.
- Improve mental health outcomes.
- Improve social support network and sense of belonging.



### Our Values

Community Governed

Holistic

Sharing: Integrated, Accessible, and Inclusive

Strength: Well Managed, Comprehensive, and Respectful

Honesty: Confidential, Accountable, and with Integrity

Kindness: Open Minded, Compassion, and Safe

# Every One Matters.

## Preconditions (5 Years)

1. Create a culturally safe space and practice; enhancing service provision for the FNMI, Francophone and French-speaking communities.

2. Better serve vulnerable age groups, by increasing the capacity to serve youth and improving the well-being of the aging population.

3. Decrease the impact of mental health and addictions in the community, by increasing the ability of clients to self-manage or resolve mental health challenges, substance abuse and addictions. Increase the number of clients reducing or quitting smoking.

4. Decrease the impact of diabetes on the community, by increasing client capacity and ability to self-manage diabetes and obesity.

5. Mitigate the negative impact poverty has on community health, by increasing support to those with low income, and creating opportunities for healthy eating.

## Our Mission

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

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

## COMMUNITY CENTRED CARE

Everyone participates, individually and collectively, in decisions about their health and well-being. Individuals and communities receive health care that meets their needs, in a timely fashion and from the most appropriate providers, and experience the best possible results.

94%

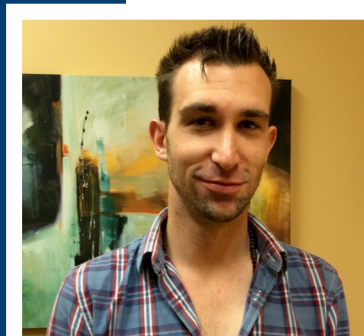
Of our clients feel that staff take into account their Individual needs when they are providing care

83%

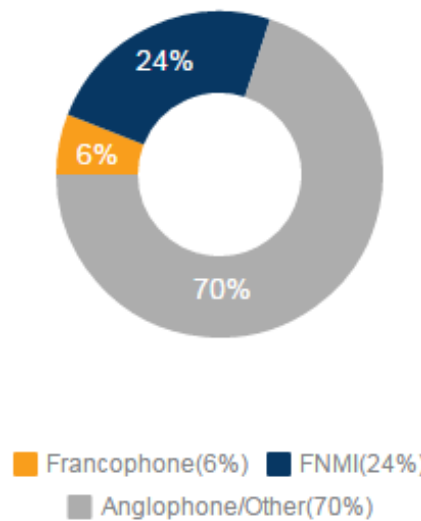
Of our clients feel that staff encourage them to make decisions about the health care they receive

81%

Of our clients feel that their health and well-being has improved because of the services they have received at Chigamik



### Client Self Identification



**3713 Unique Clients Served**

**909 Program Participants**

*"Chigamik is a wonderful, collaborative place that allows me to speak freely about my problems in an open and supportive environment. I didn't think a place like this existed."*

- **Stephen Lindow**



# COMMUNITY VITALITY AND BELONGING

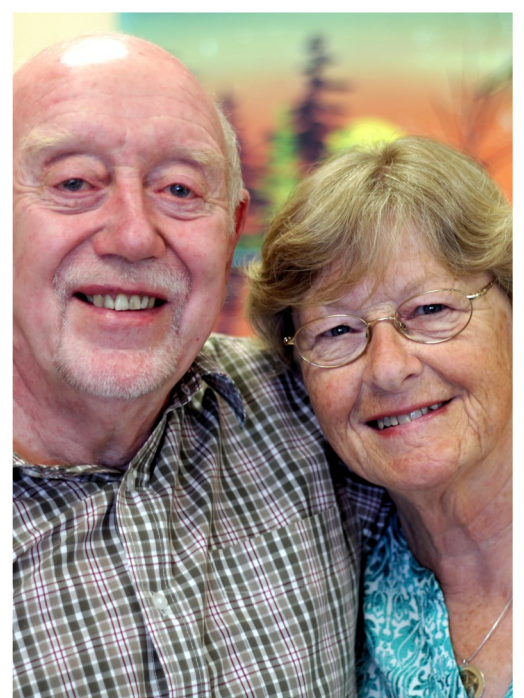
Safe and caring communities improve health outcomes. Shared values and shared vision strengthen belonging. All members of the community have opportunities to participate in decision making about their communities. Public, private sectors and community organizations work together to strengthen inclusive, caring and connected communities.

## *Harm Reduction Needle Exchange Program*

52  
People Served

1079  
Clean Needles Provided

150  
Needles Returned to  
Chigamik for safe disposal



## *Chigamik Community Garden*



Chigamik Community Garden is a great opportunity for community members to get together and learn valuable skills as well as reap the benefits of the crops that they planted!

*"The set up really appealed to us because you're able to see your Nurse Practitioner on a regular basis, and if you require additional support, they immediately refer you to a specialist or suggest one of Chigamik's programs. And, the best part of it is they follow and support you the entire way."*

- **James Bunyan**

# HEALTH EQUITY AND SOCIAL JUSTICE

Reduction in social inequality improves Health outcomes. Equity, and dignity and integrity of the person is manifest in access to nutritious food, safe and affordable housing, clean water, adequate and appropriate clothing, dignified and justly-remunerated employment.

## *Kitchen Talk*

Kitchen Talk is a FREE drop-in cooking program that teaches participants how to prepare simple and healthy recipes, dine together and take food home



## *Jeff Graham Community Health Worker*



Jeff connects with individuals in North Simcoe who are living on the street or at risk of homelessness to develop ongoing relationships, provide system navigation, advocacy and resources

## *Chigamik and Friends Turkey Dinner*

Chigamik, in collaboration with Foodland Midland, Graffiti Art Midland and Mary and Ray Nason, were able to coordinate and deliver 10 complete ready to cook meals and gifts to 10 families (42 individuals) on Wednesday December 23rd, 2015 for Christmas



# HKCC North Simcoe

Run. Jump. Play. Every Day.

Our goal is to help make North Simcoe a place where it is easy for Aboriginal kids to be active and healthy.



The Healthy Kids Community Challenge (HKCC) is Ontario 's new drive to support the health of our children. There are 45 communities participating in the HKCC, this means new ideas and programs to make it easier for our children to thrive. The Strategy is a cross government initiative to promote children's health. It focuses on a healthy start in life, healthy food and healthy active communities. All kinds of partners have joined forces; public health, social services, recreation centres, schools and businesses to name just a few to focus on Indigenous children 0-12 and their families.

**Our community** came together and designed and delivered programs, education and teachings to

## INCREASE CHILDRENS ACTIVITY LEVEL

HSBC

**52**

**TOTAL PROGRAMS**  
and teachings, workshops, and activities facilitated over Theme One



**DANCING ON A TURTLES BACK**  
Kids got active at GBNFC through drumming, dancing, jigging!



**SKATE FOR SUCCESS**  
25 children from Beausoleil First Nations learned power skating skills



**WEEKLY SWIM**  
ONWG took children and families out swimming every week!



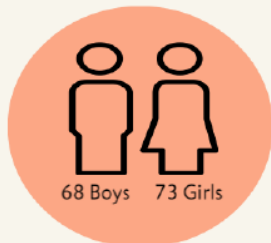
**THE SKATE EXCHANGE**  
Skates were given out at the MNO to over 20 children



**WILDERNESS CAMPING**  
Mistatim Medicine Horse took kids winter survival camping



**FITNESS THROUGH YOGA**  
Parents and Tots tried out yoga at the Round House at Enahtig



**NUMBER OF PARTICIPANTS**  
85 parents actively participated in programming with their kids!



**GAPS TO PARTICIPATION**  
Primary gaps identified: Transportation, poverty, isolation,



**GYMNASTICS FOR A GOOD LIFE**  
GBNWA took kids to the gym four days a week!

**AND SO MUCH MORE!**

**HKCC NORTH SIMCOE WOULD NOT BE POSSIBLE WITHOUT THE HELP OF OUR PARTNERS.**

Healthy Weights Connection—Enahtig Healing Lodge—Orillia Native Women's Group (ONWG) - the Health Unit—Mistatim Medicine Horse Society—Georgian Bay Native Friendship Centre (GBNFC)—Beausoleil First Nation Recreation And Elementary School—Georgian Bay Women's Association (GBNWA)—Barrie Area Advisory Circle—Boys and Girls Clubs of North Simcoe—The Karma Project—Métis Nation of Ontario (MNO)

# FINANCIALS

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

### Statement of Operations

For the Year Ended March 31, 2016, with comparative figures for 2015

	Budget 2016	2016	Actual 2015
<b>Revenue</b>			
LHIN - base funding	\$ 2,954,180	\$ 2,932,047	\$ 2,835,392
LHIN - one-time funding	435,917	472,785	219,971
CMHA funding	100,000	100,000	100,000
MOHLTC - Healthy Kids Community Challenge	175,000	175,000	-
Other grants	49,800	39,796	-
Interest and recoveries	11,000	22,823	37,789
Amortization of deferred capital contributions	-	30,157	34,722
	<u>3,725,897</u>	<u>3,772,608</u>	<u>3,227,874</u>
<b>Expenses</b>			
<b>Community Clinics / Health Promotion / Administration</b>			
Wages and benefits	2,249,037	2,241,624	2,123,945
Supplies & minor equipment purchases	364,849	376,699	350,187
Contracted out	238,510	220,945	221,863
Contracted out	260,646	264,539	284,752
Amortization	-	30,157	34,722
	<u>3,113,042</u>	<u>3,133,964</u>	<u>3,015,469</u>
Diabetes Clinic	-	-	48,809
<b>Health Link</b>			
Wages and benefits	-	17,166	-
Supplies & sundry	-	47,568	14,216
Contracted out	-	326,606	109,990
	<u>350,000</u>	<u>391,340</u>	<u>124,206</u>
<b>Healthy Kids Community Challenge</b>			
Wages and benefits	23,500	27,255	-
Supplies & sundry	151,500	147,810	-
	<u>175,000</u>	<u>175,387</u>	<u>-</u>
French Language Services	46,000	35,779	-
Penetanguishene Health Hub	44,000	36,138	39,390
	<u>3,728,042</u>	<u>3,772,608</u>	<u>3,227,874</u>
Excess (deficiency) of revenue over expenses for the year	<u>\$ (2,145)</u>	<u>\$ -</u>	<u>\$ -</u>

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

# THANK YOU STAFF, STUDENTS AND VOLUNTEERS

Effective from March 31st 2015 to April 1st 2016

## STAFF

**Alyssa Quesnelle,**  
Decision Support  
Analyst

**Andrea Gillespie,**  
Dietician

**Angèle Pauzé,**  
Medical Receptionist

**Brian George,**  
Health Promoter and  
Traditional Healing  
Coordinator

**Catherine Beaudet,**  
Administrative Assistant

**Chantal Newburn,**  
Registered Nurse

**Charlene Lalonde,**  
Registered Nurse

**Claire Cadeau**  
Registered Practical  
Nurse

**Danielle Beard,**  
Medical Receptionist

**David Jeffery,**  
Executive Director

**Dawn Nancekievill,**  
Nurse Practitioner

**Gisèle Hauser,**  
French Language  
Service Navigator Pilot  
Project

**Heather Downer,**  
Medical Receptionist

**Janine King**  
Registered Practical  
Nurse

**Jeff Graham,**  
Community Health  
Worker

**Jennifer Scarati,**  
Nurse Practitioner

**Jessica Bresee,**  
Nurse Practitioner,  
relief

**Jessica North,**  
Community Health  
Manager

**Jo-Anne Secord,**  
Cleaner

**Julien Laramée,**  
Mental Health and  
Addictions Counselor

**Katelyn Dymont,**  
Program Support  
Worker

**Kevin Byron,**  
Physician

**Lisa Ladouceur,**  
Nurse Practitioner,  
relief

**Marie-Claude Lavoie,**  
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Worker

**Melissa Maurice,**  
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**Moira MacSween,**  
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**Mona Loones,**  
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**Monique Favron,**  
Registered Practical  
Nurse

**Natalie Doherty,**  
Mental Health and  
Addictions Counsellor

**Nicole Ayotte,**  
Nurse Practitioner

**Renée Scruton,**  
Physiotherapist

**Sandy Parks,**  
Nurse Practitioner,  
relief

**Stacey Gillis,**  
Medical Receptionist

## BOARD OF DIRECTORS

**Sean Bisschop,**  
President

**Brenda Jackson,**  
Vice President

**Rosita Y. Desroches,**  
Secretary

**Don Copping,**  
Treasurer

**Gisele Robitaille,**  
Director

**Greg Garratt**  
Director

**Karen Macmillan,**  
Director

**Tammy Cascagnette\*,**  
Director

## STUDENT PLACEMENTS AND VOLUNTEERS

We value all those who give their time and commitment to the centre. We would like to extend a special Thank You to ALL students and volunteers who completed their work at CHIGAMIK over the past year.

Your contribution to the work of CHIGAMIK was greatly appreciated!

\* No longer with CSC CHIGAMIK CHC as of April 1st 2016

*A Special Thank you*

To the team that put this report together:

Alyssa Hansford (nee Quesnelle), Decision Support Analyst

Melissa Maurice, Office Manager

Jessica North, Community Health Team Manager

Jeff Graham, Community Health Worker