



# ANNUAL REPORT

2019 / 2020



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



# CHIGAMIK COMMUNITY HEALTH CENTRE

## THE PEOPLE'S PLACE

Chigamik Community Health Centre is a culturally-inclusive and bilingual organization. Our priority population include the Francophone and Indigenous communities, LGBTQ and individuals facing barriers to care living in North Simcoe and Muskoka. The Centre's staff, board and clients represent these diverse communities.

## TABLE OF CONTENTS

- 03 Who We Are
- 04 Message from the Executive Director and Board President
- 06 What our clients think
- 07 Our community impact
- 08 Partnerships to support our community's needs
- 11 Our programs and services
- 13 Community Health Hub
- 14 Working hand in hand with our community
- 15 Financials
- 16 Thank you





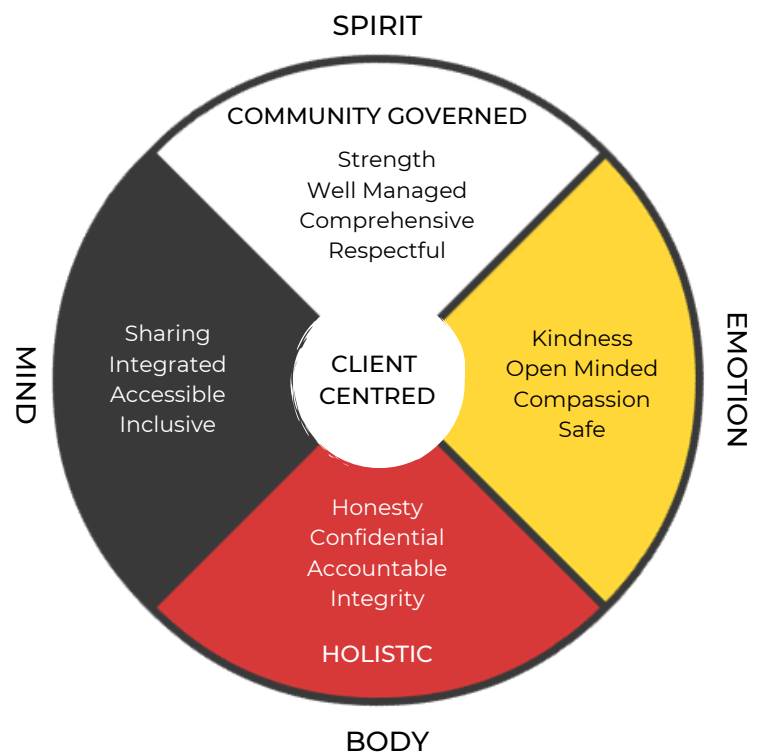
# WHO WE ARE

## MISSION & VISION

Our mission is 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. Our vision is to be an inclusive place where everyone is welcome to pursue an enrichment of their quality of life, health and wellness.

## OUR VALUES

Our values are grounded in the Medicine Wheel and the Seven Grandfather Teachings. These include truth, respect, honest, humility, wisdom, love and bravery.





# MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD PRESIDENT

Greetings from Chigamik Community Health Centre! It has been a particularly busy year for our Community Health Centre. In this year's 2019-2020 annual report, we're sharing a glimpse into some of the work we've done over the past 12 months, while highlighting how our programs, services and partnerships have impacted the lives of many in our community. As always, we continue to work closely with our clients and members of our community – improving how they access our care, and most importantly, ensuring that their voices are heard. Over the past 20 months, many community members and partners participated in a process to refresh our strategic plan. We launched the planning process by hosting a Community Consultation event in June 2019. The results captured from this event are helping to guide the refresh of our plans and priorities over the next five years.

The Board of Directors and management team identified initiatives that support organizational growth and strategic direction within the framework of our Centre's mission, vision and values. We are pleased to report that we have made significant progress on all of the targets identified over the past year, and we're on track for continued success in the coming years.

Providing quality programs and services for our clients and community is our number one priority. We are pleased to announce that Chigamik was awarded the Registered Nurses' Association of Ontario (RNAO) Best Practice Spotlight organization, with a focus on creating best practices around Indigenous perinatal mental health and smoking cessation.





One of our biggest strengths is our ability to respond to the changing needs of our community and work hand-in-hand with our partners to support our community where it is needed most. This was evident during the start of the COVID-19 pandemic in March, with the development of the Midland COVID-19 Assessment Centre, the shifting of our community programs, traditional healing and clinical appointments – from in-person to virtual – and the creation of our Emergency Food Program. With the increased need in mental health support during this time, we also started offering one-on-one, single-session mental health counselling to anyone in our community.

We continue to adapt and respond to provincially mandated changes by partnering with other local service providers on the development of the North Simcoe Ontario Health Team. North Simcoe is well prepared for this initiative and we are excited about the opportunities presented by the Ontario Health Teams – with the goal of enhancing our clients' health care journey through improved integration of health care services.

Our three-caucus board made up of representatives from the Indigenous, Francophone and Open communities, continue to provide strategic governance and work with Chigamik staff on our vision of being an equitable and inclusive place for everyone. Our Community Health Centre is even more accessible with the completion of the new Community Health Hub – a place where everyone belongs.

We invite you to take a look at some of our accomplishments over the past year. While we face new challenges ahead, our staff, board, volunteers and partners will continue to work passionately to help create a healthy future for everyone in our community. As we work together to move forward, let us remember that connecting and caring for each other is the only way to navigate the future.

Merci, Miigwetch, Thank you.

David Jeffery  
Executive Director

Duncan Matheson  
Board President

# WHAT OUR CLIENTS THINK

91%

of clients state that they always feel welcome and comfortable when visiting Chigamik

93%

of clients state that they are satisfied with the quality of services they receive in the language of their choice

95%

of clients state that Chigamik staff take into account their individual needs when they are providing care (i.e. language, culture, special needs, sexual orientation etc.)

"As a senior living on a limited income, I am very thankful for all the services and programs offered at Chigamik, available all in one place."

*~Jean Bunyan, Chigamik Client*



# OUR COMMUNITY IMPACT

17,986

**ONE-ON-ONE  
INTERACTIONS WITH  
CLIENTS**

5,216

**INTERACTIONS WITH  
FRANCOPHONE CLIENTS**

6,115

**INTERACTIONS WITH  
INDIGENOUS CLIENTS**

300

**INDIVIDUALS ACCESSED  
CHIGAMIK'S HARM  
REDUCTION PROGRAM**

2,437

**MENTAL HEALTH AND  
ADDICTION COUNSELLING  
APPOINTMENTS**

2,330

**INDIVIDUALS VISITED  
THE AFFORDABLE MIIJIM  
FOOD MARKET**





# PARTNERSHIPS TO SUPPORT OUR COMMUNITY'S NEEDS

## COVID-19 Assessment Centre

On March 23, 2020, a COVID-19 Assessment Centre opened its doors in Midland adjacent to Chigamik CHC. A collaborative team of health care providers and employees from Chigamik CHC, Georgian Bay General Hospital, South Georgian Bay CHC, Waypoint and Wendat Community Programs, came together to help mobilize and staff this important resource for our region. The goal of the Assessment Centre is to help build community capacity to respond to individuals experiencing symptoms of COVID-19 and to help reduce patient volume pressures at our local hospital Emergency Department.



## Building a North Simcoe Ontario Health Team (NSOHT)

The NSOHT consists of four formal alliance partners – Chigamik CHC, Georgian Bay General Hospital, the North Simcoe Family Health Team and Wendat Community Programs. The partners have a long history of collaboration in the planning and delivery of primary care, acute care, mental health care and social services in North Simcoe.

In December 2019, the NSOHT submitted a readiness self-assessment to the Ministry of Health, with a goal of organizing seamless health care to the target population - complex and frail seniors. The submission was approved and the four alliance partners continue to meet and engage other key partners including the North Simcoe Sub-Region Planning Table, elected officials, First Nation, Métis, Inuit (FNMI), nurse practitioners and physicians in the creation of the next phase of the development process.





## Mental Health and Addiction Counselling

Over the past year, Chigamik's mental health counsellors provided over 650 clients and community members with one-on-one mental health and addiction counselling and cognitive behavioural therapy (CBT), through the Increasing Access to Structured Psychotherapy Program (IASP), in partnership with Waypoint Centre for Mental Health Care. They also played an important role in the development of our many community programs including *Mindfulness Meditation*, *Goodbye Depression* and *Goodbye Anxiety*.

## Food Insecurity

Having access to healthy food plays an important role in the health and wellbeing of our clients. Our Miijim Market and the Market Greens program enabled everyone in our community to have access to healthy food either for free, or at greatly reduced prices. Last year, over 2,500 people visited the Miijim Market. In partnership with Community Food Centres Canada, Chigamik provided 80 families with weekly financial support, through the Market Greens program, to shop at the Miijim Market and increase their access to fresh fruits and vegetables.

Clients Using the IASP Program  
in North Simcoe Muskoka  
reported:

58% recovery rate compared to  
43% across Ontario

68% improvement with anxiety  
and depression compared to 57%  
across Ontario

"What I like most about the  
Miijim Market are the prices  
and the staff. I do most of my  
fruits and vegetable shopping  
here and I try to come every  
single week. It helps a lot."

~Miijim Market Client



## The North Simcoe Situation Table

Emergency services and community health organizations in North Simcoe continued to break down barriers last year to better assist individuals in crisis. The North Simcoe Situation Table, co-chaired by Chigamik CHC and the Guest House Shelter, brings together 25 area organizations to deal with a crisis or help address an escalating situation. It may be an individual struggling with addiction, heading down a dangerous path, or dealing with mental health issues. One or two emergency cases are brought to the table and discussed each week. A lead agency and supporting agencies are then determined and a plan of action is created. The goal of the Situation Table is to build better bridges between local support agencies and to make sure that nobody falls through the cracks.

## Rural Ontario InSTITUTE Partnership

In January, 2019, Chigamik was selected by the Rural Ontario Institute (ROI) as one of three community demonstration projects across Ontario aimed at better understanding and improving community vitality and wellbeing. Over the past year, Chigamik has been working with the ROI, the Town of Midland and other community partners to develop non-medical, cost effective interventions that focus on addressing the social determinants of health through such programs as "social prescribing." Insights and lessons were shared with local municipalities and with the ROI community across the province. The goal is to transfer this knowledge to other municipalities across Ontario and advance the work aimed at increasing social belonging.

## United Way Simcoe Muskoka Partnership

Over the past year, Chigamik partnered with the United Way of Simcoe Muskoka to help distribute the Urgent Needs Fund. This program was successfully piloted from October 2019 to March 2020, and helped provide modest, prompt grants when existing services and resources couldn't meet the needs of North Simcoe residents living in poverty. During its first six months, the program helped nearly 500 Simcoe Muskoka residents when they needed it the most. Phase two of the Urgent Needs Fund has been expanded to not only assist those living in low-income situations, but to assist those who have been impacted by COVID-19.



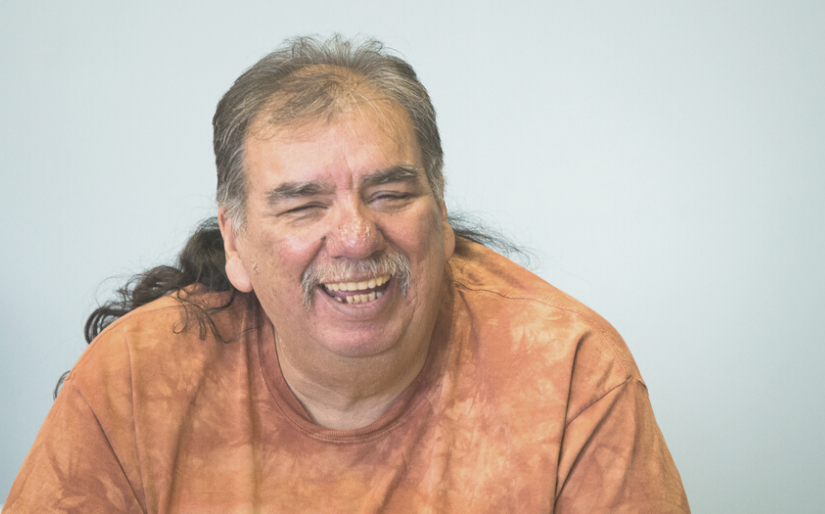
# SUPPORTING OUR DIVERSE COMMUNITY THROUGH HEALTH CARE SERVICES & COMMUNITY PROGRAMS

## INDIGENOUS SERVICES AND PROGRAMS

"The Healers helped me with my mental health and with my spirituality. Jake opened me up and my spirit up so that it can breathe and I can become more balanced."  
~ Paul Whittam, Chigamik Client

Improving access to culturally appropriate healthcare for Indigenous people living in North Simcoe Muskoka is a priority for us. This past year, we focused on providing our clients with even more Indigenous services including Traditional Healing, the Strong Women, Strong Nation program, the Indigenous Perinatal Mental Health program, traditional support from the Biidaaban Doula Collective, Indigenous Massage Therapy, and Indigenous Foot Care. Over the past year, we provided 848 Traditional Healing appointments to clients and members of our community.

Our cultural programs play a big role in the health and wellbeing of many of our clients. We welcomed two new Healers to Chigamik and provided 35 Indigenous community programs including our *Drumming Circle*, *Ojibwe Language classes*, *Beading workshops*, *Teachings*, *Traditional Medicine workshops*, *Sweat Lodges* and more.



<b>35</b>	<b>848</b>
Indigenous Programs Delivered	Traditional Healing Appointments

## FRANCOPHONE SERVICES & PROGRAMS

One of our goals at Chigamik is to help break language barriers that many Francophones in our area face when trying to access health care. Being the only CHC in North Simcoe Muskoka to be designated under the French Language Services Act, Chigamik is committed to providing quality health care services and programs to Francophones living in our area. Over the past year, we've worked with local French schools, the Complex Rendezvous Lafontaine, Georgian Manor, military families, La Clé, local municipalities, the South Georgian Bay CHC, the Barrie CHC and other community partners to improve access to health care services and community programs in French. Our French Language System (FLS) Navigator and Health Promoter are dedicated to helping the Francophone community gain access to health programs, workshops, social services, primary health care and more. During the 2019-2020 fiscal year, our FLS Navigator helped over 170 Francophone individuals navigate their health care needs, and we provided 31 community programs in French including *Yoga and Zumba classes, arts & crafts workshops, Mindfulness, youth workshops* and more.

"For years the French community has been looking for a place that provided many French health care services under one roof. Recently, Chigamik has been offering more and more services in French and we are very grateful for that."

~ *Rosita Desroches,*  
*Chigamik Client*



31

Francophone  
Programs  
Delivered

1,112

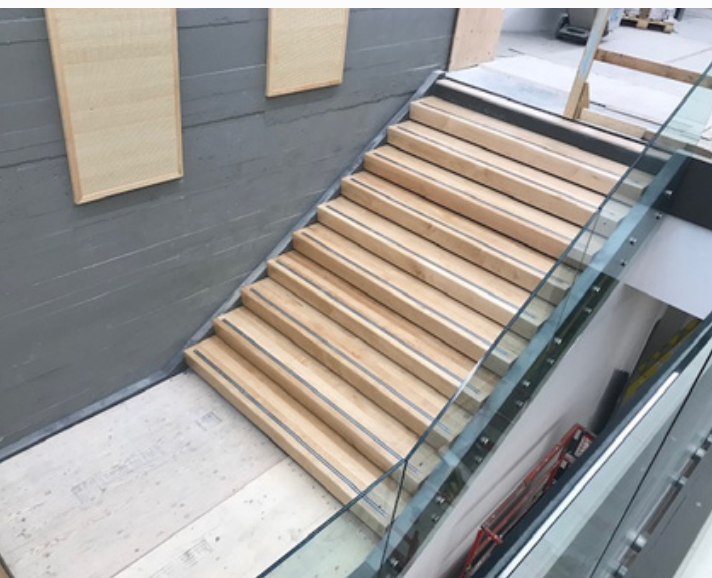
Francophone  
Program  
Participants



# COMMUNITY HEALTH HUB IS COMPLETE



With significant investments from the Government of Ontario, the County of Simcoe and the Town of Midland, the new Community Health Hub in Midland is now complete and home to Chigamik CHC and Waypoint’s outpatient and community programs. Other community organizations sharing the space include the North Simcoe Youth Wellness Hub, the Patient, Client and Family Council, the Rapid Access Addiction Medicine (RAAM) clinic (facilitated by the Royal Victoria Regional Health Centre), the Midland Midwives By the Bay, the Biidaaban Doula Collective, Huronia Community Foundation and more.



Consolidating many healthcare services under one roof including primary health care, community programs, mental health supports, youth programming, traditional healing and walk-in services, provides clients and residents with more access to quality, client-centred care.



While all services and programs from each organization remain the same, the 40,000-square-foot facility has a number of common elements such as a greeting area, meeting rooms, a community kitchen, physiotherapy facilities and several designated “smudging” rooms. Staff and board members from both Chigamik and Waypoint are very focused on continuing to build a mutual and respectful working environment that celebrates the strength of both agencies.

# WORKING HAND IN HAND WITH OUR COMMUNITY IS AT THE HEART OF WHAT WE DO



Every year we take part in many community events including pow wow's, health fairs and the annual Festival du Loup! Over the past year, we participated in the following community events:

- Georgian Bay Metis Council Indigenous Heritage Day
- Beausoleil Health Fair
- Tiny Fire Fighter Family Fun Day
- Georgian Bay Native Friendship Centre Pow Wow
- Tiny Township Mayor's Charity Golf Tournament
- Welcome to Borden Event
- Rama Health Fair
- Community Health and Wellbeing Week
- Terry Fox Run
- Festival du Loup
- Drum Circle on Beausoleil Island with Parks Canada
- Community Holiday Dinner
- Children's Toy & Clothing Drive in partnership with Baby Gagaa

"The chance to do something significant in this community is amplified many times when we have strong and deep partnerships."

*~David Jeffery, Executive Director,  
CSC Chigamik CHC*



# FINANCIALS

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

### Statement of Operations

For the Year Ended March 31, 2020, with comparative figures for 2019

	Budget 2020	2020	Actual 2019
<b>Revenue</b>			
LHIN - base funding	\$ 3,571,250	<b>\$ 3,502,015</b>	\$ 3,447,069
LHIN - one-time funding	125,500	<b>557,500</b>	444,775
CMHA funding	-	<b>102,350</b>	102,350
MOHLTC - Healthy Kids Community Challenge	-	-	82,737
MOHLTC - one-time funding	-	<b>2,980</b>	5,000
MOHLTC - Francophone Health Promotion	-	-	-
Waypoint - CBT Psychotherapy	-	<b>277,530</b>	297,258
Other grants	579,421	<b>85,534</b>	39,227
Cost recovery	162,000	<b>152,754</b>	52,179
Rent recovery	-	<b>40,200</b>	33,000
Donation income	-	<b>24,938</b>	12,505
Mijjim market	-	<b>11,996</b>	2,235
Interest income	-	-	45
Amortization of deferred capital contributions	-	<b>18,235</b>	12,318
	<b>4,438,171</b>	<b>4,776,032</b>	4,530,698
<b>Expenses</b>			
Community Clinics / Programs	2,579,302	<b>2,356,347</b>	2,352,767
Diabetes Clinic	-	<b>48,095</b>	44,371
Health Promotion	548,870	<b>549,411</b>	501,004
Health Link	218,060	<b>447,000</b>	239,931
Healthy Kids Community Challenge	-	-	82,737
Local Poverty Reduction	-	<b>42,669</b>	33,938
Indigenous Youth	-	<b>15,483</b>	-
Waypoint	-	<b>277,530</b>	297,258
Client Support Services	46,400	<b>45,772</b>	43,929
Administration	1,054,920	<b>972,983</b>	925,838
	<b>4,447,552</b>	<b>4,755,290</b>	4,521,773
Excess (deficiency) of revenue over expenses for the year	<b>\$ (9,381)</b>	<b>\$ 20,742</b>	<b>\$ 8,925</b>

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





# THANK YOU STAFF, STUDENTS AND VOLUNTEERS

We are very fortunate to have an incredible team of staff, students and volunteers who contributed to a successful year. We sincerely thank our community partners and supporters for their commitment to improve the health and wellbeing of everyone living in our community.

## 2019-2020 Service Award Recipients

Congratulations to Dr. Kevin Byron and Physiotherapist, Renée Scruton, for celebrating their five-year service award during the 2019-2020 fiscal year!

## Board of Directors: Fiscal Year 2019-2020

Duncan Matheson – President

Brenda Jackson

Grace Kidd

Anne Desroches – Vice President

Élise Robitaille

Ivy Beaton

Brenda Laurin – Secretary

Elisse Lefaive

Tammy Stadt

Brigitte Quesnelle – Treasurer



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