



## ANNUAL REPORT 2022-2023

### Message from the Executive Director & Board President

As we reflect on the past year, we are filled with a deep sense of gratitude and pride for the journey we have embarked upon together. The 2022-2023 fiscal year has been a period of resilience, growth, and transformation for Chigamik. As we continue to navigate the aftermath of a global pandemic, our commitment to "building back better" has guided our efforts, allowing us to not only overcome challenges but to emerge stronger than ever.

At the heart of our success is our unwavering dedication to collaboration and partnership. Recognizing the power of unity, we have fostered meaningful relationships with organizations and individuals who share our vision for a healthier, more vibrant community. These partnerships have been instrumental in broadening our impact and ensuring that our services reach those who need them most.

We are thrilled and humbled to announce that Chigamik was honoured with the Reader's Choice award for favourite holistic healthcare centre in North Simcoe. This recognition serves as a testament to the hard work and dedication of our staff, volunteers, and supporters who have consistently championed our holistic approach to health and wellness. We extend our sincerest gratitude to our exceptional staff who are the heart and soul of Chigamik.

In line with our commitment to advance digital health, we proudly launched a new website, providing a user-friendly platform that enhances accessibility to our programs, services, resources, and information.

We also introduced online appointment booking and a new online program registration platform. These digital advancements reflect our ongoing dedication to adapt and evolve in an ever-changing landscape, ensuring that we remain at the forefront of innovation in community healthcare.

Our excitement grows as we look ahead to the new year. With fresh opportunities on the horizon, we are embarking on the next chapter with a renewed sense of purpose. The development of a new strategic plan will guide our actions, ensuring that our efforts are aligned with the evolving needs of our community. Through listening, learning, and continuous improvement, we are committed to honing in on those needs and creating innovative solutions that make a tangible difference in the lives of those we serve.

As we close this chapter and welcome the future, we extend our heartfelt gratitude to each and every individual who has played a role in our journey. Your support, dedication, and belief in our mission have been the driving force behind our accomplishments.

Here's to a new year filled with promise, innovation, and community-focused action. Together, we will continue to build a healthier, happier, and more resilient community for all. Thank you to everyone for your continued support.

Merci, Miigwetch, Thank you,

Suzanne Marchand  
Executive Director

Deborah Laramay  
Board President

# CSC CHIGAMIK CHC

BY THE NUMBERS 2022-2023

## 18,760

TOTAL CLIENT  
INTERACTIONS

### 37% OF CLIENTS

self-identify as Indigenous

### 22% OF CLIENTS

self-identify as Francophone



## 2,763

Mental Health and  
Addiction Appointments



## 370

Traditional Healing  
Appointments



## 336

French Language  
System Navigation  
Appointments



## 98%

of clients always feel **welcomed**  
and **comfortable** when visiting  
Chigamik



## 97%

of clients are satisfied with the  
**quality of service** they receive  
in the **language** of their choice



More than **5,200+** people  
attended our free  
community programs

## 435

clients supported  
through the  
**Indigenous foot  
care** program



## 120 PEOPLE

accessed harm  
reduction supplies



92% of clients think their care providers spend enough time with them.

# INDIGENOUS SERVICES & PROGRAMS

## 124

**Indigenous community workshops and programs** offered in-person and virtually

## 385

clients supported by the **Biidaaban Doula Collective**

In the past year, our efforts centered on offering clients a range of Indigenous support services, including cultural programs, Traditional Healing, Indigenous perinatal mental health services, doula support, massage therapy, and diabetes foot care. Additionally, our Strong Women Strong Nation program made significant strides in connecting with Indigenous organizations in North Simcoe Muskoka. The Biidaaban Doula Collective hosted a 'meet and greet' on Christian Island reaching out to new and expectant mothers. Collaborations were also established with the Beausoleil Family Health Centre and Beausoleil Day Care - further strengthening our community ties.

We honoured the **National Day for Truth and Reconciliation** on September 30th with a meaningful event at the Midland Community Health Hub, including a sacred fire and strong community participation.

Chigamik was also pleased to be designated as a **Registered Nurses' Association of Ontario (RNAO) Best Practice Spotlight Organization (BPSO) – Indigenous Focused**, after nearly four years of dedicated planning and implementation. This accomplishment underscores our commitment to evidence-based practices and exceptional quality standards. We extend heartfelt thanks to our staff and implementation leads for their unwavering dedication, as they continue to guide the seamless integration of Best Practice Guidelines into our daily operations at Chigamik.



**R N A O**  
**BEST PRACTICE**  
**SPOTLIGHT**  
**ORGANIZATION**  
**INDIGENOUS**  
**FOCUSED**

*Chigamik received the RNAO BPSO - Indigenous Focused designation and was recognized at the RNAO Annual General Meeting.*

## FRANCOPHONE SERVICES & PROGRAMS

Over the past year, Chigamik partnered with local organizations like Le Villageois de Lafontaine, the Alzheimer Society of Simcoe, and Service Canada, to improve access to French healthcare services and community programs. We celebrated Franco-Ontarian Day by joining the 30 Days of Culture initiative, offering numerous French-language activities in collaboration with the Cultural Alliance. Additionally, we **provided 103 community workshops and programs in French** throughout the year, including our ongoing Mindful Mondays workshops and Grouille ou Rouille exercise program.



*Céleste Lalonde, Chigamik's French Language System Navigator & Catherine Cloutier, Francophone Navigator of the Canadian Mental Health Association collaborated to offer unique programming to French speaking seniors.*

**94%** of clients would recommend Chigamik's programs and services to family & friends.

# BUILDING A STRONG, COLLABORATIVE COMMUNITY

## COMMUNITY OPEN HOUSE

The Midland Community Health Hub was pleased to host an Open House on November 17th, 2022. Although the building officially opened its doors on June 1, 2020, we were unable to welcome our community at an official Open House due to the pandemic restrictions. The evening was a success, with over 100 community members in attendance. An opening ceremony and smudge, personalized tours, information about community programs and services, and refreshments were offered to our guests.



*Dr. Nadiya Sunderji, Waypoint's President and CEO & Suzanne Marchand, Executive Director of Chigamik, hosted the Community Open House in November, 2022.*



*Lauren Foote is Chigamik's new Community Health & Wellbeing Coordinator for Social Prescribing*

## SOCIAL PRESCRIBING

In partnership with the Alliance for Healthier Communities and over 17 community partners, we launched our **"Social Prescribing for Enhanced Mental Health"** program late last year. This initiative strengthens the link between social and clinical care, a vital part of our holistic healthcare approach. Our objective is to help individuals facing challenges such as loneliness, isolation, mental health issues, and chronic illnesses. We strive to enhance overall health and wellbeing by leveraging our clients' unique skills, gifts, and interests to connect them with local and non-clinical services. Our ultimate goal is to provide clients with purpose, a sense of belonging, and community connection, while improving their mental and physical wellbeing.

## NORTH SIMCOE ONTARIO HEALTH TEAM

Over the past year, the North Simcoe Ontario Health Team (NSOHT) has been working towards establishing a cohesive health and social care network that centres around the unique needs of our local community. As a core partner of the NSOHT, Chigamik played a pivotal role in shaping the NSOHT's strategic plan and leadership direction. Our primary focus was on community-driven projects, including advancements in digital healthcare and enhancing access to healthcare services, particularly for vulnerable individuals lacking a primary care provider.



## THANKS, MERCI, MIIGWETCH

We extend our gratitude to our exceptional team of staff, students, and volunteers for their outstanding work in providing primary healthcare, community programs and services to our local area. We also thank our partners and supporters for their dedication to enhancing the health and well-being of our community.

Over **2,700** one-on-one **mental health** and **addiction appointments** were provided.