



# CSC CHIGAMIK CHC

## ANNUAL REPORT 2023-2024

# 18,806

TOTAL CLIENT  
INTERACTIONS

## 33 % OF CLIENTS

self-identify as Indigenous

## 22 % OF CLIENTS

self-identify as Francophone



## 2,372

Mental Health and Addiction Appointments



## 120

Indigenous-Based Program Sessions



## 300+

People Connected to Community  
Resources through Social Prescribing



## 574

Strong Women  
Strong Nation  
appointments

## 70

Clients supported  
by the Biidaaban  
Doula Collective

## 114

Accessed Harm  
Reduction  
Supplies



## 97%

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



## 96%

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



More than **4,600+** people  
attended our free  
community programs

# 160

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



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



## MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD PRESIDENT

As we reflect on the past year, we are filled with gratitude and pride for the collective efforts and achievements of our dedicated team, board members, and community partners. First and foremost, we extend our heartfelt thanks to our past and new board members for their unwavering commitment and contributions. Their guidance and support have been instrumental in navigating the challenges and opportunities that have come our way.

We are thrilled to share that CHIGAMIK was voted as the Favourite Holistic Health and Healing Organization in North Simcoe by the Mirror's Readers' Choice Awards. This recognition is a testament to the trust and appreciation our community has for the holistic and integrative care we provide.

A significant portion of the year was dedicated to developing our new strategic plan, a vital road map for our future. This process was generously funded by the Government of Canada's Community Service Recovery Fund. We are excited about the path forward and the opportunities it brings to enhance our services and impact.

CHIGAMIK has also played a crucial role in community health transformation as an essential member of the North Simcoe Ontario Health Team (OHT). Our collaboration with the OHT has led to innovative programs like SingWell, which supports individuals with respiratory conditions through the healing power of singing.

Fostering an environment where our staff feel connected and valued is a top priority for CHIGAMIK. To ensure the wellbeing, and satisfaction of our team, we introduced staff surveys to gather valuable feedback. This has enabled us to proactively address concerns and continually enhance our supportive work environment. Through engaging activities that promote team cohesion and collaboration, we have maintained high morale and nurtured a positive workplace culture. The strong camaraderie among employees and our high retention rates are a testament to the remarkable work accomplished at our Centre over the past year.

We are proud to announce that CHIGAMIK has once again, achieved a three-year accreditation, affirming our commitment to excellence and continuous improvement in providing high-quality health care services.

As we look ahead, we remain dedicated to our mission of fostering holistic health and wellness in our community. We are confident that with the ongoing support of our board, staff, and partners, we will continue to make a meaningful difference in the lives of those we serve. Thank you for being a part of our journey.

**Merci, Miigwetch, Thank you**

**Suzanne Marchand**  
Executive Director

**Deborah Laramey**  
Board President



# INDIGENOUS SERVICES & PROGRAMS

In the past year, we have focused on forging new partnerships and expanding our Indigenous support services to better meet the needs of our clients and community. We have enriched our offerings with a diverse range of cultural programs, Indigenous perinatal mental health services, doula support, massage therapy, and diabetes foot care. Our Strong Women Strong Nation program has been particularly impactful, fostering deep connections with Indigenous families across North Simcoe Muskoka, enhanced by the collaborative efforts of the Biidaaban Doula Collective.

On September 30th, our community came together to honour the National Day for Truth and Reconciliation. We hosted a series of events to commemorate this significant day and to celebrate Indigenous culture through music, art, and dance.



# FRANCOPHONE SERVICES & PROGRAMS

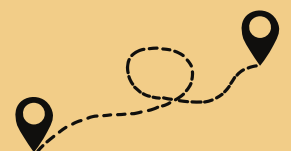


In the past year, Chigamik has collaborated with local partners, including Le Villageois de Lafontaine, Entité 4 and the Canadian Mental Health Association, to improve access to French healthcare services and community programs. In 2023-2024, we delivered **103 community workshops and programs in French**, including our ongoing initiatives such as our Vivre l'instant présent workshops and the Grouille ou Rouille exercise program.

We are also excited to announce our involvement in an inter-provincial partnership dedicated to supporting la Francophonie in Ontario. This partnership, supported by a funding alliance between Secrétariat du Québec aux relations canadiennes (SQRC) Quebec and the Office of Francophone Affairs in Ontario, will foster the creation of innovative programs for Franco-Ontarians, leveraging dance and the arts to promote wellbeing.

# 302

## FRENCH LANGUAGE SYSTEM NAVIGATION APPOINTMENTS



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



# BUILDING A STRONG, COLLABORATIVE COMMUNITY



## PAP-A-PALOOZA

This cervical cancer screening event, in partnership with the Midland Midwives, Mamaway, and RVH Simcoe Muskoka Regional Cancer Centre, provided Pap tests, refreshments, and valuable information to attendees.

## SINGWELL

In partnership with the North Simcoe Ontario Health Team, CHIGAMIK's SingWell program helps individuals with respiratory challenges improve their health and social connections through group singing.



## QUIT CAFÉ

CHIGAMIK's Quit Café program provided support and resources to individuals seeking to quit smoking, offering a welcoming space for participants to connect with others, receive free nicotine replacement therapy and guidance on their journey to a smoke-free life.



## FALLS PREVENTION

The Safe Strides event, with our community partners, focused on fall prevention through functional screenings to assess physical capacity and fall risk. Attendees received risk assessments, guest speakers, exercise demos, and local support resources.



## WINTER WELLNESS POP-UP

The Winter Wellness Pop-Up Market provided blankets, hats, mitts, personal care items, essential vitamins, and first aid necessities to those facing challenges in our community.

## CELEBRATING ONE YEAR OF SOCIAL PRESCRIBING

CHIGAMIK proudly marked the first anniversary of its social prescribing program, which **connected over 300** clients to programs like exercise, art, and social activities, enhancing their mental, physical, and social well-being. Since its launch in 2023, the program fostered community connections, reduced loneliness, and supported initiatives such as the Quest Art Program, Women's Wellness Group, Good Food Box partnership, Winter Wellness Market, Fitness for Wellness, the Social Engagement Club, Phone Lending Program and more.



*CHIGAMIK celebrated with community partners: We are the Villagers, Askenonnia Senior Centre, Georgian Bay Food Network, Quest Art School + Gallery, Community Reach, Hospice Huronia, and North Simcoe OHT partners.*