



# CSC CHIGAMIK CHC

## ANNUAL REPORT 2024-2025

# 16,878

TOTAL CLIENT  
INTERACTIONS

## 36 % OF CLIENTS

self-identify as Indigenous

## 20 % OF CLIENTS

self-identify as Francophone



# 366

Clients attended the  
Quit Café Program

# 161

Clients supported  
through CHIGAMIK's  
Foot Care Program

# 114

Accessed **Harm  
Reduction Supplies**



## 3,085

Mental Health and Addiction Appointments



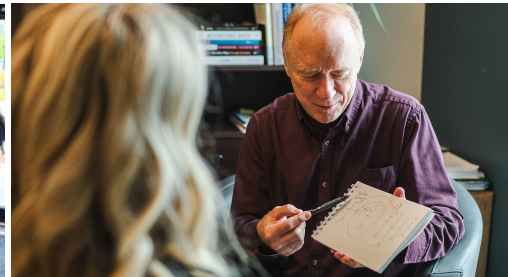
## 46

Indigenous-Based Program Sessions



## 357

People Connected to Community Resources  
through Social Prescribing



## 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



**569** people attended our  
free community programs

# 208

**Good Food Boxes** were distributed through  
CHIGAMIK's Good Food Program

302 French Language System Navigation appointments were provided



## MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD PRESIDENT

Over the past year, CHIGAMIK has taken meaningful steps to shape our future by developing a new strategic plan that reflects both our core values and the evolving needs of the communities we serve. With input from staff, clients, and partners, and through thoughtful dialogue at our board retreat, we identified key areas of focus that will guide our work in the years ahead.

At the heart of this plan is our commitment to delivering equitable, culturally safe, people-centred care. We remain steadfast in our mission to ensure that everyone who walks through our doors feels respected, heard, and supported. Equally important is our focus on nurturing a healthy and inclusive work environment—one where our team feels valued, empowered, and connected. We know that a strong, supported team is essential to providing the high-quality, holistic care that CHIGAMIK is known for.

Our strategic plan also emphasizes the importance of working in partnership to amplify impact. This past year, we continued to strengthen relationships across the health and social sectors, with a particular focus on growing our Social Prescribing Program.

By collaborating with local organizations, we are connecting clients with meaningful non-clinical supports that promote wellbeing and strengthen community ties.

Finally, we are committed to remaining responsive to the changing needs of our community. Whether through new programs, enhanced services, or integrated care models, we are continually looking for ways to adapt and improve so we can better serve those who rely on us.

We would like to extend our sincere thanks to CHIGAMIK's dedicated staff and board members. Your passion, insight, and unwavering commitment have been the foundation of our progress and success. We are deeply grateful for all you do.

Together, we look forward to the year ahead with renewed purpose and a shared commitment to advancing community health and wellness.

**Merci, Miigwetch, Thank you**

A handwritten signature in black ink that reads "Suzanne Marchand".

**Suzanne Marchand**  
Executive Director

A handwritten signature in black ink that reads "Deborah Laramey".

**Deborah Laramey**  
Board President



# OUR IMPACT

CHIGAMIK's strategic plan guides everything we do, ensuring that our programs, partnerships, and initiatives are aligned to make a meaningful, measurable difference in the health and wellbeing of our community. By staying focused on our four strategic pillars, we continue to deliver services that are responsive, equitable, and rooted in the needs and strengths of the people we serve.

## PILLAR 1: Lead Excellence in the Provision of Equitable, Culturally-Safe, People-Centred Care

This year, CHIGAMIK strengthened care coordination by developing new processes for clinical teams to share information and increasing the use of case conferencing to better support individuals with complex health needs. We expanded our client feedback process to gather input from more diverse voices and guide service improvements. Cultural safety training was delivered to all staff and Board members, and we collaborated with the Indigenous committee and Board caucus to review the Truth and Reconciliation Commission's Calls to Action and identify priority actions.

To improve access to health information, we created two free, on-demand bilingual programs—a mindfulness course and a nutrition course—and re-launched our Indigenous Culturally Appropriate Pregnancy Care (CAPC) training. We also continued our RAO Indigenous-focused Best Practice Spotlight Organization (BPSO) initiatives, with an emphasis on falls prevention and smoking cessation.



## PILLAR 2: Create a Nurturing Environment for Our Team

Throughout the year, CHIGAMIK focused on strengthening staff engagement, collaboration, and workplace culture. The staff engagement survey was realigned to reflect the new strategic plan, and feedback gathered will help guide next year's priorities. A social committee was launched, and a dedicated effort was made to boost camaraderie and connection through team-building activities, including a larger team event in September, as well as smaller gatherings like lunch-and-paint sessions. A provider feedback survey was also developed to gather insights on programs and support continuous improvement.



# OUR IMPACT

## PILLAR 3: Enhance Partnerships to Expand Collective Capacity

Over the past year, CHIGAMIK focused on enhancing partnerships to strengthen community capacity, with a particular emphasis on expanding relationships that support social prescribing. Our social prescribing framework grew to reach priority populations through new partnerships with Operation Grow and Askennonia Seniors Centre to deliver wellness programs. Outreach efforts were also enhanced through a strategy to improve communication about services and events.

CHIGAMIK, in partnership with Entité 4, Ontario Health, CMHA Simcoe County, and the Children's Treatment Network, hosted the *Health Access Forum* to bring organizations and community members together to improve access to health and community services for the Francophone community.

We also worked closely with the North Simcoe Ontario Health Team, co-chairing the Equity Health & Wellness Working Group, contributing to strategic planning across the region, and defining models and processes for joint initiatives with partner organizations, such as data sharing, and defining the COPD pathway.



## PILLAR 4: Respond to the Emerging Needs of our Community



In 2024-2025, CHIGAMIK took important steps to address evolving community priorities. We launched a program development framework that includes a gap analysis to guide new programs and initiatives. Our partnerships continued to grow, including collaboration with SingWell and the North Simcoe Ontario Health Team to study the effects of group singing on respiratory challenges such as COPD, and to explore the social benefits of singing together. We also participated in the RALI project and the Links to Wellbeing network to advance social prescribing and integrated care in Ontario.

We launched a new Indigenous Diabetes Program, which provides support from CHIGAMIK's dietitian, along with a month's supply of fresh produce through the Good Food Box, to promote healthy eating and diabetes management. The Quit Café smoking cessation program also continued in partnership with CAMH, achieving strong registration and attendance. CHIGAMIK remained engaged in the Guaranteed Basic Income pilot project led by Rosewood, supporting research on how income security can improve health and wellbeing.