



Centre de santé communautaire  
CHIGAMIK  
Community Health Centre

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# ANNUAL REPORT 2020/2021





# CHIGAMIK COMMUNITY HEALTH CENTRE

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## THE PEOPLE'S PLACE

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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.

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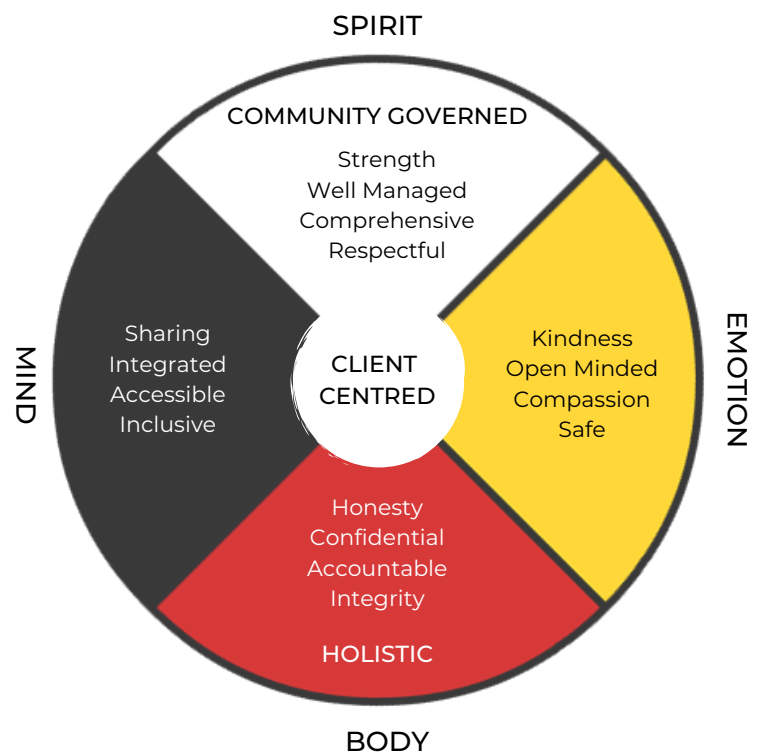
# WHO WE ARE

## 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

Welcome to Chigamik Community Health Centre's 2020-2021 Annual Report. This past year has been a year of change like no other. Like the rest of the global community, we responded to the rapidly changing reality of the COVID-19 pandemic and the implications it had on our daily lives. This global crisis has generated a great deal of anxiety, stress and uncertainty, and a range of challenges for members of our community. However, we've also seen a global outpouring of support, love and spirit.

Over the past year, our Centre never closed its doors and we felt compelled to do our part in keeping individuals out of the hospital system. Using strategies that were quickly developed around increased infection control and virtual platforms, we continued to stand by our mission to provide programs and services to equip

our communities with the tools to achieve optimal health and wellbeing. Many of our programs and services moved to virtual formats, including mental health counselling, Traditional Healing and community programs. Food insecurity is also a major issue that we continue to address and we were pleased to launch our Emergency Food Program - which has served over 750 members of our community who are dealing with emergency food related challenges.

One of our biggest strengths is our ability to respond to the changing needs of our community. This was evident during the start of the COVID-19 pandemic, when our staff started offering one-on-one, single-session mental health counselling to anyone in our community - due to the increased need in mental health support.



Collaboration with community partners, Regional Covid-19 Response tables and Ontario Health Teams has been a critical success factor in our efforts over the past year, and has allowed us to expand our reach and impact. With the completion of the new Community Health Hub, our Centre became even more accessible to our community and we continue to foster strong community partnerships to better support the needs of those who are struggling the most.

Our three-caucus board made up of representatives from the Indigenous, Francophone and Open communities, continued to provide strategic governance and worked with Chigamik staff on updating the strategic plan - highlighting our mandate of being an equitable and inclusive place for everyone.

We were also pleased to announce that we are now a registered charity and accepting donations to help support community-wide initiatives. In December, 2020, Chigamik joined the GivingTuesday movement in Canada – a global day of generosity.

Our goal was to inspire everyone in our community to get involved and help us promote the spirit of giving back. We asked members of our community and staff to support our goal of providing 20 families living in North Simcoe with “ready to cook” meals for the holidays. The community support was truly incredible.

We invite you to take a look at our some of our accomplishments over the past year. More than anything else, this past year demonstrated the commitment, devotion and compassion shown by all of Chigamik's stakeholders - its board members, staff, clients, volunteers, partners and donors. Thank you for all that you do.

Merci, Miigwetch, Thank you.

*David Jeffery*

David Jeffery  
Executive Director

*Élise Robitaille*

Élise Robitaille  
Board President

# WHAT OUR CLIENTS THINK

96%

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

94%

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

91%

of clients would recommend programs and services offered at Chigamik to their family and friends

"Thank you for your great work in your Zoom classes. I like the fact that I do not have to leave the house to get exercise and I can go at my own pace. I really appreciate the work that you do in regards to the exercises, but also the information you give us about some of the different health issues we have. Great job and thank you!"

*~Chigamik's Choose to Move program participant*

# OUR COMMUNITY IMPACT

17,651

ONE-ON-ONE  
INTERACTIONS WITH  
CLIENTS

4,413

INTERACTIONS WITH  
FRANCOPHONE CLIENTS

5,295

INTERACTIONS WITH  
INDIGENOUS CLIENTS

3,314

MENTAL HEALTH AND  
ADDICTION COUNSELLING  
APPOINTMENTS

750+

INDIVIDUALS SUPPORTED  
THROUGH CHIGAMIK'S  
EMERGENCY FOOD  
PROGRAM





# COLLABORATION, PARTNERSHIPS & COMMUNITY SUPPORT

## COVID-19 Vaccination & Testing

Over the past year, Chigamik continued to support the COVID-19 Assessment Centre with weekly nursing staffing support. The Chigamik management team and staff were also instrumental in planning and delivering collaborative, community-based COVID-19 Vaccination Clinics for residents in North Simcoe. In partnership with the Simcoe Muskoka District Health Unit and other local healthcare organizations. Chigamik contributed to the ongoing Midland and Penetanguishene “mass” Community Immunization Clinics, as well as additional Indigenous pop-up vaccination clinics. Chigamik supported 20 immunization clinics during this time period, providing a combination of both immunization and Indigenous Navigator services.



## Empowering Youth Through Indigenous Teachings

To better support youth isolation during the pandemic, Chigamik partnered with the North Simcoe Youth Wellness Hub (NSYWH) to offer six youth Indigenous workshops and one-on-one appointments with the Healers at no cost. Together, Chigamik and the NSYWH will continue to offer Indigenous youth workshops in North Simcoe.

Chigamik has also been developing the local Indojiibikan (My Roots) project in partnership with the Ontario Trillium Foundation. With the support of this grant, Indigenous and non-Indigenous youth in Midland and surrounding areas have the opportunity to deepen their understanding of Indigenous culture and learn to apply Indigenous traditions to a range of activities, to help gain knowledge and preserve cultural heritage.





## Responding to the food security crisis in our community

In response to the financial burden COVID-19 is having on the North Simcoe community, Chigamik launched its Emergency Food Program in April, 2020. Through this program, participants had access to a bag of produce once per week for up to 10 consecutive weeks or a gift card to purchase emergency food items. Since the launch of the Emergency Food program, over 750 individuals and families have benefited from this service. Thank you to our partners United Way Simcoe Muskoka, Community Food Centres Canada, the Rotary Club of Midland and our volunteers for their support.

## Market Greens Program

More than 200 families in Midland took part in our Market Greens pilot program, in partnership Community Food Centres Canada. The program was created to help low-income families with young children access fresh, local fruits and vegetables by providing participants with \$10 to \$20 in Market Greens Dollars every week for five months, to be redeemed at Chigamik's Miijim Market. The Market Greens pilot program wrapped up in March, 2021, with some impressive results:

- 98% of participants said the program helped them eat more fruits and vegetables.
- Children involved were eating two more servings of fruits and vegetables per day.
- 67% of participants, and 75% of their children, tried new fruit and vegetables.

**“We now eat a lot more vegetables. Both of my kids are hooked on salads—they have a salad at almost every meal now.”**

***~Market Greens Program Participant***

## United Way Simcoe Muskoka Partnership

Over the past year, Chigamik partnered once again with the United Way Simcoe Muskoka to help distribute the Urgent Needs Fund. This program helped provide modest and prompt grants when existing services and resources couldn't meet the needs of North Simcoe residents living in poverty and for those who have been impacted by COVID-19.



## Mental Health and Community Wellness

Over the past year, Chigamik's mental health counsellors provided over 3000 mental health and addiction appointments and introduced the single-session mental health counselling - open to everyone in our community.

The mental health counsellors also played an important role in the development of our mental health community programs including *Mindfulness Meditation*, offered in both French and English, *Anger Management* workshops and *Cognitive Behavioural Therapy* workshops for anxiety and depression.

"I have been attending mindfulness classes for almost two years. The classes are so uplifting and they help me in so many aspects of my life. Thank you for your support."

~Majorie Ethier, *Mindful Monday* program participant

## Biidaaban Doula Collective

In January 2021, the Biidaaban Doula Collective launched their first Indigenous Culturally Appropriate Pregnancy Care (CAPC) Training. This 6-week course was designed to help participants increase their cultural knowledge and abilities to continue to foster positive and engaging relationships with prenatal and postpartum Indigenous people and their families. The feedback received from the course was exceptional. All profits generated from this course are supporting Chigamik's Indigenous Doulas to provide services at no cost to First Nation, Métis and Inuit people and their families in the North Simcoe Muskoka region.

"I received wonderful prenatal, birth, and postpartum care from the Biidaaban Doula Collective. I was anxious about birth and felt like I had a million questions, so to have someone that I could reach out to who specializes in this field was invaluable."

~Amanda, *Biidaaban Doula Collective* Client

# 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 Indigenous services including Traditional Healing, Indigenous Perinatal Mental Health services, traditional support from the Biidaaban Doula Collective, Indigenous Massage Therapy, and Indigenous Foot Care. Over the past year, we provided 331 Traditional Healing appointments both virtually and in-person, to clients and members of our community.

Our cultural programs play a big role in the health and wellbeing of many of our clients. During the last fiscal year, we provided 94 Indigenous community programs including our weekly *Ojibwe Language classes, Beading workshops, Teachings, Traditional Medicine workshops, Women's Healing Circles* and more. To better support our youth, we also partnered with the North Simcoe Youth Wellness Hub to offer Indigenous youth workshops and one-on-one appointments with the Healers.



<b>94</b> Indigenous Programs Delivered	<b>331</b> Traditional Healing Appointments
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## FRANCOPHONE SERVICES & PROGRAMS

Being the only CHC in North Simcoe Muskoka designated under the French Language Services Act, one of our goals at Chigamik is to help break language barriers that many Francophones in our community face when trying to access health care.

Since the COVID-19 pandemic, a radical shift has occurred in how many Ontarians access primary care services. What has not changed is the vital role of primary care as the entry point of the health system. In March 2021, Entité 4 partnered with Chigamik CHC and others to launch a provincial-wide campaign to help promote French language primary care services available for Francophones living across the province.

Over the past year, Chigamik also worked with local French schools, municipalities, and other community partners to improve access to health care services and community programs in French. Our French Language System Navigator helped over 200 Francophone individuals navigate their health care needs, and we provided 73 community programs in French including weekly *Mindfulness* classes, *NIA* and weekly *Grouille ou Rouille* exercise programs, chronic pain support, mental health support for seniors and more.

"This year, Chigamik is celebrating 10 years of services in our community. For us, providing primary care services in French is a first step in taking a patient's linguistic needs into consideration throughout their healthcare journey."

~ David Jeffery,  
Executive Director,  
CSC Chigamik CHC



73

Francophone  
Programs  
Delivered

595

Francophone  
Program  
Participants

# CHIGAMIK TURNS 10!

In February 2021, CSC Chigamik CHC celebrated 10 years of service in our community - service that we know has been vital to those who struggle the most. We have touched the lives of thousands in our community, opened doors and provided opportunities that otherwise would not have been there.

Today, Chigamik is in the right place, at the right time, and we will continue to have a significant impact on thousands more.

Thank you to all of our staff, partners and friends who continue to support us in all that we do.

## Click to Watch the Video Below



"Many of the programs you offer are targeting both physical and mental health support. This is essential in any community, including the rural residential areas. I look forward to seeing these programs continue so that I can continue to experience optimal health into my aging years."

*~CSC Chigamik CHC Program Participant*

# FINANCIALS

## Statements of Operations

For the Year Ended March 31, 2021

	Budget (Unaudited)		Actual
	2021	2021	2020
<b>Revenue</b>			
LHIN - base funding (note 9)	\$ 3,663,777	\$ 3,691,160	\$ 3,502,015
LHIN - one-time funding (note 9)	-	262,551	557,500
Other revenues - funding type 3 (note 10)	-	320,629	113,103
Other revenues - funding type 2 (note 10)	215,195	169,498	202,319
Waypoint - CBT Psychotherapy (note 9)	-	155,080	277,530
Amortization of deferred capital contributions	-	154,763	18,234
CMHA funding	-	102,350	102,350
MOH - one-time funding (note 9)	-	410	2,980
Paymaster	(66,634)	-	-
	<u>3,812,338</u>	<u>4,856,441</u>	<u>4,776,031</u>
<b>Expenses</b>			
Community Clinics / Program	2,249,244	2,409,997	2,263,941
Health Promotion	629,101	466,460	564,411
Client Support Service	44,553	46,287	45,772
Administration	907,006	1,195,437	938,774
One Time Funding	-	262,551	125,500
Health Link	-	-	447,000
Waypoint	-	155,080	277,530
Funding Type 3	-	272,760	92,361
	<u>3,829,904</u>	<u>4,808,572</u>	<u>4,755,289</u>
<b>Excess (deficiency) of revenue over expenses</b>			
for the year	\$ (17,566)	\$ 47,869	\$ 20,742

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.

## 2020-2021 Service Award Recipients

Congratulations to Chantal Newburn, Registered Nurse, for celebrating her five-year service award and Brian George, Health Promoter & Traditional Healing Coordinator, Jeff Graham, Community Health Worker, Nicole Ayotte, Nurse Practitioner and Melissa Maurice, Office Manager, for celebrating their ten-year service award during the 2020-2021 fiscal year!

We would also like to recognize and thank David Jeffery for his 10 years of service and congratulate him on his retirement and receiving the prestigious 2021 Alliance for Healthier Communities' Joe Leonard Award.

## Board of Directors: Fiscal Year 2020-2021

Élise Robitaille – President

Brenda Jackson

Elisse Lefaive

Anne Desroches – Vice President

Brigitte Quesnelle

Gail Hunt

Tammy Stadt – Secretary

Deborah Laramey

Grace Kidd

Denis Maurice – Treasurer

Duncan Matheson

Ivy Beaton



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