

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

# ANNUAL REPORT

2017 - 2018

## *Thank You to Our*

### Board of Directors / Conseil d'administration

Anne Desroches  
 Denise Chester  
 Don Copping  
 Duncan Matheson  
 Gabrielle Maurice  
 Gisèle Robitaille  
 Ken Fraser  
 Nena LaCaille  
 Sean Bisschop  
 Tammy Stadt

### Volunteers / bénévoles

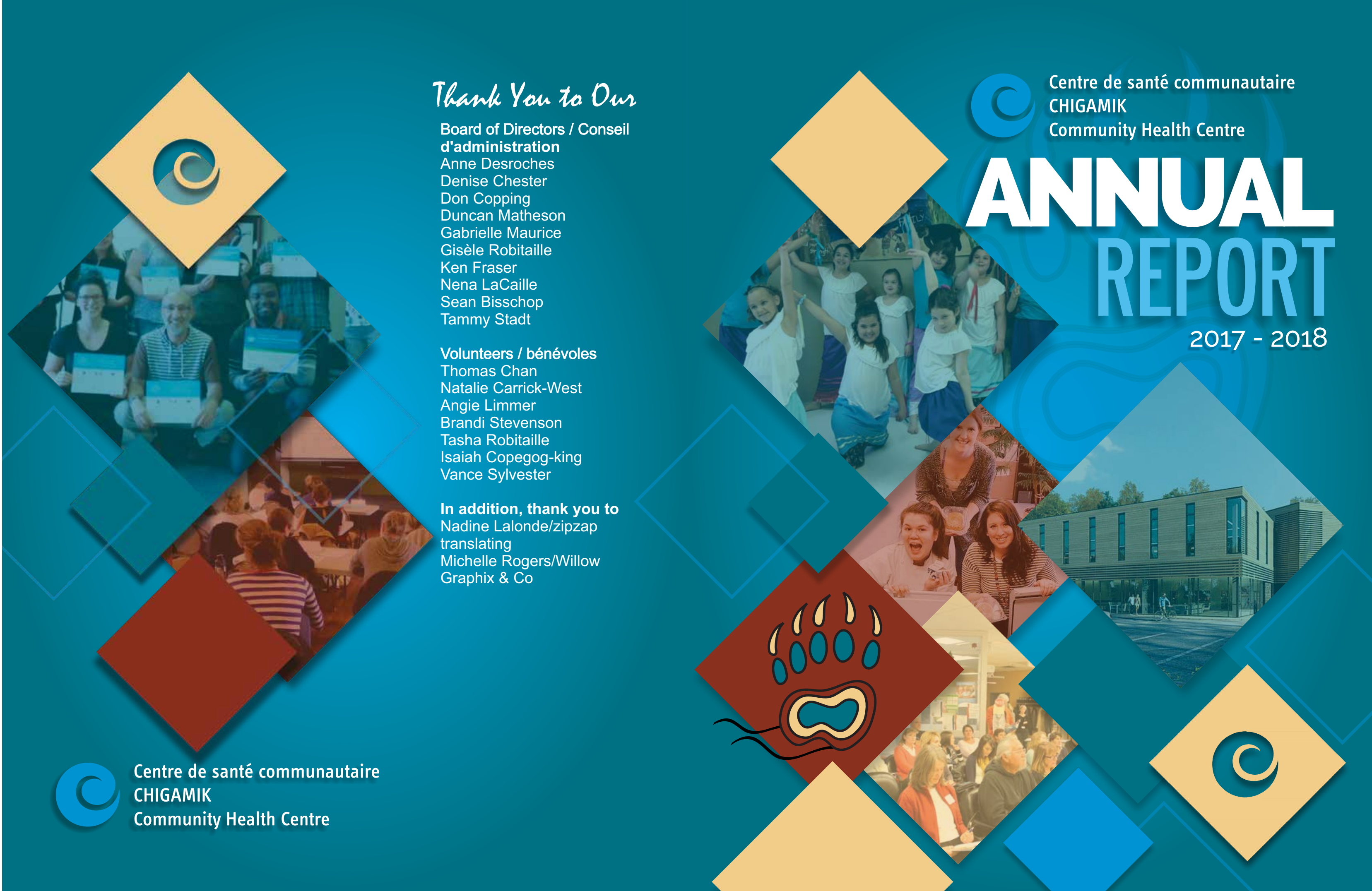
Thomas Chan  
 Natalie Carrick-West  
 Angie Limmer  
 Brandi Stevenson  
 Tasha Robitaille  
 Isaiah Copegog-king  
 Vance Sylvester

### In addition, thank you to

Nadine Lalonde/zipzap  
 translating  
 Michelle Rogers/Willow  
 Graphix & Co



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





# CHIGAMIK

*The People's Place*

## A Community Health Centre

We provide a combination of primary care, health promotion programs and community development initiatives that are culturally-relevant, holistic as well as available in English and French.

Look for us in our  
New Location  
Spring 2019

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# EMPLOYEE NAMES & TITLES

## Name/Nom

## Position / Titre

Nicole Ayotte	Nurse Practitioner (NP) / Infirmière praticienne (IP)
Danielle Beard	Medical secretary / Secrétaire médicale
Catherine Beaudet	Administrative Assistant / Adjointe administrative
Jodi Blue	FNMI Perinatal Mental Health Worker/Travailleuse en santé mentale périnatale PNMI
Kevin Byron	Physician / Médecin
Andrew Copegog	FNMI Social Worker / Travailleur social PNMI
Natalie Doherty	Mental Health & Addictions / Santé mentale et toxicomanie
Katelyn Dymont	Supports/ Soutiens
Monique Favron	Registered Practical Nurse (RPN) / Infirmière auxiliaire autorisée (IAA)
Cassandra Forget	Indigenous Program Assistant/Adjointe aux programmes autochtones
Brian George	Health promoter -Traditional healing coordinator / Promoteur de la santé - coordonnateur de la guérison traditionnelle
Andrea Gillespie	Dietician / Diététiste
Jeff Graham	Community Health Worker / Agent de santé communautaire
Alyssa Hansford	DSA- Decision Support Analyst / Analyste de soutien décisionnel- ASD.
David Jeffery	Executive Director / Directeur général
Alex King	FMNI Program Assistant/Adjointe aux programmes PNMI
Céleste Lalonde	French language system navigator/Navigatrice de système en français
Charlene Lalonde	OTN- Telemedicine Coordinator / Coordinateur télémédecine - RTO
Julien Laramée	Mental Health & Addictions / Santé mentale & Toxicomanie
Mona Loones*	Clinical Manager /Gestionnaire clinique
Moir MacSween	Physician /Médecin
Melissa Maurice	Office Manager / Gérante de bureau
Janine Messenger	Registered Practical Nurse (RPN) / Infirmière auxiliaire autorisée (IAA)
Dawn Nancekievill	Nurse Practitioner (NP) / Infirmière praticienne (IP)
Chantal Newburn	Registered Nurse (RN) / Infirmière autorisée (IA)
Jessica North	Project Manager HKCC / Directrice du projet HKCC
Julie Overink	Program Manager / Directrice des programmes
Sandy Parks	Medical secretary / Secrétaire médicale
Céline Ro	Nurse Practitioner (NP) / Infirmière praticienne (IP)
Renee Scruton	Francophone Health Promoter / Promotrice de la santé francophone
Trent Simons	Physiotherapist / Physiothérapeute
Scott Zoschke	CBT Psychotherapist/Psychothérapeute TCC
	Cleaner/Nettoyeur de bureau

### Health Links Program / Programme Maillon santé

Christine Ralhan	Health Link Program Manager/ Directrice du programme
Laura Fleming	Health Link Clinical System Navigator / Navigatrice du système clinique
Kristen Cockburn	Health Link Clinical System Navigator / Navigatrice du système clinique

### Midwives / Sages-femmes

Lynne-Marie Culliton
Kim Alderdice
Leda McDonald

\*No longer with us

March 1 2017/  
March 31, 2018





# FINANCIAL STATEMENT

2018

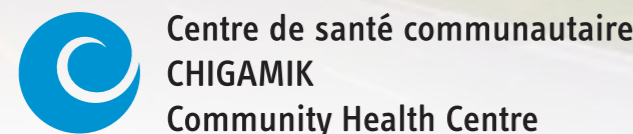
**CENTRE DE SANTÉ COMMUNAUTAIRE CHIGAMIK  
COMMUNITY HEALTH CENTRE INC.**

## Statement of Operations

For the Year Ended March 31, 2018,  
with comparative figures for 2017

	Budget 2018	2018	Actual 2017
<b>Revenue</b>			
LHIN - base funding	\$ 3,215,950	\$ 3,310,892	\$ 3,068,013
LHIN - one-time funding	34,481	516,000	415,846
CMHA funding	100,000	100,000	100,000
MOHLTC - Healthy Kids Community Challenge	-	174,323	173,414
MOHLTC - Francophone Health Promotion	-	171,745	7,551
Waypoint - CBT Psychotherapy	-	80,516	-
Other grants	2,000	44,960	17,215
Cost recovery	20,000	28,005	32,666
Interest income	-	811	5,102
Rent recovery	3,000	5,541	3,328
Amortization of deferred capital contributions	-	9,380	14,573
Donation income	500	-	-
	<b>3,375,931</b>	<b>4,442,173</b>	<b>3,837,708</b>
<b>Expenses</b>			
Community Clinics / Programs	2,300,057	2,365,428	2,003,210
Health Promotion	225,065	380,083	309,527
Health Link	32,087	362,400	447,609
Healthy Kids Community Challenge	-	174,323	173,414
Francophone Health Promotion	54,463	171,745	7,551
Penetanguishene Health Hub	-	-	7,379
Client Support Services	2,500	46,221	44,443
Administration	784,227	941,973	844,575
	<b>3,398,399</b>	<b>4,442,173</b>	<b>3,837,708</b>
Excess (deficiency) of revenue over expenses for the year	\$ (22,468)	\$ -	\$ -

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



## A MESSAGE FROM Our Executive Director & Board President

David Jeffery  
Executive Director



Sean Bisschop  
Board President



*Managing Change* has been the operative action this year. There are many external forces that directly impact the lives of our clients and therefore shape our work with them. Neo Liberalism has utterly failed as an economic and government policy framework and yet it still has free licence as a model. This model has forced many more into poverty, privatized or attempting to privatize and monetize the commons. This has caused us to think about our work differently.

We are now active with protecting water, developing food security, mitigating poverty, addressing social isolation, and having a view to our climate. All of these factors directly impact the health and wellbeing of our clients and community. Many have written about the power of many small changes adding up to have a big impact. We think of our work at Chigamik that way. The many key

interventions in the lives of our community members leads to a more vibrant and healthy community. We saw significant movements with our new site, our key partnership with Waypoint Centre for Mental Health saw the shell being agreed to by all parties, the work started and the conversations with the Ministry of Health on the Fit Up of the internal space took a big jump forward.

Great in roads have been made with our regional CHC partners, Barrie CHC and South Georgian Bay CHC in many arenas and one stands out – the expansion of French Language Services in Health Promotion, System Navigation and more recently a start with Primary Care. We are in the middle of key study to determine the depth and breadth of the Primary care needed in the Barrie Area. We have a wide range of meaningful programming on offer to the community,



# A MESSAGE FROM

## Our Executive Director & Board President

including perinatal mood disorder supports, smoking cessation, and pain management. These are all impactful for individuals and their families along all dimensions of our model of health and wellbeing.

This year we saw the official alignment of the Midland Midwives with our Centre, Health Links continuing to do the deep community work with our most fragile residents, the Mental Health Walk-in Clinic being an ongoing asset, the announcement that we will host a Rapid Access Addiction Medicine Clinics for those who are addicted, and steady growth in our focus populations – First Nations-Metis-Inuit and Francophone. We moved our Back Office Shared Services from the NSM LHIN, not by

choice, to the March of Dimes which brought some turbulence.

The Board has three strong caucuses in the First Nations- Métis-Inuit, Francophone, and Mainstream members. They are learning and working well together and holding a good governance space. We are seeing that trickle down into the organization as stability, staff commitment and good work.

We see first-hand how each small change with each client marks a step to greater community vitality. We look forward to being in the new building next year to see that impact grow significantly.

Merci, Miigwetch, Thank you.

# OUR PERFORMANCE & Success



14,578  
One-On-One  
Interactions  
with Clients



Provided  
Services to  
3,440  
Unique  
Individuals



Provided  
3,459  
Counselling  
Appointments

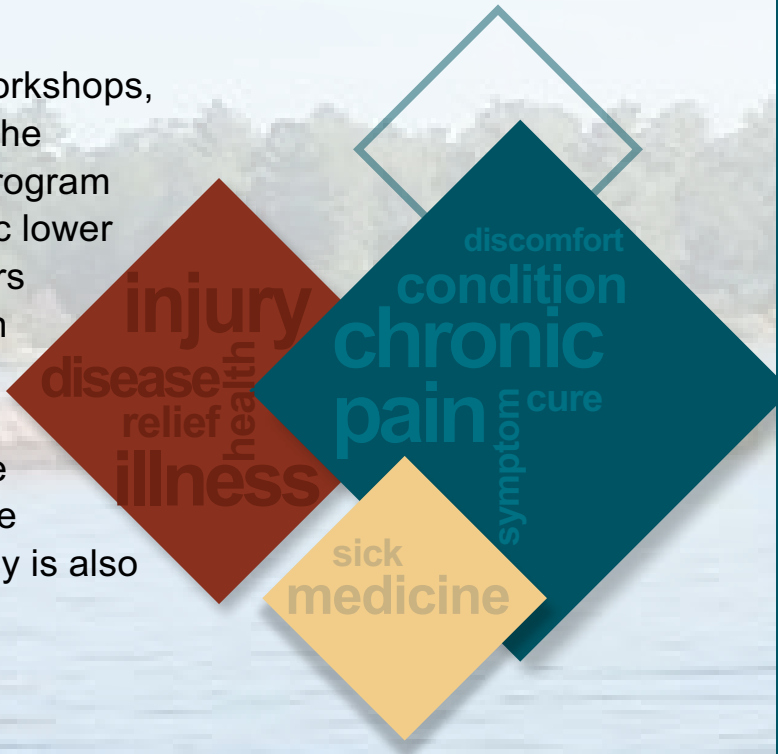
# CHRONIC PAIN MANAGEMENT AT CHIGAMIK

“I was looking for an activity that I was able to take part in with Fibromyalgia. When I first attended the class, it was much more than what I expected it to be. After a few classes, I found that I was gaining muscle, mobility, I wasn't in as much pain and I was having fun! It was truly amazing!”

Tamara, Farewell Fibro Participant

People who suffer from daily, excruciating pain from an injury or chronic illness often have to learn new ways to adapt to their physical limitations. That's why Chigamik is offering members of the community with an opportunity to take part in programming that helps those living with chronic pain or conditions such as the Living with Chronic Pain, Living with Chronic Conditions, and Living with Osteoporosis education series.

Along with these education workshops, Chigamik has partnered with the Arthritis Society to deliver a program for people dealing with chronic lower back pain. Chigamik also offers group exercise programs such as Nordic Pole Walking, dance therapy for those suffering Fibromyalgia and the newly created Choose to Move fitness program. Physiotherapy is also available for clients.



chronic pain

# HARM REDUCTION SUPPORT AT CHIGAMIK

Chigamik has created a harm reduction committee that includes volunteer staff from the clinic's primary care and allied health team. The purpose of this committee is to target the needs of our community members by having the proper supplies and education around harm reduction support. Chigamik recently partnered with the Simcoe Muskoka District Health Unit and received training to deliver a Naloxone Program at Chigamik. The program provides equitable access to life saving Naloxone Kits and education in our catchment area. Naloxone can temporarily reverse an opioid overdose. Due to an increase in opioid overdoses in our community, the kits are being distributed to clients and community members, who need them, at Chigamik and through our outreach program.

## NORTH SIMCOE HEALTH ORGANIZATIONS COLLABORATING TO HELP INDIVIDUALS IN CRISIS

Emergency services and community health organizations in North Simcoe have started to break down barriers and work together to better assist individuals in crisis. The North Simcoe Situation Table brings 25 area organizations together to deal with a crisis or help address an escalating situation. It may be an individual struggling with addiction, a person dealing with mental health issues, or a student headed down a dangerous path, which could be brought to the group's attention. Representatives from area partners include Chigamik, the Southern Georgian Bay OPP, Midland Police, Canadian Mental Health Association, The Guest House Shelter, Waypoint, and North Simcoe Community Health Link.

# community SUPPORT

# WHAT OUR CLIENTS THINK

80% of clients agree that they understand more about their health after their visit to CSC CHIGAMIK CHC

85% of clients agree that staff take into account their individual needs when they are providing care

84% of clients agree that staff encourage them to make decisions about the health care they receive

81% of clients feel their health and well-being has improved because of services they have received at CSC CHIGAMIK CHC

“ I was so excited to read about all the activities that were happening in French in our community. I was thrilled! And I wanted to sign up right away. It always does me good physically, and especially mentally. ”

Adèle William-Beausoleil





# BUILDING HEALTHY communities

*“Acceptance, understanding, and harmony between Aboriginal and Non-Aboriginal people.”*

## We provide services to 653 Francophones

- 55% are non-rostered
- 45% are rostered
- Francophones make up 14% of our total primary care roster
- We provided 17 programs in French last year

## We provide services to 653 Francophones

- 63% are non-rostered
- 37% are rostered
- “Other” make up 66% of our total primary care roster
- We provided 203 programs last year

## We provide services to 1,165 First Nations Métis Inuit (FNMI) clients

- 64% are non-rostered
- 36% are rostered
- FNMI make up 20% of our total primary care roster
- We provided 49 culturally relevant programs last year



# OPIOID COUNSELLING PROGRAM

GEORGIAN BAY CLINIC PARTNERSHIP

## Did you know...

Ontario is the biggest user of prescription painkillers in Canada. More than 20% of adults in Ontario are taking some form of opioids. (Ontario Drug Policy Research, 2015). Research shows that individuals have more success overcoming their substance use with the addition of regular addictions counselling.



In partnership with the Georgian Bay Clinic, Chigamik now offers an Opioid Counselling Program – providing non-judgemental counselling support for anyone who is concerned about their use of opioids. Whether the addiction stems from prescription use or the street, the program focuses on those wanting to address their struggle with addiction.

- Individual or group counselling
- Methadone Maintenance Treatment support
- Health, safety and risk-reduction teachings
- Free harm reduction supplies (clean needles and crack kits)
- Referrals to withdrawal management and treatment programs
- Emergency food cupboard for individuals and families



W

"It is not case management. It is not managing chronic conditions over a long period of time. It is literally sitting at a table and dealing with a situation where someone is in crisis and we need to deal with it now. We are not trying to unpack their whole history, we are there for a very specific thing — to reduce or prevent self-harm or harm to others."

*David Jeffery, Executive Director of Chigamik Community Health Centre and co-chair of the Situation Table steering committee*

R



162 Harm Reduction Kits Supplied



24 Naloxone Kits were Supplied



Provided Access to our Emergency Food Cupboard 95 Times

O

E



# OUR CULTURE & Identity



CSC Chigamik CHC is a "tri-cultural" organization that provides care to the Francophone, Indigenous and Anglophone community in the North Simcoe region and Muskoka. The Centre's staff, board and clients represent these diverse communities.

# MISSION & vision

**OUR MISSION** is to provide culturally relevant holistic programs and services to equip our communities to achieve optimal health and wellbeing through awareness, health promotion and illness prevention.

**OUR VISION** is to be an inclusive place where all are welcome to pursue an enrichment of their quality of life, health and wellness.



Centre de santé communautaire  
CHIGAMIK  
Community Health Centre



# Moving Forward 2018

Community Health Hub

Waypoint Stage 1 and 2 Submissions have been made jointly to the LHIN and to the MOHLTC. The Hospital received approval on the Stage 1 Submission prior to Christmas. Further comments were received from the Ministry on the Stage 2 Submission on March 9, 2018 and a response was submitted on March 13, 2018. Subsequent meetings with the Ministry were held in April, but discussions were put on hold as the Ministry was in caretaker mode during the provincial election process. The Ministry is now emerging from that status and have already met with the team in late August. Further meetings are planned with the Ministry hoping to wrap up the approval by the end of September.

The Gillam Group, our construction managers, have now tendered 100% of all trades on the project. We have met with the cost consultant, to determine the final tracking of costs compared to the latest cost estimate provided by Marshall & Murray in November 2017. It appears we are completely aligned with that estimate.

Construction and design are going well but there is a labour shortage across the province in specialized trades such as stone masons (installing the retaining wall) and the facade panels. This shortage has slowed the tempo on the site. Paving is complete with landscaping underway. The construction managers anticipate being complete by the end of October which aligns with the Ministry approval process.

Bob Savage  
Project Manager



## TRADITIONAL HEALING PROGRAM

Chigamik's Traditional Healing Program is Growing!

At Chigamik, we realize the importance of respecting the diversity of our clients by providing health care services and programs that are culturally-relevant and tailored to customs and beliefs. With the increase of Indigenous staff at Chigamik, we were able to increase the cultural programming being offered at Chigamik and in partnership with our Indigenous community partners. To expand the Traditional Healing program to even more clients across North Simcoe, a Memorandum of Understanding (MOU) was created to deliver more health care services and programs to all regional First Nations and urban Indigenous organizations including:

- Primary health care services
- Counselling
- Physiotherapy
- Dietician services
- Social recreation activities such as Drum Making & Birthing, Beading Workshops, Creation Story Series, Four Direction Teachings, Eagle Feather Painting, Infant Baby Massage and so much more!



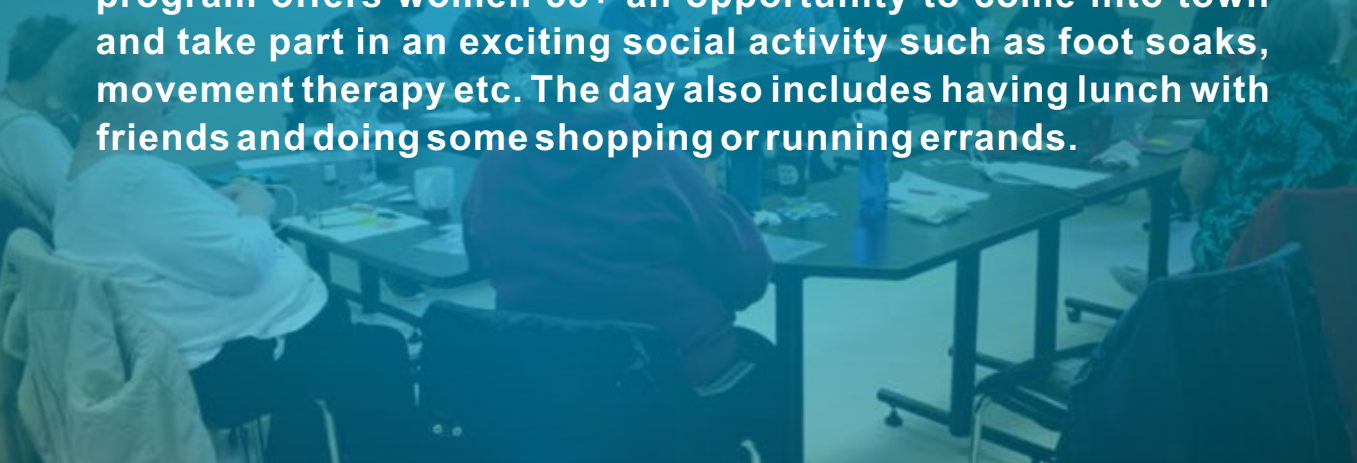
Chigamik has provided 742  
Traditional Healing Appointments



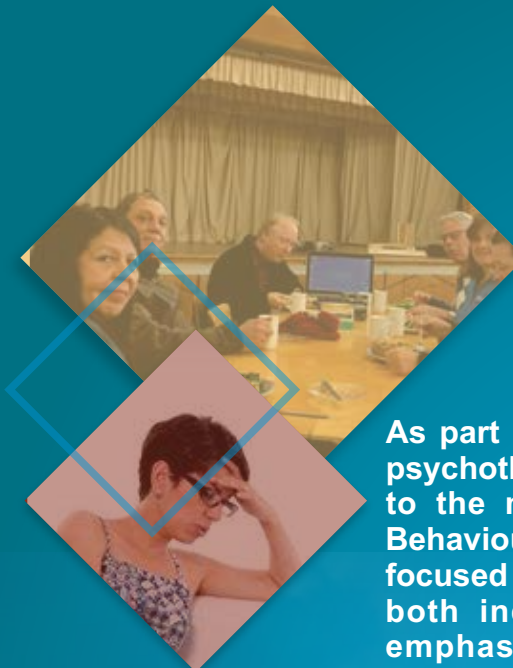
# LADIES' DAY OUT



To help combat the social isolation... that many seniors feel living on Christian Island, Chigamik created a new initiative called, Ladies' Day Out! The quarterly program offers women 55+ an opportunity to come into town and take part in an exciting social activity such as foot soaks, movement therapy etc. The day also includes having lunch with friends and doing some shopping or running errands.



# COGNITIVE BEHAVIOURAL THERAPY

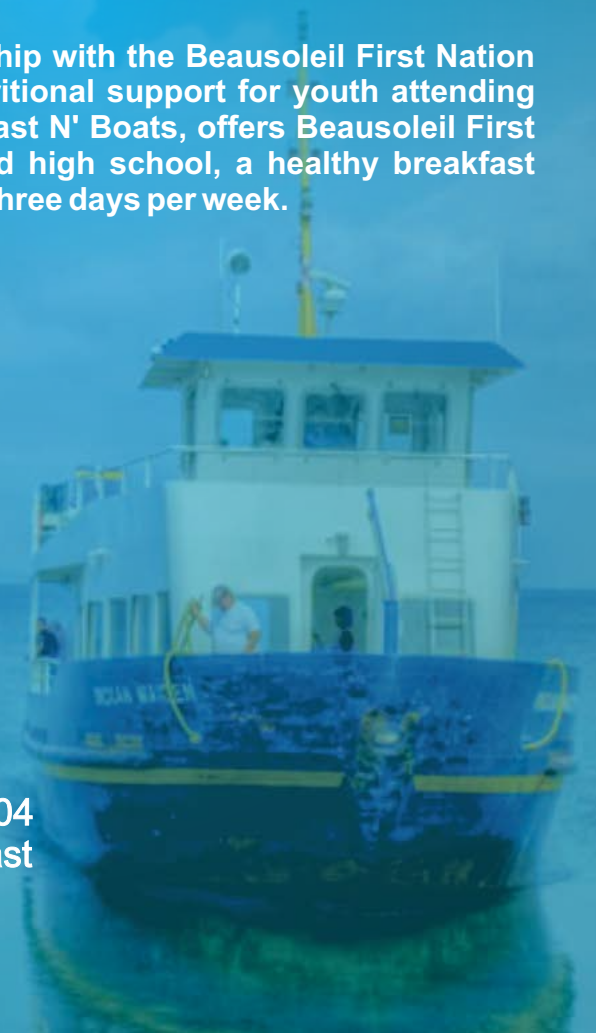


As part of Ontario's pilot project to increase access to psychotherapy, Chigamik increased the staff compliment to the mental health team by hiring two Cognitive Behavioural Therapists. This evidence-based approach is focused on targeting anxiety and depression, through both individual and group sessions. This project emphasizes the importance of collaborative work between client, therapist and primary care providers, and is open to everyone in the community.

# BREAKFAST N' BOATS

Chigamik is pleased to announce a partnership with the Beausoleil First Nation (BFN) Education Department to provide nutritional support for youth attending high school. The new program called Breakfast N' Boats, offers Beausoleil First Nation youth on Christian Island who attend high school, a healthy breakfast container at no cost on the morning ferry ride three days per week.

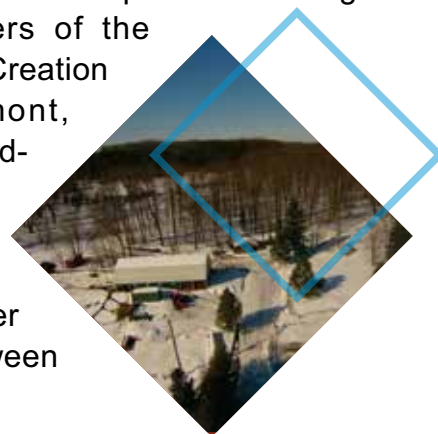
*"Making the connection between what we eat and academic achievement is one of the most important lessons youth can learn when it comes to healthy eating. All youth deserve a fair shot at success and good nutrition plays such an important role. We are so pleased to partner with the BFN Education Department and are thankful for their support. Our ultimate goal is to help more young people get the support they need to graduate from high school and build a future full of potential."*  
Alex King, Food Access Worker, CSC Chigamik CHC



# THE CREATION STORY: HEALING TOGETHER

*"acceptance, understanding, and harmony between Aboriginal and Non-Aboriginal people."*

Chigamik in partnership with the Georgian Bay Native Friendship Centre, Georgian Bay Native Women's Association, Orillia Native Women's Group and Enaahtig healing Lodge and Learning Centre, invited members of the community to attend a free 4-part series event called "The Creation Story: Healing Together." Presented by Jim Dumont, Onaubinisay, the series introduced participants to the world-view of Indigenous peoples, the spiritual and cultural values of Indigenous peoples, and also highlighted historical and contemporary issues that influence communities. The goal of the event was to learn and foster greater acceptance, understanding, and harmony between Aboriginal and Non-Aboriginal people.



We provide services to 504 meals during our Breakfast N' Boats program



# FRANCOPHONE DIABETES DAY

So much information is given about Diabetes, however, none of it has been available in French within our NSM LHIN, until now! Chigamik held an education session on Diabetes in French for their Francophone, First Nation and Métis clients. From mindfulness and exercise to healthy eating strategies – Chigamik's Registered Nurse, Mental Health and Addiction Counsellor, Physiotherapist, Dietitian, French Language System Navigator and French Health Promoter were able to provide information in a way that was easily understood and meaningful to the participants in French.

# INCREASED FRANCOPHONE SERVICES

In 2017, Chigamik hired a French Language System Navigator and two French Health Promoters, dedicated to helping the Francophone community gain access to health programs, workshops, social services, primary health care physicians, specialists and more in French. The new staff not only support Chigamik's clients, but also support the Barrie Access Point, where clients can see their Francophone Nurse Practitioner at the Barrie CHC as well as access navigation services through the Southern Georgian Bay CHC. Increase in Francophone human resources at Chigamik has strengthened the visibility of access to French services, while encouraging trust with clients, community members and partners.

# FRANCHOPHONE NAVIGATION

Patient navigation is an essential piece to successfully connecting clients to services and increasing Francophone visibility across three Community Health Centres in the NSM LHIN. The French Language System Navigator's role is to help guide Francophone clients towards French language health services that are adapted to meet their specific needs and to identify any gaps in services or programming within the community.



**Our French Language System Navigator has aided 74 Francophone individuals in navigating their health care needs in our community**

# THE THREE CHC'S POOL EFFORTS

CHIGAMIK, BARRIE AND SOUTH GEORGIAN BAY COMMUNITY HEALTH CENTRES (CHC'S) HAVE BEEN WORKING TOGETHER SINCE THE BEGINNING OF 2017 TO IMPROVE ACCESS TO FRENCH LANGUAGE SERVICES ACROSS THE ENTIRE NORTH SIMCOE MUSKOKA (NSM) LOCAL HEALTH INTEGRATION NETWORK (LHIN) TERRITORY.



*It is the first time in Ontario*

that community health centres within one LHIN territory collaborate for the improvement of services in French. This cooperation led to the development of a health promotion program, and workshops at all three CHCs. This success comes after many years of discussions between North Simcoe Muskoka Francophone communities and all three community health centres serving the area. Supporters of this initiative include Entité 4, NSM LHIN, and some financial support was received through the Canada Ontario Agreement on French Language Services.

# FRANCOPHONE COMMUNITY OUTREACH

In order to provide tailored programs for the Francophone communities in the North Simcoe Muskoka region, Chigamik provides community outreach activities and programs to connect Francophone students, their families and other community members to various French health and wellness services. The presence of Chigamik in the French schools and throughout the community not only helps us understand their needs, but also enables us to help students, parents and other community members navigate numerous health systems and social services in French.