

ANNUAL REPORT

2020-2021

Centre de santé
Saint-Boniface



Vision

Centre de santé Saint-Boniface is known for its delivery of innovative primary health care services that promote the health and wellness of its community.

Mission

Centre de santé Saint-Boniface stimulates and supports the French-speaking population of Winnipeg and the residents of St. Boniface in taking charge of their own health and wellness. The Centre collaborates with the community to promote health and to prevent, treat and manage health problems. Given its unique role, the Centre operates in French and provides services in both official languages.

Mandate

The mandate of Centre de santé Saint-Boniface is to provide primary health services in both official languages to the French-speaking population of Winnipeg and St. Boniface residents through an interdisciplinary team of bilingual professionals. The Centre also promotes the training of bilingual professionals.

Values

Fairness: Our clients must have equitable access to health services in their preferred language, whether French or English.

Respect: We recognize the value and rights of individuals, families and communities in all their diversity and their ability to take care of themselves.

Quality: We offer services that meet the community's needs through continuous evaluation and the use of best practices.

Comprehensiveness: Each member of the interdisciplinary team contributes their particular expertise to a comprehensive approach, which takes into account all the needs, capabilities and resources of individuals, families and the community.

Transparency: Our decision-making process is transparent with respect to our colleagues, our community, our funders and our partners.

2020-2021 Board of Directors

Serge Bisson, Chair

Rémi Gosselin, Vice-chair

Peter Dorrington, Treasurer

Natalie Gagné, Secretary

Antoine Cantin-Brault

Marc Fabas

Lise Voyer

Faiçal Zellama

Mohamed Pléa, Treasurer (on leave from June 2020 to January 2022)

Statement of Operations

For the period ending March 31

| | 2021 | 2020 |
|--|-------------|-------------|
| Revenue | \$6,890,807 | \$6,776,194 |
| Expenses and other | | |
| Salaries, wages and benefits | 6,069,351 | 5,988,909 |
| Other | 698,715 | 636,888 |
| Excess of revenue over expenses | 122,741 | 150,397 |



Message from the Board Chair and the Executive Director

Our performance in 2020-2021 reinforces what an incredible team we have at Centre de santé Saint-Boniface. Our team demonstrated great resilience and extraordinary team spirit in dealing with the challenges faced by the Centre following the COVID-19 outbreak in Winnipeg which began in March 2020. We would like to extend a special thank you to the leadership team for its dedication during this exceptional year.

Many of our services and employees have been affected by COVID-19, but the Centre has found ways to continue to provide services safely. The Centre is committed to adapting and continually adjusting its services to meet the needs of its clients and the French-speaking population.

The year was filled with challenges. It was also a transition year for the Centre, with the arrival of the new Executive Director, Stéphanie Roy, in January 2021. Stéphanie, who has held a wide variety of leadership positions in the health sector and with several other organizations in the Francophone community, is very enthusiastic about joining the team. We would also like to thank Susan Stratford for the leadership that she provided during the past year as Acting Executive Director.

We want to take this opportunity to acknowledge Dr. Jacqueline Gougeon, a physician at Centre de santé, and the Family Medicine Obstetrics Group at St. Boniface Hospital who won the Manitoba College of Family Physicians Award of Excellence for their outstanding work and care delivery, the sustainability of the care that they provide and their continued commitment to teaching urban obstetrical care to residents in the Family Medicine Program and establishing an essential partnership with the St. Boniface Hospital.

We are entering the last year of our strategic plan and are actively preparing to draft a new one. We will continue to work very hard to make the Centre a leader in providing excellent primary health care services in French.

We look forward to seeing you at the Centre in 2021-2022, on screen or in the community, even if it's from behind a mask!

Serge Bisson
Board Chair

Stéphanie Roy
Executive Director

Strategic Focus

The 2017-2022 Strategic Plan was developed through a dynamic process involving the Centre's Board of Directors, founding members, partners and staff. The plan is based on four strategic focuses: leadership, equitable access, reputation for excellence and human resources.

1. **Leadership:** Centre de santé Saint-Boniface is a key leader within an integrated network of partners.
2. **Equitable access:** Winnipeg's French-speaking population and St. Boniface residents have equitable access to health care services provided by Centre de santé Saint-Boniface.
3. **Reputation for excellence:** Centre de santé Saint-Boniface enjoys an excellent reputation as a recognized model for the delivery of high-quality primary and community services in both official languages.
4. **Human resources:** Centre de santé Saint-Boniface has a full complement of bilingual human resources.

Status Report

COVID-19

Everything changed in early 2020 when the COVID-19 pandemic turned the world upside down. Several organizations from various sectors were affected. Centre de santé was no exception. Faced with an uncertain and constantly changing situation, we adapted and took all necessary steps to protect our clients and staff. This year's two key words are flexibility and gratitude to our leaders, employees and health care partners as we all worked together to navigate through these uncertain times.

From the first weeks of confinement, our team members took steps to work remotely whenever possible. We introduced additional infection prevention and control measures, including training our staff and reorganizing workspaces and waiting rooms. We know that access to health care, including mental health care, is essential, especially during periods of confinement. Accordingly, we continued to offer our clients in-person consultations and also began to offer them virtual consultations with our physicians and nurse practitioners, as needed. Our mental health counsellors successfully provided virtual consultations and facilitated the online *Mindfulness-Based Cognitive Behavioural Therapy* program.



When Manitoba moved to the Critical (red) level on the Pandemic Response System, Centre de santé limited some of its services to those considered essential. This decision aimed to limit the spread of COVID-19 and meet the urgent needs of the health care system, while some members of our staff were redeployed to high priority sectors. In addition, staff developed programs to address identified gaps, such as flu shot clinics and cervical cancer screening tests (Pap tests) which were offered on weekends.

In order to help support the health care system, we operated a COVID-19 assessment clinic, a WRHA initiative for people who developed COVID-19 symptoms or tested positive for COVID-19 and required treatment. In addition, the Walk-In Connected Care Clinic remained open throughout the year to ensure easy access to primary care services.

We are happy to be a part of the Manitoba primary care clinics that provide their clients with COVID-19 vaccines. These initiatives began in March and will continue through 2021, as determined by the Government of Manitoba.

Strategic Objective 1: Centre de santé Saint-Boniface is a key leader within an integrated network of partners.

Restrictions caused by the pandemic have limited our ability to provide services in the community and build relationships with new partners. However, we continue to forge strong relationships with our key partners in order to deliver integration, collaboration and optimization projects.

Young children and adolescents

The Youth Hub (*Carrefour jeunesse*) project was one of our outstanding successes this year. In response to a call for proposals issued by the Government of Manitoba and Shared Health in November 2020, Centre de santé worked in partnership with Youville Clinic, Aulneau Renewal Centre, Marymount, Sara Riel Foundation and Teen Stop Jeunesse to obtain funding to establish a Youth Hub for families in the St. Boniface and St. Vital neighbourhoods. This Youth Hub and four others across the province will provide young people with mental health care, addictions services, primary care, peer support and other social services, all in one location designed for young people. We look forward to working with our partners to deliver truly integrated services to improve the quality of life for young people in our community. Now that our funding request has been approved, planning is focused on implementing the Youth Hub.

Although our regular services have been limited due to the pandemic, our staff have stepped up efforts to learn new skills and modify programs to continue to support the community.

In the fall of 2020, as part of *Week Without Walls*, our social worker delivered a virtual presentation to youth from Nelson McIntyre Collegiate on the mental health resources and services available in the community. In addition, one of our dietitians hosted a virtual session on sports nutrition for Université de Saint-Boniface students. More than 50 athletes participated in the session.

French-speaking newcomers to Winnipeg and newcomers living in St. Boniface

Once again, this year, we offered safe in-person activities at the ReVE summer camp organized by Accueil Francophone. We understand that our services are important for French-speaking newcomers, especially for young people who are going through difficult times during this pandemic.

Seniors and persons living with a chronic illness

We had an opportunity to support Age & Opportunity during the pandemic. Our dietitians and exercise specialist were pleased to help this organization develop a fall prevention program.

To keep responding effectively to our clients' needs, it is important to determine how we can provide innovative programming. This year, Melissa Skrabek-Sen cal, an exercise specialist at Centre de sant , established a maximum oxygen volume (VO2 max) measurement program to help clients understand their cardiovascular status in order to prevent heart disease and stroke. She received an *Inspiration Grant* from the R seau Compassion Network to purchase the equipment needed to implement the program. When the pandemic is over, Melissa will be able to offer this service to clients.

Strategic Objective 2: Winnipeg's French-speaking population and St. Boniface residents have equitable access to health care services provided by Centre de sant  Saint-Boniface.

Flu shot clinic and Cervical cancer screening tests (Pap test)

Despite the pandemic, other prevention services remain important. We held clinics on weekends with new safety procedures. Weekend appointments for our flu shot clinic were welcomed by our clients. We administered 247 doses to our clients in the fall of 2020. We also offered the community more frequent cervical cancer screening tests by appointment.



Multidisciplinary Renal Health Program

One in 10 adults in Manitoba has kidney disease, but many do not know they have it. Having noted the lack of French-language programs in Winnipeg for managing and preventing kidney disease, Centre de santé is developing a multidisciplinary renal health program. This bilingual program, led by an exercise specialist and a dietitian, will provide basic information on kidney disease, risk factors, and the prevention and management of kidney disease. Our team is fine tuning this program in order to launch it next year.

Strategic Objective 3: Centre de santé Saint-Boniface enjoys an excellent reputation as a recognized model for the delivery of high-quality primary and community services in both official languages.

In December 2020, when the pandemic created confusion and upheaval, we contributed to the children's science magazine *Tous ensemble contre les coronas! (Together Against the Coronas!)* published by *La Liberté*, a French-language newspaper. In the magazine, our physicians provided young people with simple and fun answers to common questions about COVID-19. This bilingual publication has received broad support and positive reviews as a result of its beautiful illustrations and reliable information. The magazine is available on the *La Liberté* website.

Centre de santé is using technology more extensively to support primary care and disease and injury prevention services. Our employees embraced the use of virtual visits as part of their care delivery, and we launched an online registration system for our workshops. Although the pandemic has significantly reduced the number of group sessions, we are confident that this additional easy-to-use registration tool will be widely used in the future.

Harm reduction efforts remain a priority in meeting the needs of our community. Once again, although the pandemic has forced us to put many initiatives on the back burner, we remain committed to harm reduction and continue to train staff and integrate this approach into the work in progress.

Strategic Objective 4: Centre de santé Saint-Boniface has a full complement of bilingual human resources.

Over the past year, the health care system has been under intense pressure to meet the demands of the COVID-19 pandemic. Centre de santé was called upon to support the health care system by modifying its programming (virtual sessions instead of in-person

sessions), adding new services (COVID-19 assessment clinic), changing the way it operates (extensive remote work) and redeploying staff to other services.

Some of our staff supported COVID-19 testing locations, others joined the Health Links – Info Santé team, and others were redeployed to support other priority facilities and services in the health care system.

The pandemic has tested our human resource practices, but staff have risen to the challenge to meet needs.

We continued to recruit candidates to fill our vacancies, but due to this year’s exceptional circumstances we were unable to participate in organized recruitment activities (e.g., career fairs). Despite this, we were able to meet the human resource needs of our Walk-In Connected Care Clinic. We hired several bilingual nurse practitioners, which has been a challenge in the past. This allowed us to continue to provide this very important service to Winnipeggers during the pandemic, when other parts of the health care system were overwhelmed.

Although it is dealing with the pandemic, Centre de santé recognizes the importance of practicums for students in professional and technical health care occupations. This year we hosted a total of 13 students: six resident physicians, two dietitian students, one nursing student (Nurse Practitioner), one social work student, one pharmacy student, and two students in the Medical Administrative Assistant program.



Acknowledgements

The success of this year's activities is largely attributable to key individuals and groups. The COVID-19 pandemic has highlighted the importance of having flexible staff, partners and leaders at Centre de santé. They have demonstrated exemplary expertise in responding to the ever-changing situation without ever losing sight of delivering services to our clients and the community.

Centre de santé would like to express its sincere gratitude to the following persons:

- The 76 members of our great team for their collaboration, dedication, willingness to go the extra mile and seize key opportunities to provide quality services for our clients, our community and our community partners. The visionary energy and collaboration that drive this wonderful team are remarkable and we are very grateful for that;
- Members of the Board of Directors for their active participation, ongoing support, commitment and the many hours they spend on volunteer work;
- The founding members of the Centre for their support and active involvement in major initiatives and challenges;
- Our funder for providing its support and collaboration and listening carefully to our concerns, which enables us to deliver quality services that are important to our clients and our community;
- Our many community partners for their support, collaboration, involvement, commitment and willingness to work together. Without these partners, we would not be able to provide our common community with as many integrated and accessible services;
- Our clients. It is a joy to serve them and help them live a healthy life.