



# ANNUAL REPORT

2022 – 2023



# LAND ACKNOWLEDGEMENT

Centre de santé acknowledges that the lands on which we gather are the ancestral and current territory of the Anishinaabeg, Ininewak, Dakota and National Homeland of the Red River Métis, and the visiting and trading lands of many other nations such as the Anishininewak, Denesuline and Inuit. We also recognize that Winnipeg is situated on Treaty 1 territory. We recognize that most of our electricity is generated in Treaty 5 territory and that Winnipeg's water source comes from Shoal Lake 40 First Nation, in Treaty 3 territory.

In keeping with the treaties, agreements and understandings that have been reached on this land, and the Truth and Reconciliation Commission of Canada's calls to action, Centre de santé recognizes the wrongs and errors of the past and present, as well as current systemic barriers that continue to disproportionately disadvantage Indigenous peoples (First Nations, Métis and Inuit). We recognize that these harms continue to negatively impact determinants of health.

Centre de santé is committed to continuing to educate its staff about the impact of colonization, particularly in the context of health and social services.

Centre de santé recognizes the importance of providing fair and equitable health services and recognizes that it has a responsibility to address inequities in order to reduce barriers to its services.

We are committed to this process by creating lasting relationships with Indigenous communities. These actions establish a foundation for future actions on our journey to reconciliation.

# 2022–2023

## AT A GLANCE

### Highlighted Events

- First year of the 2022–2027 strategic plan
- Expansion of the Innovation Centre
- Creation of the position of Manager – Indigenous Relations, Equity, Diversity and Inclusion

### Statement of Operations

For the period ending March 31

	2023	2022
<b>Revenue</b>	\$ 7,119,640	\$ 7,584,371
<b>Expenses and other</b>		
Salaries, wages and benefits	6,186,406	6,769,569
Other	843,010	714,652
<b>Excess of revenue over expenses</b>	90,224	100,150

# 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 and St. Vital 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 and St. Vital 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.

# BOARD OF DIRECTORS

Rémi Gosselin, Chair

Rachel Ferguson, Vice-Chair

Wilgis Agossa

Antoine Cantin-Brault

Danielle de Moissac

Marc Fabas

Natalie Gagné

Monique LaCoste

Mohamed Pléa

Lise Voyer

# MESSAGE FROM THE BOARD CHAIR AND THE EXECUTIVE DIRECTOR

The first year of our new 2022–2027 Strategic Plan has ended, and what a year it has been! Every year, we are impressed by the number of projects and initiatives undertaken by staff.

Last year, we established our Equity, Diversity and Inclusion (EDI) Committee. We knew that EDI activities would take time. In order to keep up the momentum, we needed someone with the knowledge, experience and energy to guide us. We created the position of Manager – Indigenous Relations, Equity, Diversity and Inclusion to support us, among other things, in making our journey towards reconciliation with Indigenous communities a priority. We learned a lot in just a few months.

Our Innovation team was renewed, and we were able to continue our work on improving our processes. We have an administrative and clinical team that is committed to making the workplace more efficient, safe and enjoyable for everyone.

We hope that the Centre will enter a digital era that will respect human relationships while facilitating certain factors for clients and staff. We have taken steps to test appointment scheduling using an online application. We plan to keep our phone lines open. However, the online application will make it easier for clients to schedule appointments.

After three years of pandemic, in-person community health and wellness workshops have been coming back slowly but surely. It's wonderful for the community and staff to see each other in person!

Centre de santé staff also had the opportunity to participate in in-person professional development days. We needed to get together and learn to strengthen the bonds that unite us and forge new ones.



**Stéphanie Roy**  
*Executive Director*

Centre de santé is proud of Janelle Delorme who received the Caritas Award from the Catholic Foundation of Manitoba in 2023. Janelle, who is Manager – Indigenous Relations, Equity, Diversity and Inclusion at Centre de santé, received the award for her ongoing commitment to education on reconciliation with Indigenous peoples. She is a Red River Métis drum carrier.

We are also proud of Dr. Jacqueline Gougeon who was named Physician of the Week in April 2023 by Doctors Manitoba. A proud Manitoba Métis woman, she currently practices at Centre de santé and also provides low-risk obstetrical care at St. Boniface Hospital. She was instrumental in creating a process that provides better access to prenatal and intrapartum care for women who do not have a family physician.

Dr. Gougeon is proud to provide care in French to newcomers from French-speaking countries. She has also eagerly partnered with Doctors Manitoba and Well Doc Canada to create a physician-to-physician peer support team for the Department of Family

Medicine at the University of Manitoba to address physician burnout. In addition, Dr. Gougeon is the director of the Family Medicine Residency Program – Bilingual Stream at the University of Manitoba.

We would like to thank the staff, who did an incredible job throughout the year, and the members of our Board of Directors, who give so much of their time to ensure that Centre de santé continues to be a leader in the field of primary health care.



Dr. Jacqueline Gougeon

**Rémi Gosselin**  
*Board Chair*

**Stéphanie Roy**  
*Executive Director*



Janelle Delorme (centre) and her colleagues at the Caritas Award Dinner

# STRATEGIC PLAN 2022–2027

## A RECOGNIZED AND INNOVATIVE CENTRE

1

- Position the agency as a centre of excellence in French-language health services
- Acquire the necessary resources to enable the Centre to achieve its full potential

## RESPONSIVE AND INTEGRATED SERVICES

2

- Enhance mental health services
- Reach our underserved populations, identify their needs and tailor our services

## A COHESIVE AND THRIVING TEAM

3

- Promote the well-being and development of staff
- Develop recruitment strategies to ensure effective succession management



# A RECOGNIZED AND INNOVATIVE CENTRE

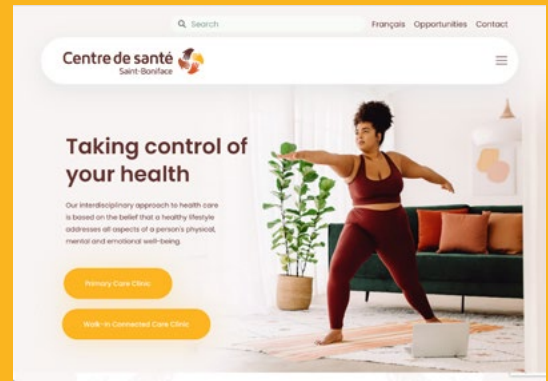
1

## Innovation Centre

This year, our Innovation Centre underwent a real expansion with several projects in progress. Its role is to analyze ideas to determine if changes should be made to Centre de santé practices, procedures and policies. It also supports improvement projects and new initiatives by gathering comments and suggestions from Centre de santé staff and clients, and by finding solutions. It plays a key role in implementing operational and strategic plans in an innovative and proactive way so that Centre de santé can adapt to the constantly changing health system.

## Technology

In the fall of 2022, Centre de santé launched a completely new version of its website. It provides users with a modern experience and simplified navigation for easy access to information. Our clients can now send us their suggestions and comments by filling out a new online contact form. Human resource challenges have resulted in varying hours of operation at our Walk-In Connected Care Clinic (WICCC). To keep our clients informed, we have worked with the Winnipeg Regional Health Authority (WRHA) to post current WICCC hours of operation and wait times on the Centre and WRHA websites. Hours of operation and wait times are available at <https://wrha.mb.ca/wait-times/centre-de-sante-saint-boniface>.



### Current Wait Time at Centre de Santé Saint-Boniface

Due to rapidly changing demands and the need to see the sickest patients first, your own wait time may be more or less than the time displayed here.

Last updated: 1:15 PM

WAITING	WAIT TIME
7	1.25 hrs

### Hours of Operation (next 7 days)

Thu, Jun. 15, 2023	9:00 AM - 7:30 PM
Fri, Jun. 16, 2023	9:00 AM - 7:30 PM



## Green and Proud Committee

Following the creation of the internal Green and Proud Committee last year, the Green Action Centre performed an audit of non-hazardous waste at Centre de santé. This audit allowed us to identify several opportunities to increase our system's reclamation rate to strengthen our commitment to environmental protection. We are actively working to promote composting at the Centre and improve our recycling practices.



## Raising our profile among political and governmental authorities

In January 2023, we had the honour of receiving several special guests, including Mike Nader, President and Chief Executive Officer of the WRHA; Coralie Buhler, Director, WRHA Primary Care; Tara-Lee Procter, WRHA Regional Lead, Health Services – Community and Continuing Care; Teresa Collins, Executive Director of the Francophone Affairs Secretariat; and Adam Topp, President and Chief Executive Officer of Shared Health. These meetings provide us with great opportunities to present our client and community projects, as well as our vision for the future. We look forward to welcoming other visitors soon.



## BEGINNING OUR JOURNEY TOWARDS RECONCILIATION WITH INDIGENOUS COMMUNITIES IS ONE OF OUR PRIORITY GOALS FOR THE NEXT FIVE YEARS.

The KAIROS Blanket Exercise proved to be a transformative experience for everyone involved in one of our staff professional development days. A team of facilitators led by Janelle Delorme, a Red River Métis woman, guided us through this experiential workshop revisiting 500 years of colonization on Turtle Island. During this moving workshop, we became aware of historical and current injustices and the need for reconciliation with Indigenous peoples.

Our staff also underwent Manitoba Indigenous Cultural Safety Training delivered by Faye Tardiff, a Métis woman, from WRHA Indigenous Health. This Indigenous Culture and Cultural Safety Awareness Workshop provided us with a better understanding of the traditions, beliefs and values of the Indigenous communities we serve.

We created the new position of Manager – Indigenous Relations, Equity, Diversity and Inclusion. Janelle Delorme, the new Manager, is working with the Equity, Diversity and Inclusion (EDI) Committee, as well as the Truth and Reconciliation, 2SLGBTQIA+ and Anti-Racism sub-committees to establish a short and long-term EDI plan. This plan is constantly evolving to better meet the needs of our clients and community.

Land acknowledgement is an essential step in our journey. We have spent considerable time and effort on drafting a meaningful and relevant Indigenous Land Acknowledgement Statement for Centre de santé. This process involved a long period of reflection that started with awareness workshops for our staff and Board of Directors, facilitated by Janelle. During these workshops, we learned about the importance of land acknowledgement, past and present wrongs, and the impact of the health system on Indigenous communities. Accordingly, we have formulated a commitment that defines our responsibilities with regard to reconciliation.



Tobacco offerings were placed under a tree near the bridge leading to The Forks, in commemoration of Chanie Wenjack, a 12-year-old boy who ran away from a residential school in 1966.

Finally, we have established an accountability mechanism by revisiting our Land Acknowledgement Statement every year to update it and ensure it remains relevant and respectful of Indigenous communities.

Each version of the statement will be validated by members of Indigenous communities.

# RESPONSIVE AND INTEGRATED SERVICES

# 2

## Harm reduction

We strive to support members of our community who use our harm reduction services (this could be a friend, family members, or people in your neighbourhood). We recognize that certain stigmas associated with people who use substances persist among members of the public and among care providers. We are also aware that our physical environment creates barriers for people who need quick and discreet access to harm reduction supplies. We are therefore committed to continuing to educate our staff in order to reduce these barriers while ensuring the safety of people who use substances and the safety of their communities, without judging their sexual practices or substance use.

We are working with the Manitoba Association of Community Health (MACH) Harm Reduction Project Coordinators to update our Harm Reduction Action Plan. We participate in monthly meetings with other community health centres involved in the MACH Harm Reduction Project. As of December 2022, Centre de santé has been recognized as an official site for the distribution of harm reduction supplies by Street Connections,

a Winnipeg mobile public health service that is part of the WRHA Population and Public Health Program’s Healthy Sexuality and Harm Reduction Initiative.

One of the goals of harm reduction is to reduce the transmission of sexually transmitted and blood-borne infections (STBBI). Since the beginning of March 2023, Centre de santé has been participating in a Canada-wide pilot project that provides free HIV self-testing.

In addition to providing harm reduction kits, we provide hygiene products, water bottles and granola bars to people in need.



## Huddle South Central

The long-awaited Huddle South Central youth hub opened in May 2022. The services at the hub are a collaborative effort involving the Youville Community Health Centre, Centre de santé Saint-Boniface, the Aulneau Renewal Centre, Sara Riel, Marymound, the Women's Health Clinic and Teen Stop Jeunesse. Huddle South Central offers mental health, physical health and substance-use services, employment counselling, peer support and awareness workshops in a relaxed, non-judgmental environment.

## Peak of the Market and gift cards for clients

We are proud of our team, their dedication and the inspiring initiatives they create to better meet the needs of our clients. For instance, during the holiday season we offered Peak of the Market baskets and other nice surprises to clients struggling with financial challenges. During his consultations, our social worker identifies those who have basic housing, financial and food needs. Food insecure clients are enrolled in the Peak of the Market program so they can receive fresh vegetables. Every month, volunteers from Peak of the Market and the Winnipeg Blue Bombers come together to pack and deliver fresh produce to community service groups around the city.

During the December holiday season, our staff also contributed their own funds to purchase grocery gift cards to be given to our clients. This initiative reflects our commitment to go beyond traditional health care and support our clients in their daily lives. We firmly believe that by helping to meet their basic needs, we can improve their overall well-being.

This year we gave away 25 gift cards and delivered 500 pounds of fresh vegetables.

## St. Boniface Street Links



On the evening of February 25, 2023, the "Centre de santé Popsicles" team participated in The Coldest Night of the Year, an activity where tens of thousands of Canadians step outside the warmth and comfort of home to shine a light of welcome and compassion in their communities. Together, we raise donations that fund essential services provided by local partner charities that serve and support families and the underserved in our communities. The Centre de santé team raised \$980 to support St. Boniface Street Links, an organization that helps homeless people in St. Boniface.

**\$980**  
raised for  
St. Boniface  
Street Links

**500**  
pounds of fresh  
vegetables  
provided to  
clients

**25**  
gift cards  
provided to  
clients

## Create partnerships with various community organizations and associations that represent the various target populations

### Fonds Monique Ducharme

Centre de santé is proud of its partnership with the Fonds Monique Ducharme – Mon Rêve Santé et Bien-être. Thanks to the many ties we have maintained with Winnipeg’s French-speaking community and organizations for more than 20 years, the Centre’s interdisciplinary team is well positioned to identify and support French-speaking women who could benefit from this fund in order to realize one of their dreams. The Fonds Monique Ducharme – Mon Rêve Santé et Bien-être was created in 2021. Its mission is to help women realize a dream that supports their mental and physical health and well-being or that is integrally linked to the determinants of health. The fund owes its existence to a large \$100,000 donation that Monique Ducharme and Hubert Gauthier made in 2020.



Hubert Gauthier (left), Monique Ducharme (2nd from right) and members of our team

### Radio Envol

Centre de santé is committed to health promotion and disease and injury prevention. In partnership with Envol 91.1 FM radio, we give our health professionals the opportunity to broadcast concrete information on various health topics live, which reaches the general public and not just our clients. Our goal is to make this information accessible and reliable, given the overabundance of information on the Internet and social networks. Join us on the Café Réveil show, broadcast every second Friday from 8:30 a.m. to 9 a.m. and listen to our colleagues share their expertise.

### Réseau Compassion Network Working Groups

One of our founding members, Réseau Compassion Network, brings together its member organizations in working groups on various topics such as mental health and addictions, EDI, reconciliation, spiritual health, human resources and recruitment. The purpose of these working groups is to bring members of the various organizations together under the aegis of the Network in order to foster collaboration and find solutions to better serve clients, in accordance with the common values of compassion and love.

# 3 A COHESIVE AND THRIVING TEAM

## Professional development days

We strive for excellence by organizing training days every quarter. Addressing a variety of topics, these days aim to expand our staff's knowledge and integrate best practices. They enable us to constantly improve our work processes. In addition to their educational aspect, these days are also occasions where all staff can get together, get to know one another and collaborate. They provide a great opportunity to strengthen our team spirit and promote internal communication. The feedback we receive from our staff is extremely rewarding. Staff appreciate the opportunity to grow professionally and actively contribute to improving our services.

Our staff participated in training sessions to be better equipped to serve clients. Topics included trauma-informed care, values and reflection on self-compassion, intercultural health awareness, and welcoming diversity and improving cultural skills.

Our medical staff also had the opportunity to learn more about ultrasound and sickle-cell anemia.

## Lunch-and-learn sessions

In January 2023, Centre de santé inaugurated Lunch-and-learn sessions. This initiative arose from extensive discussions with the Equity, Diversity and Inclusion Committee and its sub-committees. The purpose of these sessions is to increase our staff's awareness of the lived experiences of various groups and populations that are often marginalized or do not have a voice in our society. Each Lunch-and-learn session highlights an invited speaker's lived and personal experience. This provides our teams with a better understanding of the situations experienced by these populations and promotes greater openness and empathy.

### Invited speakers list

January 2023: Vivian Ketchum, residential school survivor, Child and Family Services system survivor

February 2023: Evasio Murenzi, Rwanda genocide survivor

March 2023: Kevin Prada, the French-speaking 2SLGBTQQIA+ community experience



## EDI activity: Black History Month

In February, the Anti-Racism Sub-Committee organized a series of activities to commemorate Black History Month. During the month, various initiatives were implemented to celebrate the contribution of Black communities. For example, we organized a celebratory dinner for our staff, marking the end of a month filled with daily events. These included recommending books written by Black authors, sharing testimonials from our Black staff, sharing food recipes, as well as highlighting community events and Black-owned businesses.



## Book Club

In April 2022, we launched the Book Club for our staff. We chose three fascinating books that have generated many discussions and enriching reflections. Our first book, *So You Want to Talk About Race*, by Ijeoma Oluo, explores the complex issues of race and discrimination. We then read *Boy Erased: A Memoir of Identity, Faith, and Family*, by Garrard Conley, which deals with the topics of conversion therapy for LGBTQ+ people and the injustices they face in the family and religious context. We closed our program for the year with *Five Little Indians* by Michelle Good, a novel

that gives voice to residential school survivors. After reading each book, we held stimulating discussion circles to share our perspectives and thoughts and further our understanding of topics covered in the books.



## **Training health professionals at the Centre**

Centre de santé recognizes the importance of internships for health professional and technical students. This year, the Centre welcomed a total of nine interns: 7 medical residents, 1 graduate nursing student (masters – nurse practitioner) and 1 nursing student.

Manitoba universities and colleges have recently begun offering nursing students the opportunity to complete their senior practicum at primary health care centres. This is an excellent way to show them the variety of services that Centre de santé provides to its clients and the community.

In 2022-2023, we welcomed Meghan Scharikow, the first Red River College student to complete her senior nursing practicum at the Centre. The experience was a real success. We were able to hire her afterwards!

*“I am grateful to have had the opportunity to complete my senior practicum at Centre de santé. I really enjoyed my time there and being able to acquire experience and knowledge in a primary care setting. The Centre offers its clients an incredible number of services. Most of all, I was impressed by the way the Centre’s interdisciplinary services worked together to better serve clients and the community.”*

*Meghan Scharikow  
Nursing student*

## **Leadership training program for managers**

Our management team participates in a series of online webinars hosted by Saint Paul University. They focus on two topics: leadership and well-being, and organizational well-being. The management team participates in discussion circles that strengthen team spirit and collaboration and promote better mutual understanding.

# ACKNOWLEDGEMENTS

The success of this year's activities is largely attributable to key individuals and groups. Centre de santé would like to express its sincere gratitude to the following persons:

- The 81 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.