



ANNUAL REPORT

2023 – 2024



TERRITORIAL ACKNOWLEDGEMENT

Centre de santé Saint-Boniface is located on the ancestral and current lands of the Anishinaabeg, Ininiwak, Dakota Oyate and the National Homeland of the Red River Métis. These sacred lands known as Wīnipêk (Winnipeg) fall within the Peguis-Selkirk Treaty and Treaty 1 territory.

They are also a meeting place for exchange among several other nations of northern Manitoba, including the Anishinewuk, Denesuline and Inuit. The water that gives us life comes from the Shoal Lake 40 First Nation, of Treaty 3 territory, and the majority of our electricity is generated on Treaty 5 territory.

We are conscious of the intent of the treaties, agreements and understandings that have been reached on this territory. We reflect on the 94 calls to action from the Truth and Reconciliation Commission of Canada and the 231 calls for justice from the National Inquiry into Missing and Murdered Indigenous Women, Girls and Two-Spirit People.

This allows us to recognize the wrongs and errors of the past and present. Centre de santé also acknowledges the current systemic barriers that continue to disproportionately disadvantage Indigenous Peoples (First Nations, Métis and Inuit). To this day, these harms continue to have a highly negative impact on the determinants of health.

Centre de santé is committed to continuing to educate its staff on the impact of colonization, particularly in the context of health and social services. We understand the importance of providing equitable health services and recognize our responsibility to address inequities to reduce or eliminate barriers to our services. We are actively working on our reconciliation, equity, diversity and inclusion plan with the support of members of the Centre de santé Indigenous Advisory Circle. We are committed to implementing this plan to build respectful relationships between Indigenous and non-Indigenous people.

2023 – 2024

Statement of operations

For the period ending March 31

	2024	2023*
Revenue	\$ 7 972 210	\$ 7 126 261
Expenses and other		
Salaries, wages and benefits	6 705 456	6 121 761
Other	854 977	780 048
Excess of revenue over expenses	411 777	224 452

*Figures for the year ended March 31, 2023 differ from those reported in the 2022-2023 Annual Report due to a change in accounting standards. Pursuant to the adoption of Canadian Public Sector Accounting Standards, prior periods of the financial statements have been restated and the effect on the 2023 surplus is as follows:

Surplus for the year as presented in 2023	\$ 217 831
Increase in WRHA income	14 924
Decrease in income from amortization of deferred contributions	(7 847)
Restated fiscal year surplus for 2023	\$ 224 908

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

Fairnes: 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

Antoine Cantin-Brault, Chair

Wilgis Agossa, Vice-Chair

Christian Delaquis

Danielle de Moissac

Nicholas Douklias (term started on February 1, 2024)

Natalie Duhamel

John Ferrer

Latifa Koussih (term started on February 1, 2024)

Mohamed Pléa

Rh a Rocque (term ended on December 31, 2023)

Lise Voyer

MESSAGE FROM THE BOARD CHAIR AND THE EXECUTIVE DIRECTOR

Dear members of the community:

It is with immense pride that we provide an assessment of our performance over the past year and celebrate our achievements. We hope that when you read this report, you will share our sense of accomplishment for the many projects we have undertaken and completed.

We would like to take this opportunity to outline our objectives for the coming year, 2024-2025. We are fully aware of the ecological footprint of our health care system. Despite the challenges, we decided to act. This year we increased the number of recycling points and initiated industrial composting. We also plan to conduct a waste generation study to find ways to reduce, recycle and compost more of our waste.

We hope the Centre will continue to adapt to the technological era with a focus on maintaining good human relationships. We are working to make certain aspects of our technology more user-friendly for our clients and staff. We look forward to implementing our online appointment scheduling system. This will free up phone lines for people who require personal assistance. We are also taking steps to make our spaces more inclusive and flexible in order to provide a variety of programming and services.

We are excited to celebrate our 25th anniversary in 2024 and intend to mark this milestone in a meaningful way. Keep up to date with our special programming!

We would like to thank our dedicated Centre de santé team. They are highly committed and constantly seek to outdo themselves. Please tell them how much you appreciate their help during your next visit.



Stéphanie Roy
Executive Director

Centre de santé is proud of Dr. José François. He was named 2024 Physician of the Year by Doctors Manitoba for his efforts as an advocate of physician training in rural, northern and French-speaking areas and for his groundwork in addressing the shortage of family physicians in Manitoba. He supported family physicians and their clients as academic and clinical education lead with the Department of Family Medicine at the University of Manitoba and Shared Health Manitoba, while maintaining his own clinical practice at Centre de santé. He has been working at the Centre since it opened in 1999.

The Centre is supported and guided by a dedicated Board of Directors who represent the community. The Board is always focused on ensuring that the Centre's operations run smoothly and continues to be attentive to the needs of our population; we look forward to continuing to work together for the benefit of all. Many thanks to the Board Members for their hard work.

Thank you for your continued support,

Antoine Cantin-Brault
Board Chair

Stéphanie Roy
Executive Director

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



Visits to promote Centre de santé

This year, we had the honour of welcoming several special guests, including the Honourable Audrey Gordon, former Manitoba Minister of Health, and Robert Loiselle, Member of the Legislative Assembly for Saint-Boniface.

These meetings provided us with great opportunities to present our client and community projects, as well as our vision for the future. We wish to promote the Centre to various government authorities in order to advocate for the health needs of our target population.

In April 2024, we also had the pleasure of welcoming Dr. Joss Reimer, the Winnipeg Regional Health Authority's (WRHA) Chief Medical Officer and President-Elect of the Canadian Medical Association (CMA); Dr. Aaron Jattan, WRHA Deputy Chief Medical Officer; as well as Gladys Hrabí, CEO of the Catholic Health Association of Manitoba (CHAM), the Interfaith Health Care Association of Manitoba (IHCAM) and the Manitoba Association of Residential and Community Homes for Everyone (MARCHE).

In addition to guests from our province, we had the opportunity to introduce ourselves to colleagues from other provinces and abroad. In May 2023, a group of health researchers, professionals and students from Norway visited Centre de santé as part of a visit to Manitoba to understand how older adults are cared for in our province. This group participates in workshops hosted by the International Network to Enhance Older Adult Transitions between Emergency Departments & Communities (INET), co-led by an associate professor from the University of Manitoba. INET is a partnership that brings together Canadian and Norwegian researchers, policy makers, health care providers, health care

planners and students. The group focuses on home care, supportive housing, personal care homes and transitions to and from hospitals.

We shared our experience in providing care for our older adult clients, with an emphasis on the needs of French-speaking clients and our efforts in transitioning our clients from primary care to long-term care.



THE JOURNEY OF TRUTH AND RECONCILIATION WITH INDIGENOUS COMMUNITIES IS ONE OF OUR PRIORITY OBJECTIVES.



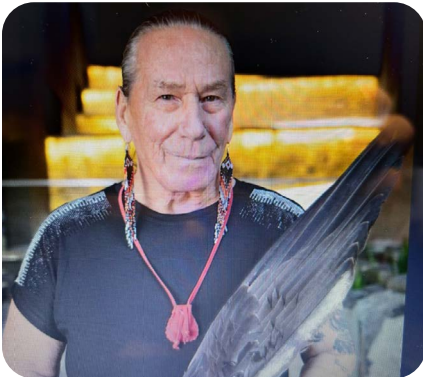
Members of the new Indigenous Advisory Circle and our team at Thunderbird House on professional development day – September 2023

Our ongoing journey of truth and reconciliation with Indigenous peoples is gradual but resolute. We place particular importance on the education of our staff by providing targeted training and workshops.

Since June 2023, our Manager – Indigenous Relations, Equity, Diversity and Inclusion (EDI) has brought together members from Indigenous communities to form an advisory circle. The Circle's mandate is to support the Manager, as well as senior management, the Board of Directors and Centre de santé as a whole by providing advice on the various aspects of the development and implementation of the EDI Plan, including the Truth and Reconciliation Plan. This year, the Circle is made up of an Elder, a Knowledge Keeper and a community leader representing various backgrounds and experiences.

In September 2023, during the professional development day at Thunderbird House, members of the new Indigenous Advisory Circle introduced us to Indigenous values, practices, beliefs and ceremonies. This day proved to be both enriching and enlightening for our entire team. On this same occasion, we also visited and volunteered with the Main Street Project, Comm.UNITY.204, Siloam Mission and Mount Carmel Clinic community organizations, which work with vulnerable populations.

INDIGENOUS ADVISORY CIRCLE



Charlotte Nolin, Elder

Charlotte (*elle/she/her*) is a Two-Spirit Métis Elder, a survivor of the Sixties Scoop and a member of the 2SLGBTQQIA+ community. She has spent the last 35 years of her career working in social services. Along with being an Elder-in-Residence at Ongomiizwin – Indigenous Institute of Health and Healing at the University of Manitoba, she is a Sweat Lodge keeper, Sundance leader and pipe carrier. She believes that the way to help her people is through social work and ceremony.



Jocelyne Bourbonnais, Knowledge Keeper

Jocelyne (*elle/she/her*) is a Knowledge Keeper and Sixties Scoop Survivor with family ties to Crane River, and mother of three children. She is an RN and holds a BScN. Through her personal and professional experience as a retired nurse she is acutely aware of social determinants of health and barriers to health care. She is excited to share and contribute in ways that promote equity and understanding to create an environment that builds bridges.



Mélanie Bazin, MSW, RSW

Mélanie (*elle/she/her*) is the Director of Indigenous Services at [Crisis & Trauma Resource Institute – CTRI](#). She has a passion for decolonizing social systems and draws from her Métis heritage to incorporate Indigenous ways of being, learning, and helping into training and resources. In addition to her work with CTRI, Mélanie provides land-based therapy with [Lil' Steps Wellness](#). She holds a Master of Social Work degree, with a focus on Indigenous Knowledges, is bilingual, and has over 18 years of experience as a social worker in the fields of child protection, addictions, and education.



In anticipation of Truth and Reconciliation Week (September 25 to 30, 2023), our team committed itself to reading the calls to action from the Truth and Reconciliation Commission of Canada daily for several weeks. We took the time to study each of the 94 calls to action and reflect on how we can contribute to the changes needed, particularly in the areas of health and social services.

Also, the Centre hosted workshops where, through our staff, we were able to pay tribute to the many Indigenous children taken from their families and forced to attend residential schools. We had the privilege of learning the art of Indigenous dot painting from Candace Lipischak, a Franco-Métis artist.



Finally, we took the initiative to decorate the Centre's hallways with works of art by Indigenous artists, which demonstrates our ongoing commitment to the recognition and appreciation of Indigenous cultures.

The Centre obtained two grants, \$5,000 from the Interfaith Health Care Association of Manitoba (IHCAM) and \$5,000 from Francofonds to renovate rooms for smudging ceremonies. We hope to open these rooms in the coming year.



Recognition of Indigenous territory, wrongs of the past and the actions of Centre de santé was first published on June 21, 2023, National Indigenous Peoples Day. This recognition was written by all staff and the Board of Directors. We are committed to reviewing our statement annually to reflect where we are on our journey. With this in mind, we present this new version at the beginning of this report.

Official Languages Recognition Program (OLRP)

We are pleased to announce that the Centre has reached Level 1 of the Official Languages Recognition Program. This achievement reflects our commitment to equity and linguistic accessibility. Meeting Level 1 criteria requires a constant commitment to improving our practices to ensure access to services in Canada's two official languages, English and French. Currently, we are conducting a self-assessment of our skills to identify the processes that are working well and those that require improvement. We are initiating a continuous quality control process that aims for excellence in order to reach Level 2 in the coming years.

Self-guided prenatal classes

The lack of free and accessible French-language prenatal resources in the province, particularly for newcomers, has highlighted an acute need for solutions. To respond to this gap, the Centre is offering a self-guided online prenatal course. This program aims to provide comprehensive information about the prenatal period, childbirth, postpartum care for newborns, as well as tips and resources for family and parents. We offer a variety of videos, presented by our primary health nursing staff, to provide easy-to-follow visual education. Participants can study at their own pace and review the modules as needed. We plan to launch this online program at the beginning of 2024-2025 in conjunction with the WRHA.

RESPONSIVE AND INTEGRATED SERVICES

2

Client services

Providing our clients with better service is our number one priority. During the year, we offered a significant number of appointments, that is, 28,128 in-person and telephone appointments. We also received an average of 3,441 phone calls per month.

We work tirelessly to improve our processes, availability and approaches to provide the best

possible service. Client satisfaction is at the heart of our concerns, and that is why we listen carefully to our clients and take their comments into consideration. With this in mind, our innovation team works closely with several committees made up of staff members to explore solutions and improvements on a daily basis.

To our clients:

We thank you for your trust and your valuable comments, which help us to improve and better meet your needs.

Support for Résidence Despins and Villa Aulneau

A large part of our long-term client group lives at Résidence Despins or Villa Aulneau, and some of these people have difficulty getting to the Centre due to mobility or transportation issues. As part of a pilot project initiated by Dr. Véronique Demers and Dr. Emilie Fowler, our doctors made home visits in some supported-living facilities and independent-living facilities in St. Boniface in order to provide their residents with more accessible care.

The program began with monthly half-day visits during which 8 to 15 residents could see a doctor. We regularly evaluate the effectiveness of the program and have scheduled a mid-term meeting to identify areas that are working well and areas that need to be improved.



Dr. Emilie Fowler and Dr. Véronique Demers

Photo courtesy of Réseau Compassion Network

We would like to express our gratitude to the members of the nursing staff at Résidence Despins and Villa Aulneau who provide valuable support to our doctors. We also thank them for their exceptional commitment to this concept, which allows us to better serve our clients.

New mental health programs to combat Seasonal Affective Disorder (SAD) and insomnia

This year, we are delighted to introduce two new mental health-focused programs to combat Seasonal Affective Disorder and insomnia.

Two to 3% of Canadians will suffer from SAD in their lifetime, while 15% will experience a mild form of SAD that will not have a significant impact on their daily life. People suffering from SAD account for about 10% of all cases of depression.

Our team of mental health counsellors and our psychologist have observed an increase in the number of people seeking to better manage their depressive disorders, particularly in the fall, signalling a growing demand for support. Our SAD program aims to provide accurate information and practical tools that can help our clients better understand and manage this disorder.

This enables clients to avoid having to undergo more serious medical treatment. It also facilitates dialogue with health professionals for appropriate follow-up. This program is offered in French and English in the fall.

Our health professionals have observed an upward trend in the number of cases of insomnia. People with chronic insomnia experience a variety of problems throughout the day, such as fatigue, difficulty concentrating and remembering, and difficulty functioning in daily life. Lack of regular sleep can increase the risk of serious health problems such as depression, obesity, diabetes, strokes and heart attacks.

Noting a lack of support programs in this area, we decided to offer the French version of the “Return2Sleep” group program. It was originally developed by Dr. Norah Vincent, a psychologist specializing in sleep disorders, and is offered through the Department of Clinical Health Psychology at the University of Manitoba. The first sessions led by our psychologist at Centre de santé were a success. Several participants were able to recognize the symptoms of insomnia and learn strategies and treatments to improve their sleep.

Partnership with Huddle South Central



Our staff's participation in the ***Echoes Love and Truth Across the Water*** community walk is strengthening our ties with Huddle South Central. The walk is held every Tuesday evening in the St. Boniface area. This weekly walk has been taking place since June 2023. During the walk, we distribute harm reduction supplies, healthy snacks, water, and mittens and toques in the winter. We also help clean the streets in our neighbourhood. This initiative provides a valuable opportunity to listen to our community and strengthen our ties with our community partners.

In partnership with Huddle South Central and Northway Pharmacy, Centre de santé participated in a Sexually Transmitted and Blood-Borne Infection (STBBI) testing clinic. This initiative is part of a larger project involving 27 organizations in Manitoba to provide easy-to-access testing sites for members of our communities. An event called "Let's Taco'bout Testing" took place on November 2, 2023 at Huddle South Central, where we provided testing, clinical care and resources, all in a casual environment where drinks and tacos were offered. This initiative proved to be very successful, and we plan to do it again on our premises in the fall of 2024. It was an undeniable success!

"I have been so impressed by Centre de santé! I've never seen a leadership team from an organization consistently participate in a community walk each week."

Mitch Bourbonnière

Community activist and founding member of Echoes Love and Truth Across the Water Community Walk

Harm reduction and safer bathrooms

In addition to continuing training for all Centre de santé staff, the Harm Reduction Team (HRT) at the Accès-Access Saint-Boniface centre is improving the way it operates by offering *safer public bathrooms*. Among other things, the HRT team, made up of members from various departments at the Accès-Access Saint-Boniface centre, received training from St. John’s Ambulance on the administration of naloxone, an antidote used to reverse the effects of opioids.

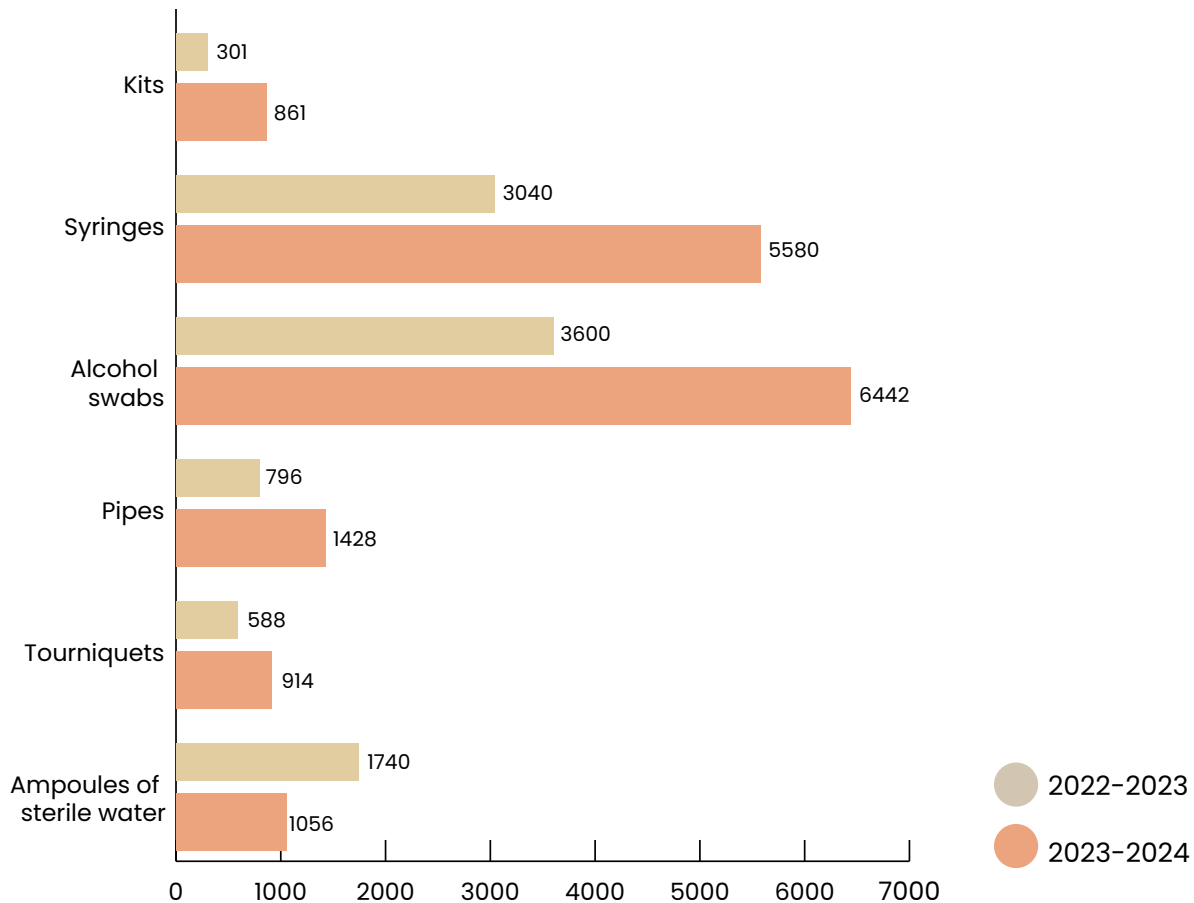
The purpose of providing *safer bathrooms* is to meet the basic needs of people who use drugs. In the event of an overdose, steps are taken to respond within a reasonable time. This increases the likelihood that the victim will be resuscitated.

At the Accès-Access Saint-Boniface centre, public bathrooms have been adapted to deal with potential poisoning. To date, thanks to our team’s

quick response time, we have been able to avoid any poisoning incidents.

Our harm reduction supply program is a success. Recognized as a harm reduction site by Street Connections (a service that is part of the WRHA’s Healthy Sexuality and Harm Reduction program), we have tripled the number of kits distributed to community members (861 kits).

Comparison of distribution of harm reduction supplies (2022-2023 and 2023-2024)



St. Boniface/St. Vital Integrated Mental Health Committee

The St. Boniface/St. Vital Integrated Mental Health Committee is an alliance of various organizations in these communities that serve the same client group. It was launched to build mutual knowledge and mitigate the isolation inherent in our activities. Our clients often request the services of several departments of the Accès-Access Saint-Boniface centre and other community organizations. This committee provides a platform for resource sharing, information sessions, resolution of shared challenges, as well as support for navigating the health care system.

Inclusive language

Centre de santé recognizes the importance of using language that respects diversity so that everyone feels represented and valued. We realize that many of our existing documents are not fully consistent with these principles. We are educating ourselves and reassessing our materials to make them more inclusive. We recognize that language is alive and constantly evolving, and that language adaptation is one of the essential steps to promoting diversity, equity and inclusion within our organization.



Centre de santé staff members wear pink on International Day of Pink in solidarity with the 2SLGBTQQIA+ community, united in our ongoing fight for equality, respect and acceptance.



Members of the Centre's staff and their families during the Winnipeg Pride Parade – June 2023

3

A COHESIVE AND THRIVING TEAM

Lunch-and-learn sessions

Our lunch-and-learn sessions continue to highlight the lived experiences of various groups and populations that are often marginalized or do not have a voice in our society.

May 2023: International Day against Homophobia, Transphobia, and Biphobia

Jay Campagne, transgender person

Topic: Current health issues and realities facing French-speaking queer people

November 2023: Francophone Immigration Month

Raymond Ngarboui, recipient of the Queen Elizabeth II Jubilee Medal

Topic: Discussion of Francophone immigration and its projects for immigrants

February 2024: Black History Month in partnership with the Black and Proud Exhibit

Mariah Meilleur, Red River Afro-Métis woman

Topic: Reclaiming the voice of your cultural identity – The journey of an Afro-Métis woman

March 2024: Manitoba Association of Community Health (MACH) Harm Reduction Project's Peer Engagement Facilitator Team

Topic: Creating safe spaces and providing exceptional care to people who use drugs (PWUD)

Book club

The book club continues to thrive within our organization. Reading books fuels fascinating discussions among club members and stimulates deep reflection. Through our discussion circles, we seek to broaden our horizons, share our diverse perspectives and strengthen our commitment to mutual understanding and respect for differences.

The Equity, Diversity and Inclusion Committee has selected three notable works for our activities this year. The first book, *Jonny Appleseed*, by Joshua Whitehead, immerses us in an intimate exploration of contemporary queer Indigenous identity. Then, *The Inconvenient Indian*, by Thomas King, provides an insightful perspective on the history and current issues of Indigenous peoples. Finally, *Take My Hand*, by Dolan Perkins-Valdez, transports us into a moving saga about the quest for freedom and dignity in a segregationist America.

Professional development days

Every quarter, we host a professional development day for our staff to provide learning and cooperation opportunities. We are attentive to the needs of our staff and offer them training to grow professionally and be on the lookout for best practices, with a view to better serve the community.

June 2023: Centre de santé mental health services, staff safety and well-being, as well as team building activities to celebrate Pride Month.

September 2023: Visits to community organizations and volunteering with these organizations, activities led by the Centre de santé Indigenous Advisory Circle.

December 2023: Training on PrEP (pre-exposure prophylaxis) – an HIV prevention strategy for HIV-negative people at high risk of HIV infection. A JEOPARDY game to familiarize oneself with harm reduction as well as an interactive LEGOS game to build communication between colleagues. Mindfulness activity.

February 2024: Training on immigration trauma and its impacts led by Garine Papazian-Zohrabian and organized by Santé en français, the Manitoba Francophone Immigration Network and Centre de santé, with the financial support of Immigration, Refugees and Citizenship Canada (IRCC).



Jérémie Roberge, Garine Papazian-Zohrabian and Janelle Delorme

Photo courtesy of Santé en français

Staff wellness

Our staff represent the very essence of our organization. We not only invest in their professional development, but also place a great deal of importance on their physical and mental well-being. It is with this in mind that the Wellness Committee has designed a variety of seasonal activities. The activities include organizing workshops to encourage creativity and outdoor walks to enjoy sunny summer days. In the fall, our supper club provides an opportunity to share recipes and comforting flavours, while the cookie exchange during the holiday season lends a festive touch to our work environment. To deal with low energy levels in winter, healthy snacks are offered to energize us in the afternoon, and relaxing yoga sessions are available at lunchtime to promote physical and mental balance. A recent initiative that was a huge success was the introduction of a monthly happy hour activity, providing a friendly setting for staff members to come together, share pleasant moments and strengthen bonds.



Recruiting: Manitoba Institute of Trades and Technology

We began discussions with the Program Manager and the Academic Coordinator of the Manitoba Institute of Trades and Technology (MITT) Medical Office Assistant program to see how we could recruit French-speaking students to work with us at Centre de santé.

We were invited to tour the campus, and we discussed the program itself and all it has to offer.

To build a connection and a partnership with MITT, we have also been invited to join the Medical Office Assistant Program Advisory Committee, which will allow us to provide valuable information about our organization and our clients and to ensure that MITT meets current and future needs as well as job market trends and expectations.

After only one year of cooperation, we have our first student from the winter 2024 session who has expressed interest in being placed in the St. Boniface community. She was keenly interested in this opportunity when she discovered that MITT has a connection with Centre de santé Saint-Boniface.

Medical residents and students

Centre de santé recognizes the importance of internships for health professional and technical students. This year, the Centre welcomed a total of 11 students: seven medical residents, two nursing students (masters – nurse practitioner) and two social work students.

“Centre de santé gave me an incredible opportunity to work with an interdisciplinary team and to thrive both professionally and personally. My experience at the Innovation Centre was significant because I was able to acquire knowledge that will allow me to grow in my own practice as a social worker. It was an invaluable internship. I am very lucky to have had this experience with them.”

Jay Campagne
Social work student

50th Anniversary of the University of Manitoba’s Department of Family Medicine

In May 2023, Centre de santé had the honour of participating in the University of Manitoba Department of Family Medicine’s 50th anniversary gala. The Rady Faculty of Health Sciences at the University of Manitoba has educated and trained the majority of practising family physicians in the province. The Faculty is an important Centre partner for training doctors in the bilingual program (English/French). Every year, we welcome medical residents for their training at Centre de santé, and we are pleased to have retained several of them to fill positions at the Centre.



Medical resident Quality Improvement Project

In January 2024, medical residents working at Centre de santé won the Family Medicine Resident Award for Scholarly Achievement at the University of Manitoba’s Family Medicine Resident’s Annual Quality Improvement Day.

This event is dedicated to residents in their second year of training who present their quality improvement projects. This day provides an annual forum to highlight resident quality improvement education and celebrate its application in a primary care setting.

We would like to warmly congratulate Doctors Yeshna Ramnauth, Mélodie Vermette, Émilie Anderson-Grégoire and Luke Sadler who won this award for their “Penicillin allergy–delabelling at Centre de santé” project.

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 80 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;
- the leadership team who work very hard and often in the shadows. Without an effective, innovative and open leadership team, it is difficult to move ahead and make progress;
- 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.