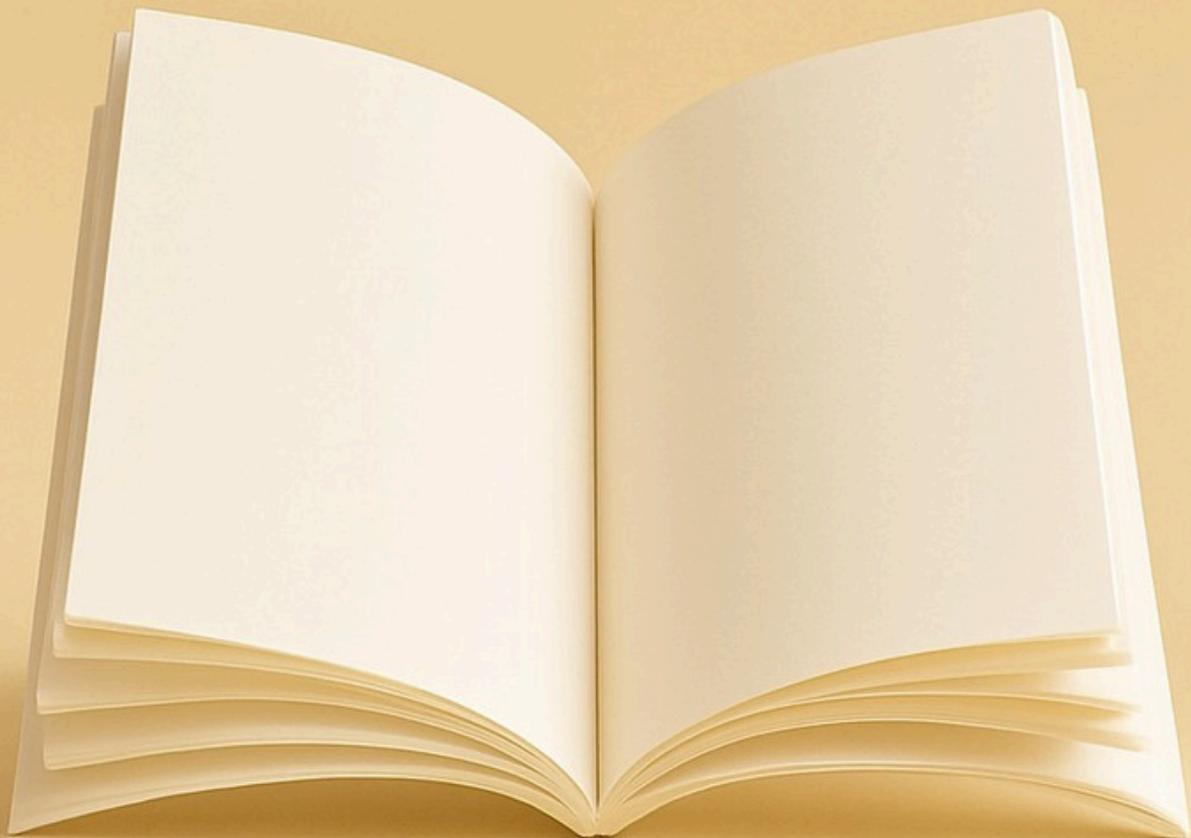


RAPPORT ANNUEL ANNUAL REPORT

2024-2025



INDIGENOUS TERRITORIAL ACKNOWLEDGEMENT

Centre de santé Saint-Boniface is located on the ancestral and currentlands of the Anishinaabeg, Ininiwak and 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 Anishininewuk, 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. The Centre 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.

The Centre 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's Indigenous Advisory Circle. We are committed to implementing this plan to build respectful relationships between Indigenous and non-Indigenous peoples.

2024-2025

Statement of operations

For the period ending March 31

	2025	2024
Revenue	\$ 7 225 282	\$ 7 972 210
Expenses and other		
Salaries, wages and benefits	6 468 445	6 705 456
Other	644 820	854 977
Excess of revenue over expenses	112 017	411 777

VISION

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

MISSION

The Centre empowers 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 Centre's mandate is to provide primary health care services to the French-speaking population of Winnipeg and to the population of St. Boniface and St. Vital in both official languages through an interdisciplinary team of bilingual professionals. The Centre also promotes the training of bilingual professionals.

VALUES

Equity: 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 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

Mohamed Pléa, Treasurer

Danielle de Moissac, Secretary

Caroline Pellerin

Christian Delaquis

John Ferrer

Latifa Koussih

Natalie Duhamel

Nicholas Douklias

INDIGENOUS ADVISORY CIRCLE

Charlotte Nolin, Elder

Jocelyne Bourbonnais, Knowledge Keeper

Melanie Bazin

Jay Campagne

Annika Turenne

Natalie Duhamel

MESSAGE FROM THE BOARD CHAIR AND THE EXECUTIVE DIRECTOR

To the members of the Centre de santé Saint-Boniface community:

It is with immense gratitude and pride that we present our 2024-2025 annual report. This year has been marked by remarkable achievements that testify to our commitment to the health and well-being of our community.

We celebrated our 25th anniversary in style. We're very proud of how far we've come and how we've adapted to meet the changing needs of our patients. Thanks to innovative initiatives and the dedication of our staff, we have provided quality care and strengthened our role as a leader in primary health care.

The past year also saw increased collaboration with community partners, which has increased our ability to deliver health promotion and illness prevention programs. These partnerships have been essential to achieving our primary health care goals and supporting wellness initiatives in our region.

We are particularly proud of the progress we have made in the field of mental health and psychological support. Thanks to our efforts to bolster these services and develop our staff, we've succeeded in meeting a growing demand for services and provided essential support to people in need.



Stéphanie Roy
Executive Director



Antoine Cantin-Brault
Chair, Board of Directors

We also conducted an in-depth survey of our staff to assess their level of commitment to the Centre as a place to work. With a remarkable participation rate, we achieved an overall commitment score of 75.8%, based on the averages of the survey's 43 indicators. These results testify to the entire team's strong collaboration and its collective commitment to providing exemplary care to our clients.

Going forward, we remain committed to our mission of providing superior health care, while broaching our wish to open a second site to serve the growing Francophone community. We warmly thank our dedicated staff, our partners and our community for their continued support. Together, we will continue to build a healthy and prosperous future.

Please read this report to find out more about the past year's achievements and our plans for the future.

Very truly yours,

Antoine Cantin-Brault
Chair, Board of Directors

Stéphanie Roy
Executive Director

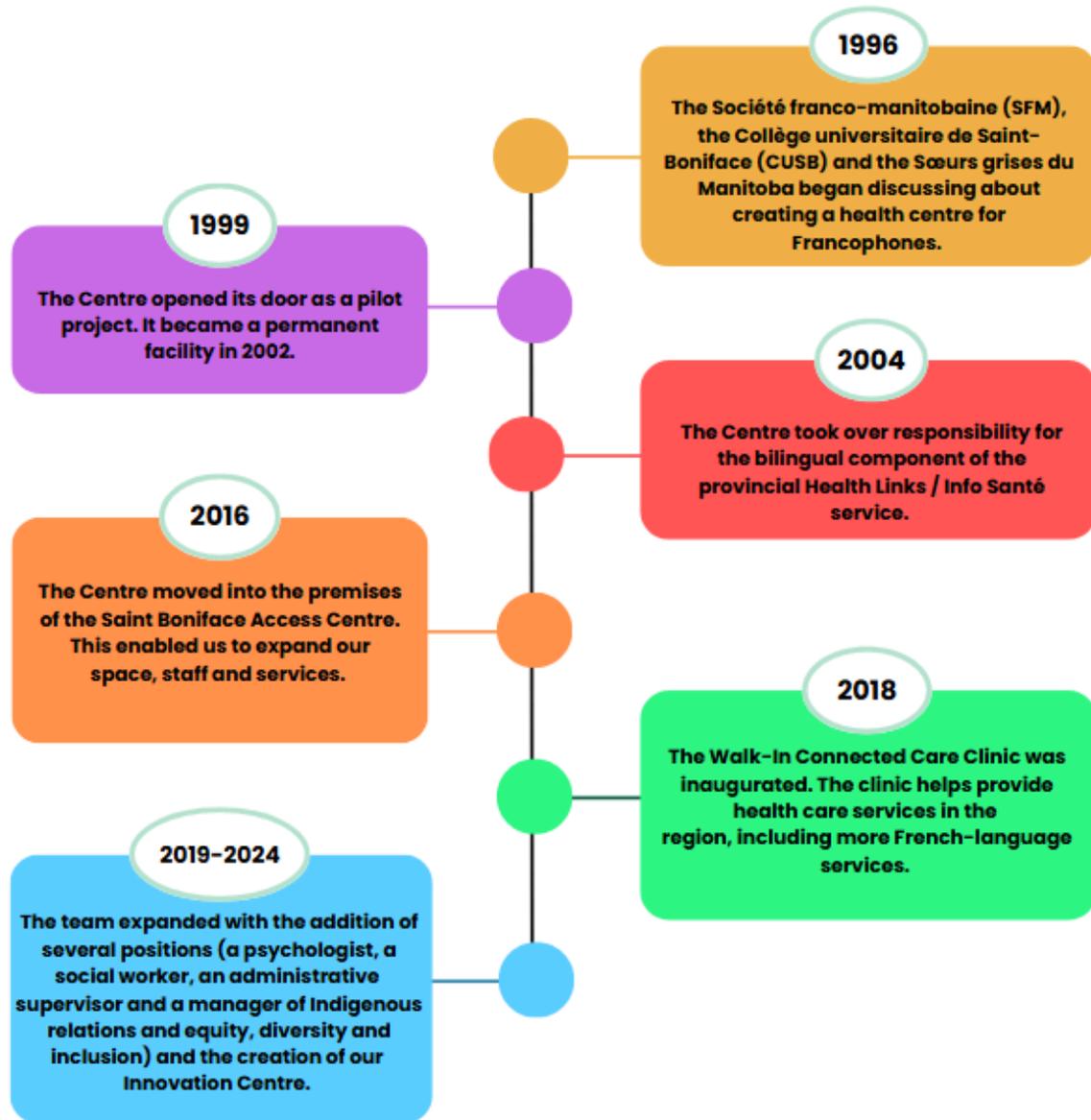
Centre de santé Saint-Boniface's 25th Anniversary



It is with immense pride and joy that we celebrate the Centre's 25th anniversary. For a quarter of a century, we have been committed to providing quality health care, promoting well-being and supporting our community with dedication and compassion. This remarkable milestone is a testament to the unwavering commitment of our staff, interns and partners. All have contributed to making the Centre a vital pillar of our community. On this special occasion, we express our deep gratitude to all those who have supported our mission, and reaffirm our commitment to continue providing excellent services to the community for years to come.

It's essential to highlight how far we've come over the years. Here's a snapshot of our history.

OUR HISTORY



A commemorative video was produced to express our gratitude for reaching the milestone of our 25th anniversary. We warmly invite you to watch the video by scanning the QR code below.



The Centre also organized two major events: a community celebration in Coronation Park on September 18, 2024, and a gala on February 1, 2025.

Community celebration

The community celebration was a hugely enjoyable success for the 350 community members who joined us to celebrate this beautiful day with face-painting, yoga, music, youth activities and a BBQ.



The Gala

With the help of Francofonds, the Manitoba Francophone community foundation, the Gala was the perfect opportunity to collect donations for a solidarity fund to support our clients in crisis situations. In addition to the over \$12,000 raised, the Centre will also make a contribution and present a cheque for just over \$40,000. The gala was a first for the Centre and proved to be a magical evening.



2022-2027 STRATEGIC PLAN

1

A RESPECTED AND INNOVATIVE CENTRE

- Position ourselves as a centre of excellence for French-language health services.
- Equip ourselves with the resources needed to reach the Centre's full potential.

2

INTEGRATED ADAPTED SERVICES

- Strengthen our mental health services.
- Reach our underserved populations, identify their needs and adjust our services accordingly.

3

A SUPPORTIVE AND FULFILLED TEAM

- Pay special attention to staff well-being and development.
- Develop strategies to recruit our successors.

A RESPECTED AND INNOVATIVE CENTRE



Visits to promote the Centre

This year, the Centre had the pleasure of welcoming several distinguished guests and partners from various community health organizations and regional authorities. These meetings were great opportunities to raise the profile of our work, showcase our innovative practices and explore opportunities for collaboration.

Highlights :

Janice Edwards, Equity, Diversity, Inclusion and Belonging (EDIB) Lead, Winnipeg Regional Health Authority (WRHA), visited our facility to discuss our reconciliation and EDI plan. She praised the Centre's progress in implementing its plan, noting that the Centre is ahead of the game in this regard. She congratulated us on the important work we've done to make some of our rooms suitable for smudging ceremonies.



Representatives from NorWest Community Health Centres in Ontario came to learn more about our practices in supporting clients and providing a safe, inclusive environment for vulnerable populations. They expressed their admiration for our team's commitment and the efficiency of our processes.

In April 2024, we were honoured to welcome three influential people from the health care sector

- Dr. Joss Reimer, Chief Medical Officer, WRHA, and President-Elect of the Canadian Medical Association (CMA);
- Dr. Aaron Jattan, Assistant Medical Health Officer and Dr. Reimer's designated successor at the WRHA;
- Gladys Hrabí, Chief Executive Officer, Catholic Health Association of Manitoba (CHAM), Interfaith Health Care Association of Manitoba (IHCAM) and Manitoba Association for Residential and Community Care Homes for Everyone (MARCHE).

During this visit, the Board Chair, together with several of our team members, introduced the Centre's work through a presentation and a guided tour.

These visits reflect the growing recognition of our role in Manitoba's health care system, and underscore the importance of our ongoing efforts to provide accessible and inclusive services to our community.

Reconnaissances

2024 REG L. PERKIN, CANADIAN FAMILY PHYSICIAN OF THE YEAR AWARD

Dr. José François, a physician at the Centre, was the recipient of the 2024 Reg L. Perkin, Canadian Family Physician of the Year Award.

He received the award at the College of Family Physicians of Canada (CFPC) Family Medicine Forum, held in Vancouver in November 2024.

This award is presented to family physicians who are CFPC members and who best exemplify the definition of a family physician: someone who provides exceptional care to their clients and contributes to the health and well-being of their community.



HONORARY DISTINCTION FOR DR. ISABELLE PAQUIN

With pride and gratitude, we would like to acknowledge the distinction received by Dr. Isabelle Paquin, a family physician at the Centre, on the occasion of the presentation of the King Charles III Coronation Medals, held in Manitoba on March 13, 2025.

One of these prestigious medals was awarded to her in recognition of her outstanding commitment to the Francophone community and her exemplary contribution to our clients' health and well-being.

On behalf of the entire team, we offer her our most sincere congratulations and thanks for her exceptional dedication.



This year, the Centre’s medical residents won the University of Manitoba’s CFPC Family Medicine Resident Awards for Scholarly Achievement for their project titled “Désétiquetage de l’allergie à la pénicilline au Centre de santé” [De-labeling penicillin allergy at the Health Centre], presented at the University of Manitoba Department of Family Medicine’s Annual Quality Improvement Day.

Designed to showcase teaching in continuous quality improvement, and its concrete application in a primary care setting, this event is an annual forum for second-year residents to present their quality improvement projects.

We warmly congratulate Drs. Yeshna Ramnauth, Mélodie Vermette, Émilie Anderson-Grégoire and Luke Sadler who won this award for their project.



OUR JOURNEY OF TRUTH AND RECONCILIATION



Our journey of truth and reconciliation with Indigenous communities is one of our priority objectives. Our Indigenous Advisory Circle has been operating at the Centre since June 2023. The terms of reference for this body made up of Indigenous members, which was set up by our Manager – Indigenous Relations, Equity, Diversity and Inclusion (EDI), is to support the Manager, the Executive Director, the Board and the Centre as a whole, by providing expert advice on developing and implementing our reconciliation, equity, diversity and inclusion plan.



During 2024-2025, several important initiatives were carried out in relation to reconciliation, equity, diversity and inclusion:

- Validation and ratification of the reconciliation and EDI plan by the Indigenous Advisory Circle at a pipe ceremony (May 2024)
- Participation in Hey Cuzzin, an annual event in honour of National Indigenous Peoples Day, to help us forge links with the community, create new community partnerships and make progress on the truth and reconciliation plan (June 2024).
- From October 2024 to January 2025, presentation of the calls for justice concerning health and social services as they relate to missing and murdered Indigenous women, girls and two-spirit people, as contained in the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls.
- Formed a partnership to have Community Safety Hosts on the first floor of the Saint Boniface Access Centre.



Smudging Rooms Project

We have submitted grant applications to fund the installation of a ventilation system for smudging ceremonies in certain rooms at the Saint Boniface Access Centre. To date, funding has come from the following organizations:

- Caisse Financial Group
- Centre de santé Saint-Boniface
- Conseil jeunesse provincial
- Francofonds Inc.
- Interfaith Health Care Association of Manitoba
- Winnipeg Regional Health Authority
- Société de la francophonie manitobaine

We launched this project so that we could offer culturally appropriate programming in 2025. Thanks to this upgrade to our ventilation system, the Centre team will be able to move forward in its planning to offer an Indigenous-led trauma healing group. We are committed to providing more culturally and spiritually appropriate programming as an essential element of well-being and healing.



Interfaith Health Care
Association of Manitoba

Association confessionnelle
de la santé du Manitoba



Winnipeg Regional
Health Authority

Office régional de la
santé de Winnipeg



“Let’s invite our young people to work” day

In November 2024, the Centre welcomed 18 young people as part of our “Let’s invite our young people to work” day. The young participants took part in a variety of educational and interactive activities, including workshops on spirometry, hydration, wound care and cardiopulmonary resuscitation, as well as a smoothie-making activity using a blender bike.

Thanks to the whole team for organizing such an engaging and enriching day for tomorrow's workers.



Collaboration with Envol 91.1 FM

The Centre is featured regularly on Envol 91.1 FM, where one of our mental health counsellors discusses various topics. These discussions offer valuable insights and practical advice to help listeners better understand themselves and manage their well-being.



À VOIX HAUTE

We are proud to have played an active role in the À voix haute [Speaking out] project, published in La Liberté, a local newspaper. This initiative aimed to address systemic racism through podcasts, a panel and an educational document.



Supported by the Canadian Race Relations Foundation and other partners, the project has created a space for dialogue and understanding to transform our communities.

The podcasts explored various aspects of systemic racism, including education, mental health, the workplace, and the health care system.

Personal testimonies and specialist perspectives identified the challenges and highlighted how to combat racism.

This project is a call to listen, understand and take action in favour of a more inclusive future.

Access the podcasts by scanning the QR code below.



Fondation canadienne des relations raciales
 Nous remercions la Fondation canadienne des relations raciales pour son soutien grâce au financement accordé par le gouvernement du Canada.

Merci à nos autres partenaires financiers : francophonie, HUMAN RIGHTS DÉPTÉS DU LA PHOENIX, Comité de direction du projet : CONSEIL D'ADMINISTRATION DU PROVINCIAL, Accueil francophone, Centre de santé, and others.

Client services

Giving our clients excellent service remains our top priority. This year, we had the pleasure of scheduling 30,283 appointments, a clear reflection of our commitment to our clients. We also welcomed 733 new clients, a clear reflection of not only our growth but also our ability to serve our community.

We are constantly striving to improve our processes, make ourselves more available and improve our processes in the interests of top-quality service. Our dedication to providing an exceptional experience for everyone is at the heart of our mission.

With this in mind, our innovation team works closely with several employee committees to explore solutions and improvements.

These initiatives, including medical consultations and paramedical services, have succeeded in meeting our clients' varied needs.

Thanks to our team's contributions, we continue to pursue our mission of improving the health and well-being of everyone we care for.

To our clients:
We would like to thank you for your trust and your valuable feedback, which helps us better meet your needs

The Centre's programming

We offer programming exclusively in French for our clientele and members of our community. This programming includes a range of educational and practical courses to improve the health and wellbeing of participants. These include courses on:

- Diabetes
- Heart health
- Taste change
- Fall prevention
- Osteoporosis
- Sleeping well
- Managing difficult emotions (in English only)

These courses are designed to provide practical knowledge and useful tools to enable participants to take charge of their health and live healthier, more active lives.



We assessed programming participation and discovered that it was too low, despite the number of clients who would benefit from taking part.

To address this problem, the Innovation Centre made three adjustments for 2024-2025:

- Improved registration schedule
- New process for accepting people interested in paramedical programs offered by disciplines
- Collected useful information to guide programming, such as the number of new people interested, their preferred language, and their preferred time and mode of communication



Online self-guided prenatal course (in French)

We're delighted to announce that our self-guided prenatal course in French is officially available on the WRHA website as of early April 2025.

This program provides comprehensive information on the prenatal period, childbirth, postpartum care of the newborn, as well as advice and resources for parents and other family members.

The course features a series of videos, presented by our primary care nurses. The videos provide clear, easy-to-follow visual information.

Participants can study at their own pace and revisit the modules as needed at: www.wrha.mb.ca/fr/cours-prenatal

Adding pronouns to our clients' electronic files

This year, we began modifying our clients' electronic files to include their chosen pronouns and names, if desired. This initiative is designed to promote inclusiveness and respect for each person's identity, recognizing the importance of the correct use of their chosen pronoun and name.

By including this information in our client's medical records, we ensure that all members of our team can address clients in a respectful and appropriate manner, thereby enhancing clients' confidence and comfort in interacting with health care specialists.

Programming for young Francoqueers

Thanks to a grant from Health care Insurance Reciprocal of Canada (HIROC), we launched a French-language pilot project for young Franco-queers. With this funding, we were able to hire two people to develop a safe and inclusive space for this community.

This initiative aims to support the well-being of young Franco-queers by making them feel valued and supported.

Pride Parade

For a third year, the Centre participated with members of the Manitoba Association of Community Health (MACH) in the Pride Parade in June.



Partnership with Huddle South Central



Our collaboration with Huddle South Central (Centre Rassembleur Centre-sud) continues to grow, thanks to the regular participation of our team members in the Echoes Love and Truth Across the Water community walk. The walk began in June 2023 and is held weekly in the St. Boniface neighbourhood.

During these walks, we distribute water, harm-reduction items and nutritious snacks, as well as mittens and tuques during winter. We also help clean up local streets.

This initiative is an excellent opportunity to be present on the ground, listen regarding the needs of the community, and forge even stronger links with our local partners and community members.

We invite you to participate in our walks with Huddle South Central. It's an ideal opportunity to get together, exchange ideas and strengthen our community spirit. We encourage you to join us. For more details, please contact Huddle South Central at [204-255-6497](tel:204-255-6497).

Community Safety Hosts

Community Safety Hosts are a welcoming presence at the Saint Boniface Access Centre, fostering an environment of trust for all community members.

This service is a pioneering initiative by the Access Centre to provide community support. Community Safety Hosts are aware of the programs and services available in Winnipeg to meet the social needs of our most vulnerable community members.

Since its opening, Centre de santé SaintBoniface, as well as the other services at the Saint Boniface Access Centre, have observed that the marginalized people who visit would benefit from a link to services dedicated to their needs. Since the launch of the Community Safety Hosts position, we have seen a positive change in our interactions and the services offered to all community members.



A SUPPORTIVE AND FULFILLED TEAM

3

Professional development days in 2024-2025

The Innovation Centre organizes professional development days for staff. The activities during these days reflect discussions with members of various teams and in-house committees, and are designed to promote certain improvement efforts and contribute to the continuous learning of all staff.

These training sessions are designed to provide practical knowledge and essential skills, enabling our team to deliver quality care and effectively support our clients.

During these days, we placed particular emphasis on mental health training.

These days are designed to better equip our team to meet the needs of the population, while achieving our strategic plan's objectives.

Topics covered included safe client management, at-risk clients and health care plans.



Walk-In Connected Care Clinic

Thanks to the addition of new people to our team, our Walk-In Connected Care Clinic (WICCC) achieved an 81% opening rate in its services for clients requiring acute care. We are proud to be able to maintain this vital service thanks to our dedicated team, and will continue to work to improve access to health care for everyone in need.

Please check our website for the WICCC's hours of operation (www.centredesante.mb.ca/contact/). The WRHA website also provides information on where to obtain care for specific medical conditions (www.wrha.mb.ca/fr/temps-dattente).

Staff well-being

Staff well-being is a priority for our organization. Throughout the year, our wellness committee offers various season-appropriate activities, such as creative workshops, outdoor walks, culinary exchanges and yoga sessions. These initiatives promote health, conviviality and bonding among the staff.



Black and Proud Gala, 2025 edition



Beading activity at the Centre, 2024

ACKNOWLEDGEMENTS

The success of this year's activities is largely due to the involvement of key individuals and groups. The Centre would like to express its sincere gratitude to the following people:

- Our 80 team members for their collaboration, commitment and drive to go the extra mile in providing quality services to our clients, community and partners. We are deeply grateful for their remarkable collective energy and vision.
- Our dedicated leadership team that often works behind the scenes. Their efficiency, openness and innovative spirit make our progress and success possible.
- The Board members for their commitment, dedication, availability and constant support.
- The Indigenous Advisory Circle members for their wisdom, generosity and invaluable contribution to our quest for truth, reconciliation and equity.
- The Centre's founding members for their constant support and active participation in meeting our organization's major challenges and pursuing our key initiatives.
- Our funder for their support, cooperation and attentiveness, enabling us to offer essential, quality services to our clients and our community.
- Our many community partners for their support, commitment and invaluable collaboration. Their contribution is essential in enabling us to offer integrated and accessible services to our community
- Our clients, who are at the heart of our mission. It's our pleasure to accompany them and support their well-being.