



Saskatoon
Community
Clinic

“Your Health Care Co-op”

FOCUS

NEWSLETTER

Winter 2023
Volume 59, Number 1
Phone (306) 652-0300
Fax (306) 664-4120

Community Health Services (Saskatoon) Association Ltd.

455 Second Avenue North, Saskatoon, Saskatchewan S7K 2C2

Young clinic member plays a role in helping her peers' voices be heard and valued

By Danielle Chartier, Member and Public Relations director

Loa Kouri got the chance this fall to use her knowledge and experience to help other young people harness theirs.

Kouri, 18, served as a facilitator at the 2022 Canada We Want Conference in Toronto organized by the Students' Commission of Canada.

“It was amazing,” says Kouri, a young Saskatoon Community Clinic member.

The Students' Commission of Canada is a national charity that works to ensure young people's voices are heard and valued. Its Canada We Want conference creates the opportunity for young people from 12 to 29 from across Canada to discuss issues that impact them and to make recommendations to policy- and decision-makers.

During the conference, participants break out into theme teams discussing topics like healthy relationships, truth leading to reconciliation, mental health and more.

Although none of the topics were light and easy, Kouri and her co-facilitators had a challenge on their hands. They were tasked with helping the Impact Assessment Agency of Canada (IAAC) include youth voices in its work.

One of the biggest challenges was not gathering youth voices but getting youth to participate in their group in the first place. Facilitators of each theme team were charged with creating a proposal to present to the youth delegates at the start of the conference to encourage them to join their group.

“I called my mom, ‘Mom, they put me in the hardest group! We have to make this government agency look interesting.’ We were so nervous about it,” she laughs.

Although the IAAC does important work – it is a federal organization that delivers impact assessments looking at environmental, economic, social and health impacts of potential projects in support of sustainable development –



Loa Kouri

Kouri and her co-facilitators knew getting youth on board was not going to be easy.

They opted for a skit of a news broadcast with Loa as the reporter and the two other facilitators as the interview subjects.

“Our goal was to make the group look so fun people wanted to be part of it.”

She and her co-facilitators were successful as their group ended up full and they had to turn people away.

“I almost started crying because these people were moved to join us,” says Kouri.

When they got down to work, she says they “started off easy” playing community building games and getting comfortable before they “dove into power dynamics and how these affect them.” They talked about critical thinking and examined issues through different lenses and delegates shared their own stories.

Continued on page 2...

“The whole point of this conference is being able to harness youth voices in an empowering and encouraging way so that they want to share their perspectives and their ideas. We also tried to create a space where they could teach us, too,” explains Kouri.

Kouri says how important it is to support youth in a way that is not controlling.

“You have to tell them, ‘Yes, I’m here for you. Yes, I can guide you and if you have questions, we will find the answers, but I’m not going to tell you how to feel because everyone’s story is different.”

The conference concluded with the Canada We Want Showcase where delegates shared their work and gave recommendations and action items directly to policy- and decision-makers in a variety of different industries on the issues that pertain to youth.

“We presented all of our findings, everything we worked for. That was big.”

Kouri, just out of high school herself, believes her own experiences helped her in the facilitator role.

“I’ve been in different communities. I’ve worked with different types of adults. I’ve been to different schools. I’ve really observed a lot and I’ve been raised to be a critical thinker thanks to my mom and my grandparents ... It is a privilege for me to have been shown different ways of thinking my whole life.”

Her grandparents are long-time clinic members Don Kossick who was recently named a Member of the Order of Canada “for his promotion of human rights and social

justice, and for his leadership in international development” and Denise Kouri who has focused her activism on human rights, feminist movements, anti-racism and protection of the environment.



Loa with grandparents Denise Kouri and Don Kossick

Kouri also cites being bullied in high school and the school’s response as formative.

“I was going through a lot and I reached out to the school system and they completely shut me off. I would never want someone to feel shushed and denied when they’re going through something so hard and they go to an adult for help.”

Kouri spent last summer working for the Students’ Commission of Canada on projects for Kids Help Phone and the Public Health Agency of Canada. This is what led to her role as a facilitator at the conference.

She is applying to Concordia University to do a liberal arts degree in the fall, but after some encouragement, she is also considering applying for a youth advisor position with the United Nations.

2023 Semi-Annual Meeting round-up

By Danielle Chartier, Member and Public Relations director

The Community Health Services (Saskatoon) Association held its 2023 Semi-Annual Meeting via Zoom on January 18 beginning with a blessing by Elder Florence Highway.

CHSA president Patrick Lapointe provided the board’s interim report (see report, p. 3) and executive director Lisa Clatney provided an interim update, as well.

The Board honoured long-time clinic member John Sheard with the Outstanding Volunteer Award for his work with the Seniors Advisory Council (see story, p. 7).

Members passed a resolution proposed by the board to refine the bylaws regarding the agenda of the Annual General Meeting (AGM). The goal was to move from a more prescriptive and detailed agenda in the bylaws to a

higher-level outline and give the board some flexibility to craft an agenda appropriate for each AGM.

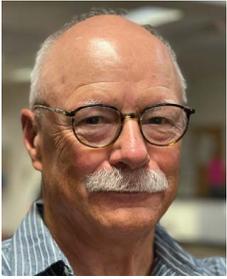
Members can read both the recently passed resolution amending the AGM agenda and the previous AGM agenda on the clinic website under ‘News and Events’ in the 2023 Semi-Annual Meeting package.

The meeting concluded with a presentation by Dr. Brady Bouchard, the past-president of the College of Family Physicians of Canada, with an overview of the challenges facing primary care in Canada today and some potential solutions.

There were 51 members and two guests registered. Thanks to all who joined the meeting.

CHSA 2022-23 Semi-Annual Meeting President's Report

By Patrick Lapointe, president



Patrick Lapointe

Your board met in November 2022 to review our strategic plan and update it as required due to changing circumstances. Overall, we continue to have the same priorities we established last year:

1. Increasing timely access to our services for clinic clients/patients.
2. Providing healthcare to vulnerable groups – those experiencing poverty and precarious housing, refugees, persons wanting to exercise their reproductive choice and persons needing gender-affirming care – who have difficulty accessing the primary health care services they need in our community.
3. Relocating our Downtown and Westside Clinics to larger facilities to support the expanded programming we would like to provide and to provide space to partner with other community organizations to address unmet primary healthcare needs in our community.
4. Strengthening our government relations initiatives to gain better support from all levels of government for the work we do now and aspire to do.

Ensuring timely access is our largest concern. To this end, we have established an 'access working group' including managers and physicians, that is focused on:

- ◆ increasing available appointments;
- ◆ making the most efficient and effective use of the appointments and staff we have; and
- ◆ exploring best practices and successful strategies used elsewhere to improve access to primary healthcare to inform our own work.

One of the early initiatives of the working group has been to trial urgent care clinics alongside our regularly booked appointments during the day. We have some physicians who work part-time who have offered to increase their hours temporarily in order to provide urgent care to our patients, thus increasing access for patients with more pressing concerns. Urgent care clinic days have been incredibly successful and the appointments are booked quickly. We will be assessing these clinics in the months to come and will determine next steps then.

Following up on a resolution at the 2021 AGM, we have built and recently launched a co-operative education program for our staff using a locally-developed micro-learning platform to deliver it. Staff do the training online in brief modules. Although the long-term goal is also to provide co-operative

education to members and the board, we chose to pilot this project first with our staff who really are the face of our co-operative. They are in a position to be some of our greatest champions. In 2023, we will evaluate the pilot and look next to how best to provide co-op education to our members and the board.

One of our goals is to remain financially secure and we are. We have not been immune to the challenges posed by a shortage of family physicians across Canada and are not always able to fill vacant physician positions as quickly as we would like. Although less than ideal, a positive from this situation is some increased financial flexibility. The clinic continues to look to the future in terms of enhancing service delivery both in programming and our physical spaces and this flexibility will be needed in any of these endeavours.

We have stepped up our lobbying efforts to the provincial government and the Saskatchewan Health Authority to obtain sustainable and appropriate funding to support our REACH program for refugees. We had some success in securing physician and nursing funding for REACH for the fiscal year ending in March, but we need ongoing funding to continue to deliver this program.

Covid-19 is still amongst us and respiratory and influenza diseases are on the rise. We are encouraging everyone to get their Covid boosters and flu shots and to practice prevention protocols to help keep everyone in our community as healthy as possible.

Members passed a resolution at our annual general meeting asking the board to advocate to the provincial government to provide coverage for the Shingrix shingles vaccine for seniors. The board sent letters to the Health Minister, Paul Merriman; and to the Minister Responsible for Seniors, Minister Everett Hindley, advocating this.

I would be remiss if I did not thank our staff for their commitment and devotion to excellence in providing high quality primary healthcare for our clients and community in these difficult times of health service delivery. We are so proud of the work you do!

In closing, I want to acknowledge the passing of a former board member, Cheryl (Sherri) Swidrovich. Sherri, a proud member of the Yellow Quill First Nation and a passionate volunteer and leader in the community, provided tremendous guidance to our board in responding to the Calls to Action of the Truth and Reconciliation Commission. She served as chair of our Values Committee and effectively led our advocacy efforts to aid the most vulnerable of our community. She was a compassionate and gracious person with great intelligence and wisdom. We miss her.

SCC launches its Co-op Education project

By Danielle Chartier, Member and Public Relations director

The Saskatoon Community Clinic recently launched a co-operative education pilot project designed to ensure co-operative values, principles and identity endure in the Community Health Services (Saskatoon) Association (CHSA).

“We’re really pleased to begin rolling out this education. The co-operative movement has a proud history in our province, and we are an important part of this history. We have a good story to share,” says executive director Lisa Clatney.

“But our identity as a co-op isn’t something of the past. Co-operative values and principles continue to inform the work we do today. We do the things we do and we do them the way we do because we are a co-op,” she explains.

The education program was borne out of a resolution passed by members at the 2021 CHSA annual general meeting calling on the clinic to formulate a plan for co-operative education to be provided to board members, staff and members – a perfect example of Co-operative Principle #2, Democratic Member Control (see sidebar story for all seven principles).

The ad hoc committee of clinic staff and CHSA members struck following the AGM to address this resolution decided to focus initial efforts on providing co-op education to staff.

“Our staff really are the day-to-day face of our co-operative. They are best placed to be some of our co-op’s greatest champions and to help patients and community members understand they, too, can play a part in making our healthcare co-op even better,” says Clatney.

The education program is being offered on a locally-developed microlearning platform staff can access from their phone or computer. The 10 modules are designed in such a way that staff can fit them into the workday without having to be away from the office for training.

“The program has provided me with an even greater insight and appreciation of who we are as an organization and what it means for us on a daily basis. The platform was easy to navigate and I found it to be very informative. I am proud to be part of a clinic that has such a genuine dedication to our diverse community,” says lab employee Teresa Hodgkinson.

This online program will be evaluated in the months to come and the Co-op Education Committee will decide next steps when it comes to rolling out education for members and the board.

The Seven Co-operative Principles

Co-operatives around the world follow a set of principles adopted by the International Co-operative Alliance.

Co-operatives trace the roots of these principles to the first modern co-operative founded in 1844, the Rochdale Society of Equitable Pioneers in England.

1. OPEN AND VOLUNTARY MEMBERSHIP

Membership in a co-operative is open to all people who can reasonably use its services and stand willing to accept the responsibilities of membership, regardless of race, religion, gender, or economic circumstances.

2. DEMOCRATIC MEMBER CONTROL

Co-operatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. Representatives (directors/trustees) are elected among the membership and are accountable to them. In primary co-operatives, members have equal voting rights (one member, one vote); co-operatives at other levels are organized in a democratic manner.

3. MEMBERS’ ECONOMIC PARTICIPATION

Members contribute equitably to, and democratically control, the capital of their co-operative. At least part of that capital remains the common property of the co-operative. Members allocate surpluses for any or all of the following purposes: developing the co-operative; setting up reserves; benefiting members in proportion to their transactions with the co-operative; and supporting other activities approved by the membership.

4. AUTONOMY AND INDEPENDENCE

Co-operatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control as well as their unique identity.

5. EDUCATION, TRAINING, AND INFORMATION

Education and training for members, elected representatives (directors/trustees), CEOs, and employees help them effectively contribute to the development of their co-operatives. Communications about the nature and benefits of co-operatives, particularly with the general public and opinion leaders, help boost co-operative understanding.

6. CO-OPERATION AMONG CO-OPERATIVES

By working together through local, national, regional and international structures, co-operatives improve services, bolster local economies, and deal more effectively with social and community needs.

7. CONCERN FOR COMMUNITY

Co-operatives work for the sustainable development of their communities through policies supported by the membership.

Clinic staff celebrates first annual National Ribbon Skirt Day

By Danielle Chartier, Member and Public Relations director

On January, 4, 2023, Indigenous women and girls across Canada proudly wore their ribbon skirts marking the first National Ribbon Skirt Day.

Some Saskatoon Community Clinic staff joined in the celebration and donned their own skirts.

Westside outreach worker Justine Antoine-Roy, a member of Poundmaker Cree Nation, enjoys celebrating her culture as often as possible.

“I think every day is a ribbon skirt day ... I feel like when I’m wearing one here, it is a conversation starter. I actually want to get a skirt for every day of the week,” says Antoine-Roy.

People will ask about her skirt – like who made it and what it might mean – but it is also an opportunity for them to share their own experiences with ribbon skirts, sometimes dating back to their younger days and their own cultures, says Antoine-Roy.

“It’s really a privilege to wear,” says Westside nurse practitioner Jeannie Coe of her skirt.

Although not Indigenous, Coe’s partner and her family are. However, ribbon skirts were not part of his Dene culture growing up. Coe has been reluctant to wear one herself but has admired them.



Amanda Severight, Jeannie Coe, and Justine Antoine-Roy

“We have to be careful of these things,” she says.

It was not until an elder suggested she should wear one that she felt able to do so.

“You wait for things until they come.”

Isabella Kulak, a 10-year-old student and a member of the Cote First Nation, inspired the movement that led to the day being designated after she was shamed by a staff member at her school for wearing a ribbon skirt to a formal wear day in 2020.

When the young girl returned to school after the holidays on Jan. 4, 2021, she was not alone. A crowd of women wearing ribbon skirts led her to class, along with chiefs from surrounding the First Nations.

Later that year, Sen. Mary Jane McCallum tabled a bill in Parliament to recognize National Ribbon Skirt Day and the bill received Royal Assent at the end of 2022.

The day is to “provide an opportunity for everyone in Canada to recognize, learn about and celebrate the importance of Indigenous traditions and expressions of culture” said McCallum in a written statement.

Ribbon skirts, traditionally worn by First Nations and Métis peoples, are a centuries-old symbol of identity, adaptation and survival, and represents a direct connection to Mother Earth.

Pomelo is here and help is available

The Saskatoon Community Clinic launched in January its new communications portal, Pomelo, which will allow patients to do things like:

- ◆ Book and manage appointments online;
- ◆ Receive reminders of upcoming appointments;
- ◆ Check-in to appointments with a mobile phone; and
- ◆ Securely receive messages from staff for non-urgent matters.

The clinic will introduce the new features of Pomelo over time beginning with Downtown patients/clients to ensure there are as few snags as possible in the roll-out, but it is a new system and we ask for your patience if they do occur.

If you have not received an email invitation from the clinic to join Pomelo, you can head to our website at saskatooncommunityclinic.ca and look for the ‘Pomelo

Registration’ button where you can create your Pomelo account.

For those who are less comfortable using technology, no need to worry. You can still book appointments by calling reception and receive appointment reminders by telephone.

If you would like to use Pomelo but are unsure about setting up your account, volunteers will be available to help you do this in-person on two dates: **Thursday, February 16 from 1 p.m. to 4 p.m.** or **Tuesday, February 28 from 9:30 a.m. to noon.** Stop by the Downtown clinic during these hours and we will get you set up.

If you have any questions or need assistance, please contact Member and Public Relations at member.relations@communityclinic.ca

Seniors' Writing Program



*Saskatoon
Community
Clinic*

Write Your Life Stories

Have you ever wanted to write stories about your life experiences but weren't sure where to start? Community Clinic members who are older adults are invited to take part in an interactive writing program.

When:

Fridays from 2 p.m. to 3:30 p.m.
March 17 to May 12

Where:

Saskatoon Community Clinic Langer Building
424 1st Ave. N. – enter via back alley – blue door.

For more information or to register please contact:

Michael Murphy
Program Facilitator
michaeljmurphy@sasktel.net
Tel: 306-244-5267

Laurie Stone
Seniors Volunteer Co-ordinator
lstone@communityclinic.ca
Tel: 306-664-4282



There is no cost to participate. Please register early as enrolment is limited.

New! Writing program for clinic seniors

By Michael Murphy, Community Clinic member

Everyone has stories to tell from their life experiences. The goal of our new 'Write Your Life Stories' program is to encourage clinic members to start writing these life stories creatively - story by story, chapter by chapter, or theme by theme.

Previous writing experience is not essential. We will provide mentoring and encourage participants to provide support to each other.

Each informal session will include discussions on aspects of memoir writing along with participant readings of a short piece they have written in the previous week, followed by group discussion and feedback. Program facilitators will suggest a topic for the following week, but writers are free to choose any topic. Writing will not take place during the sessions, but on participants' own time.

If participants use email, they will be encouraged to circulate their stories in advance of the following session to facilitate feedback.

There will be eight weekly sessions up to 90 minutes each on Friday afternoons starting March 17. The program will take place at the Saskatoon Community Clinic's Langer Building. Advance registration is required, as space is limited.

See notice on page 6 for registration details.

Michael Murphy is a long-time Community Clinic member, a member of our Foundation Board and has experience offering writing programs for Seniors in the community.

Award recipient a powerful voice for seniors

By Laurie Stone, Seniors' Volunteer Coordinator & Danielle Chartier, MPR director

The Community Health Services Association board recently honoured volunteer John Sheard with its Outstanding Volunteer Recognition Award at the co-operative's 2023 Semi-Annual Meeting.

"You would be hard-pressed to find a stronger voice for seniors. John has brought so much to the work of the Seniors Advisory Council (SAC). Seniors, our co-operative and the province are better because of his efforts," says board president Patrick Lapointe.

Sheard, a long-time clinic member, joined the Seniors Advisory Council (SAC) in 2015 already a fierce advocate for better supports for seniors' mental health and much-needed improvements to long-term care. He quickly became engaged in many SAC activities including advocating, fundraising, supporting clinic seniors' programs and promoting accessibility. He has spoken at a semi-annual meeting about the need for improved mental health services and has written numerous articles for Focus over the past few years.

As a member of the SAC executive, John helped develop and speak to numerous resolutions at membership meetings. His list of advocacy efforts is long. He has advocated for the addition of a psychiatrist to the clinic's mental health care



John Sheard with his much-deserved award

team; improved access to mental health services in long-term care; the creation of a provincial Seniors Advocate; and provincial funding for seniors to receive the Shingrix shingles vaccine.

John, alongside other SAC executive members, played an integral role in the development of an inter-generational SAC Student Research Program in early 2020. A retired biology professor, he generously gives his time to mentor students and works with them on research projects important to older adults, the most recent focused on the needs of clinic members around 'Aging in Place'.

In addition to being a caregiver to his wife, Anne, who is in long-term care, John is also a patient representative with both the Saskatchewan Long-term Care Network and the Saskatchewan Health Authority Long-term Care Expert Panel. When not volunteering, you may find John out for nature walks, birdwatching or still working at his office at the University of Saskatchewan.

Many thanks to John and to all the Seniors Program volunteers for their time and their support of older adults at the Saskatoon Community Clinic. If you would like to learn more about our volunteer program, please email Laurie Stone at lstone@communityclinic.ca or call her at 306-664-4282.



Gifts to the Saskatoon Community Clinic Foundation

In Memory of:

Alice and Walter Allen from Bonnie & John Lawrence
Charles Gastel from Lisa Gastel
Dave Glaze from Anne Dickin
Dave Glaze from Louise Wisner
Dave Glaze from Kenneth Wiggins & Margo Day
David Glaze from April Grosse
Dr. Szott from Gary Evjen & Karen Kowalenko-Evjen
Elsie & George Kowalenko from Gary Evjen & Karen Kowalenko-Evjen
Joan Bell and Tom Bell from Scott Bell

Joyce Loraas from Cliff & Marian Colborn
Joyce Loraas from Keith Colborn
Joyce Loraas, and Rusty & Georgiana Chartier from Gordon & Illa Knudson
John Sagan from Anna Sagan
Peter and Shirley Pridmore from Helen Pridmore
Peter Scott from Elizabeth Scott
Ruddick and Muriel Welwood from Lisa Clatney
Helen Woykin from William Woykin
Helen Woykin from Elaine Kieluk

Donations:

Eileen Archdekin
 Morgan Adam
 Nancy Allan
 Janet Anderson
 Bob Atkinson
 Leta Atkinson
 Mike Atkinson
 Patricia Atkinson
 Wenda Atkinson
 Joanne Beckett
 Ronald Brazeal & Patti
 Soltys

Jacquelyn Carter
 Linda Charlton
 Richard Cherry
 Marie Colbert
 John Cook
 Sharon Crawford
 Margaret DeFehr
 Paul Denham
 Sarah Elliott
 Earl Fogel
 Judy Galambos
 Jeremy & Joanne Haigh

J. David & Suzanne
 Henry
 Garry & Dinny Holroyd
 Tim Hutchinson
 Doug & Flo Lavallie
 Annie Loewen
 George Jeerakathil
 Paul Johnson
 Candace & Christopher
 Kent-Rodgman
 Raymond & Sharron
 Landreau

Betty Maskell
 Arthur Matley
 Tracey Mitchell
 Jerome Morgan
 Lyall Petrie
 James & Nora Russell
 John Sheard
 Lawrence Thomsson &
 Lois Berry
 Pat Tondevold
 Amber Weckworth

Honouring/Celebrating:

Dr. Olszynski from Gary Evjen & Karen Kowalenko-Evjen

Thank you for your generosity. Donations from August 2022 to November 2022

The Saskatoon Community Clinic respectfully acknowledges that we are situated on Treaty 6 territory and traditional lands of First Nations and Métis people.

FOCUS is published by Community Health Services (Saskatoon) Association, Ltd., 455 – 2nd Avenue North, Saskatoon, Saskatchewan S7K 2C2.

Editor: Danielle Chartier

Editorial Committee: Anne Doucette, Carol Glazer and Jill Hodgkinson

CHSA Board of Directors: Patrick Lapointe (President), Sheri Benson, Cathy Cole, Andrea Harris, Chasity Head-Stoneland, Jason Majid, Janice Paslawski, Frank Quennell and Dominique Rislund

Executive Director: Lisa Clatney

Board Secretary: Hazel Javier

ISSN 0015-5195

Canadian Publications Mail Product Sales Agreement 40052408

Return Undeliverable Canadian Addresses to:
 Community Health Services (Saskatoon) Association
 455–2nd Avenue North
 Saskatoon, Saskatchewan S7K 2C2
www.saskatooncommunityclinic.ca