

# FOCUS

Saskatoon  
Community  
Clinic  
"Your Health  
Care Co-op"



Summer, 2009  
Volume 45, Number 2

Community Health Services (Saskatoon) Association Ltd.  
455 Second Avenue North, Saskatoon, Sask. S7K 2C2

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## Board of Directors Report to Members

By Anne Doucette, CHSA President



Anne Doucette, CHSA President

Another year has come and gone, and our work continues. We welcomed two new board members in January, Wendy Wilson and Alex Brooks. They have been working hard to catch up, and are already making significant contributions.

By the time you read this, the pharmacy renovations will be complete and you may have had a chance to visit the new facility. The board would like to congratulate

the pharmacy team, headed by Marilyn Mearns, for their perseverance in making it through the trying time of renovations.

The political and social action committee, headed by Nancy Carmichael, has been working hard on pedestrian safety, food deserts, homelessness and the HIV/AIDS issues. We had a news conference in December on the homelessness issue, and have attended public forums on the issue. The work goes on. You can check on our website for more information on this issue and much more.

On March 9th we had a very successful press conference at the Downtown Clinic on the release of the "Strengthening the Circle" evaluation study done by Shelley Thomas Prokop of the Community-University Institute for Social Research. This program for First Nations grandmothers has been running for 17 years at the Clinic and has been helping Kohkums connect with others in the community so as not to feel alone. I was asked to attend and was welcomed into the circle for cake and a round of stories.

We continue to be challenged by the Westside Clinic expansion problem. I'm sure you are all aware that we submitted an expansion proposal to the government in hopes that we would be funded in the budget for the upcoming year, but were not included. We continue to hope and plan for the much needed expansion, especially in light of the HIV/AIDS crisis and the on-going need for inner city primary health care.

We continue to be in discussions with Station 20 West on their work and plans for the future.

I would also like to mention the ongoing contributions and support of our members and donors and thank them. Without our members and community supporters, we would not be able to do the work we do. I would also like to thank the staff at both the Downtown and Westside clinics for their hard work and ongoing commitment to our vision of community-based health care. This has been my first year as President of the Board, and while it has meant some hard work I have thoroughly enjoyed it.

### CHSA Annual Meeting

*Join us for our Annual Meeting*

**Wednesday, June 10, 2009**

*Mayfair United Church*

[See page 3 for details.](#)

# Saskatoon Community Clinic Foundation

## 2008 President's Report

By Laurie Thompson, President

In 2008 you entrusted the Foundation with \$69,000 in contributions. Our heartfelt thank you to all those who have contributed bequests and donations in the past year. You assist us to support important programs and services that otherwise it would not be possible to provide.

For several years now, the Foundation Board has prepared for major capital investments in improving primary health care services in central and westside Saskatoon. We have organized our finances and laid the groundwork so we are ready to continue to respond to large capital and project funding requests we expect in the next few years.

This year your donations to the Saskatoon Community Clinic Foundation contributed to the first stage of a major redevelopment of our Westside Clinic facilities on 20th St. West. The Foundation made a contribution of \$170,000 to the Saskatoon Community Clinic to purchase property to expand the Westside Clinic.

The Foundation also contributed \$5,000 to support development of Station 20 West's development of an integrated service centre for the residents of Saskatoon's inner city. The Foundation made the donation on the recommendation of the Saskatoon Community Clinic's Board of Directors.

We continue to make grants to support seniors programs and transportation, staff education, Christmas hampers, and other projects that otherwise would not be funded.

During 2008, the Community Clinic Foundation Board was made up of the following volunteers: Evan Carlson, Nancy Carmichael, Carole Courtney, Glenda Gartner, Nikki Gerrard, Felix Hoehn, Patti Kehrer, Cheryl Loadman, Judith Martin, Mary Ogresko, Ewa Olszynski, Tim Quigley and Milton (Mickey) Woodard. Thank you to all of you for your time and effort.



Laurie Thompson, Community Clinic Foundation President, presents Val Veillard, Chair of the Station 20 West Development Corporation, and Paul Wilkinson of Station 20 West, with a cheque for \$5,000 to support development of Station 20 West's development of an integrated service centre for the residents of Saskatoon's inner city. The Foundation made the donation on the recommendation of the Saskatoon Community Clinic's Board of Directors.

## Chronic Disease Management Integrative Medicine Approaches

Dr. Louise Gagné continues her series of presentations on integrative medicine approaches to chronic disease management with:

**Natural Therapies for the Treatment of Abnormal Cholesterol and Other Blood Fats (for example, triglycerides, HDL)**

It will take place on Tuesday June 2, 1:30 – 3:00 p.m. at the Mel Langer Building, 424 1st Avenue North.

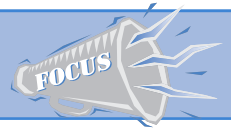
Informational handouts will be provided. All members and patients welcome.

Please check our website at [www.saskatooncommunityclinic.ca](http://www.saskatooncommunityclinic.ca) for information on future presentations.

Dr. Gagné has completed a fellowship in Integrative Medicine through the University of Arizona. Phone 664-4222 for more information.



# Annual Meeting Notice



Saskatoon Community Clinic  
Community Health Services (Saskatoon) Association Ltd.

**Wednesday, June 10, 2009**

**Mayfair United Church,  
902 33<sup>rd</sup> Street West, Saskatoon**

**Registration: 6:30 p.m. - 7:00 p.m.**

**Meeting: 7:00 p.m. - 9:30 p.m.**

## *Agenda*

1. Call to order
2. Reading and disposal of minutes of preceding annual general meeting
3. Business arising out of minutes
4. Reports of President, Directors, Administrator, Medical Director, Treasurer and other Officers
5. Report of Auditor and consideration of financial statement
6. Discussion, consideration and disposing of reports set out in 4 and 5
7. Break
8. Resolutions, recommendations and bylaws
9. Election of directors
10. Reports of special committees
11. Unfinished business
12. Appointment of auditors
13. New business
14. Adjournment

## *Election of Directors*

Four (4) Board members and one (1) Focus Editorial Committee member will be elected at the meeting. If you are interested in running for the Board of Directors or the Focus Editorial Committee please contact the Member Relations Director at 664-4243. Your name will be forwarded to the Nominating Committee and an

information package will be sent to you. Biographies received seven days in advance of the meeting will be included in the agenda package.

## *Eligibility for Voting and Elections*

Upon approval by the CHSA Directors of an application for membership, the member shall be entitled to attend any general or special meetings of the Co-operative and be entitled to vote. Each member will be entitled to one (1) vote only and no member may vote by proxy. In cases where a member has a spouse or a spouse and dependents who are members (joint or family memberships) the spouse and any dependent who is eighteen (18) years of age or over shall be entitled to vote and shall be eligible to be elected as a director.

## *Deadline for Resolutions*

Resolutions from members are welcome. Members may introduce resolutions from the floor. However, the Board urges members who would like to put forth a resolution to submit it ten days in advance of the meeting. This allows for copying of the resolutions so that they are available in advance for members to review and so that printed copies can be distributed to those attending the meeting.

## *Childcare, Transportation and Meeting Packages*

If you require child care or transportation, contact the Member Relations Department. The Annual Financial statements and other meeting materials will be available for interested members at the Clinic ten days in advance of the meeting. For more information, please telephone Member Relations at 652-0300, ext. 243.

## Making a SWITCH to Better Health Care

By Carole Courtney, SWITCH Co-ordinator

On October 12, 2005, the Student Wellness Initiative Toward Community Health (SWITCH) opened its doors at the Westside Clinic. It made history by becoming one of only three student-managed primary health care centres in Canada. SWITCH now provides services on Wednesday evenings and Saturdays from the Westside Clinic and White Buffalo Youth Lodge. The students, working alongside professional mentors, provide services to Westside clients and other community members.

A snapshot of SWITCH at any one moment includes almost 300 student volunteers from the Universities of Saskatchewan, Regina and SIAST. These students are enrolled in: medicine, nursing, social work, clinical psychology, physical therapy, kinesiology, pharmacy, nutrition, public health, educational psychology, arts and science and dentistry.

SWITCH provides a unique and comprehensive educational experience for these health science students. Student volunteers are able to hone their clinical skills as well as learn how to form lasting relationships with clients. Students also learn the hurdles low income people must overcome to access good health and the challenges they face around affordable housing, food security, education, employment and how to advocate for changes to address those issues. As Canada's largest student managed health care initiative, SWITCH is the role model for other projects developed and implemented by Canada's next generations of health care providers.

SWITCH provides a welcoming atmosphere for community residents. Arts and science students and those in the early years of their health science training make coffee and snacks to serve in the waiting room. They provide childcare for program participants and create a community centre atmosphere by talking with clients. Upper level students and mentors see clients for clinical and counselling services. Students of all levels help with

programs. At shift's end, staff and volunteers sit down to reflect on their experiences, the challenges of working inter-professionally, how best to serve clients and to determine aspects of the organization they wish to improve.

Since opening in 2005, SWITCH has either on its own developed or partnered with others to add free dental clinics; children's health days; regular programs for both men and women; a food store; fluoride varnish clinics; a needle exchange; a community addictions worker and immunizations. Plans include the expansion to a third shift when funds become available.

Using the Community Clinic model, SWITCH students provide holistic care. A client can potentially access a multitude of health care disciplines – from pharmacy to social work to nutrition to occupational therapy. SWITCH also has expanded the model with some very innovative approaches. There are likely very few, if any, health care centres across Canada that sell affordable produce, eggs and milk; provide free dental services for low income adults and offer paediatric services on a drop-in basis.



*Jonathon Rockthunder, left and Amanda Kleisinger, a SWITCH volunteer and University of Saskatchewan medical student at a recent SWITCH Clinic.*

“It’s a one-stop approach to health for Saskatoon residents and a creative approach to providing educational experiences for students. The Saskatoon Community Clinic has provided a home for SWITCH of which we are very appreciative. We are also grateful for the support of our other partners, the University of Saskatchewan and Saskatoon Health Region - Primary Health.” says SWITCH medical student and Council member Cheryl Mitchell.

SWITCH's office is located at the Westside Clinic. More information is available at [www.SWITCH.usask.ca](http://www.SWITCH.usask.ca) or by emailing [student\\_clinic@yahoo.ca](mailto:student_clinic@yahoo.ca) or phoning 956-2518.

# Exciting New Member Relations Initiatives Underway

By Ingrid Larson, Member and Public Relations Director



Ingrid Larson, Member and Public Relations Director

There are several projects that your Member Relations department is involved with which affect our members, the community's support of your health care co-operative and the services we provide. Here is a snapshot view of these initiatives.

## *Member Recruitment and Awareness*

The Board of Directors agreed in strategic planning that it is important to set goals for the recruitment of patients to become members of our co-operative health clinic. Like many other co-operatives, the Community Clinic has seen a declining membership over the past several years. A healthy clinic needs a membership base that is constantly renewed. Patients are not required to be members of the Community Clinic. Therefore we need to make efforts to ensure that patients are aware that membership is an option which they may choose when using the Community Clinic.

To achieve the objective of having more of our patients become members a three month pilot project was undertaken between January and April, 2009 at our Downtown Clinic. Norine Shewchuk, Membership Development Coordinator, visited our waiting rooms several hours per week to talk to patients about the possibility of becoming members. She spoke both to individuals and groups of patients that she met in the waiting rooms. She described the uniqueness of our co-operative, the benefits of becoming a member, answered questions, listened to feedback about the services and helped people, when requested, with completing the application process. The project was very successful: she recruited 41 new family members and 34 new single members totaling 75 new memberships. This compares to the same period last year in which 20 new family members and 12 new single members joined totaling 32 new memberships.

Welcome to all members who joined during the campaign! We appreciate your support and look forward to seeing you at member events!

## *Communications Planning*

In addition to making our patients more aware of membership and our services, it is also important that the

public is aware of the good work that is done at your Downtown and Westside Clinics.

The Board of Directors recently engaged Benchmark Communications to assist with the development of a communication plan that will guide our public relations programs during the next few years. You will see the recommendations in that report "roll out" over time. They include: a new slogan; re-naming our buildings; guidelines for communications about programs delivered through partnerships with other organizations; profiling of member success stories; a greater electronic "presence"; redesign of publications; standardized student orientation materials; and the development of communications policies to guide our work.

## *General Practice Assessment Questionnaire (GPAQ)*

Many of you visiting a doctor at the Downtown Clinic in February and March may have completed the "General Practice Assessment Questionnaire". The purpose of this questionnaire is to give us feedback on the following: access, including getting through on the phone, opening hours and waiting times; continuity of care; interpersonal communication and overall satisfaction.

This is the fourth time that we have had patients complete the questionnaire. The results are compared to benchmark scores and our own results compared over time. Your answers give us a snapshot view of patient satisfaction.

Overall, each time that we have had patients complete the questionnaire, the results and feedback have been very positive. The results are tabulated and analyzed and comments reviewed and considered.

In addition to understanding patient satisfaction, the survey also gives us a view of who is visiting the clinic. For example, this year, fifty-three per cent of the people completing the questionnaire identified that they have a long-standing illness, disability or infirmity. This indicates to us that we are on the right path when designing new programs to help patients with the management of chronic conditions.

Thank you to all who completed these surveys. We definitely appreciate your feedback!

If we can be of assistance to you in making your experience at the Community Clinic the best it can be please free to contact us at 664-4243.

## What's in Your Drink?

By Renee Nagus, RD CDE, Saskatoon Community Clinic Nutritionist

Have you recently looked in the beverage aisle of your local convenience store? Juice, water, milk and soft drinks used to be the only choices available. In addition to these products, today's consumers can also choose from energy drinks, sports drinks, vitamin water, flavoured water, milkshakes and the list goes on. This article discusses the difference between energy drinks, sports drinks and vitamin water.

### Energy Drinks

The term energy drink refers to products containing claims to energize and stimulate the consumer. Examples include: Red Bull® Energy Drink, SoBe Adrenaline Rush®, Hype Energy Drink® and the list goes on. Energy drinks are available in many locations such as fitness facilities and grocery stores, however, these products differ from most food and beverages because they lack a nutrition facts label and most energy drinks are regulated by the Natural Health Product Directorate of Health Canada as a natural health product (dietary supplement). Energy drinks commonly contain sugar, caffeine, taurine, glucuronolactone, niacin and/or herbal ingredients claiming to boost energy. The amount of caffeine commonly found in energy drinks is approximately 80 mg per serving; however, some brands contain much more than this. According to Health Canada, most adults may safely consume up to 400 mg of caffeine per day. Pregnant women should limit their intake to no more than 300 mg per day. Health Canada recommends that children ages 4-6 should not exceed 45 mg per day, children ages 7-9 should not exceed 62.5 mg per day and children ages 10-12 should not exceed 85 mg per day. However there are currently no regulations prohibiting sale to children. It is estimated that approximately 40% or more of children and adolescents consume energy drinks. Published case reports have linked high intakes of energy drinks with tachycardia (fast heart beat), elevated blood pressure, and seizures.

What about energy drinks for sports? Energy drinks are often marketed to those who are physically active. Adequate hydration is very important for the health and performance of athletes; however, an energy drink is very different than a sports drink. An energy drink may actually prevent adequate hydration during exercise. The sugar content is too high for proper absorption during exercise and may cause a stomach ache. Also, the carbonation in energy drinks may actually decrease the amount of fluid the athlete is able to consume.

### Sports Drinks

Adequate hydration is necessary for both health and performance during exercise. A sports drink is designed to

provide water and electrolytes (such as sodium) that are lost in sweat when someone exercises. Sports drinks also contain sugar which is needed for energy by exercising muscles. If

you are someone who exercises continuously for longer than 45 minutes, or in very hot weather, you may benefit from a sports drink. For most people who are active, plain water is a better choice than a sports drink since many people do not exercise to the point where they require additional electrolytes and carbohydrate during their workout. The average sports drink contains approximately 11 teaspoons of sugar! If a sports drink is being consumed when it is not needed it may just be providing unwanted extra calories and sodium.



### Vitamin Water

The Coca Cola company has recently begun selling a product called Glacéau Vitamin Water®. They claim it "is a great tasting, active lifestyle hydrating beverage packed with vitamins and minerals to help get you through your day". Each 591 mL bottle also contains 33 g of sugar, approximately 8 teaspoons. The water does contain various vitamins depending which flavor is chosen. Most Canadians do actually meet their vitamin needs through the foods they eat and will not receive much benefit from the small amounts provided in this sugar water. If someone is concerned they are not meeting their needs for vitamins, they would be wise to spend money on healthy food and a multivitamin supplement rather than vitamin water.

For more information see the following websites:

- Dietitians of Canada: [www.dietitians.ca](http://www.dietitians.ca)
- Health Canada: [www.hc-sc.gc.ca](http://www.hc-sc.gc.ca)



Renee Nagus, Nutritionist, regularly provides nutrition information to Saskatoon Community Clinic clients.

Please Join Us For A

## Remembrance Tea

to celebrate the life of

### Genevieve Teed

2 p.m., Saturday, June 20, 2009  
Cosmopolitan Seniors Centre  
614 11th St. E.

Genevieve Teed was a pioneer health care professional in the field of social work. She worked at the Community Clinic for 25 years. She was a marvelously giving person who helped build our clinic and was a lifelong champion of publicly funded health care.

Please join us as we celebrate her life. For information call Mildred Kerr at 652-9379.

Everyone is welcome!

## Interested in Co-op Camp?

Do you know a young person aged 12 – 18 who would enjoy spending a week at summer camp? The Saskatchewan Co-operative Youth Program 2009 will be offering overnight camps at Candle Lake again this summer. Participants pay a \$195 registration fee and can apply to local co-operatives, including the Saskatoon Community Clinic, for sponsorship of the remaining \$395 fee. Applications are accepted on a first come – first served basis, so if you are interested please call Member Relations at 652-0300. More information is also available from the Saskatchewan Co-operative Association. Call 244-3702 or visit their website at [www.sask.coop](http://www.sask.coop)



## Sharing our Successes

By Carol Armstrong-Monahan,  
Director of Interdisciplinary Care

In January of 2007, the Community Clinic, on behalf the **Community Diabetes Outreach Program (CDOP)** received 39 months of funding from the Métis Aboriginal Off-Reserve Urban Inuit Program Planning (MOAUIPP) and Aboriginal Diabetes Initiative (ADI) of Health Canada. These dollars are for diabetes prevention programming.

In March, as one of our funding commitments, the Clinic's Diabetes Outreach Program staff hosted a one day workshop. Our program staff and peer leaders as well as the staff members of the five other MOAUIPP projects in Saskatchewan attended the workshop. The group shared success stories and identified common barriers or challenges in the prevention of diabetes in Aboriginal communities. Attendance was great and the workshop was a success.

Our other partners in the CDOP are the Saskatoon Health Region, Central Urban Métis Federation Inc. (CUMFI), Kinistin Saulteaux First Nation, White Buffalo Youth Lodge and SWITCH Student Health Clinic.

The Saskatoon Community Clinic will be highlighting some of our work in the area of chronic disease prevention and management at the first ever provincial **Chronic Disease Prevention and Management Conference** in June.

The purpose of the conference, hosted by the Saskatoon Health Region, is to provide policy makers, administrators, organizations, and individuals committed to prevention and living well with chronic disease an opportunity to share ideas, practices and initiatives.

Our poster presentations will focus on: *A Patient-Centred Collaborative Approach to Hypertension Programming* and the *Aboriginal Grandmothers, Strengthening the Circle Program Evaluation*. The activities of the Community Diabetes Outreach Program, a diabetes prevention and management program, focused on urban living Aboriginal people is the topic of an oral presentation.

## Board and Staff News

Welcome to...

**Karen Smith**, Casual Medical Steno

**Greta Camsell**, Westside Aboriginal Counsellor

**Ken Thomas**, Community Diabetes Outreach Co-ordinator

**Barbara Badger**, Westside Aboriginal Community Worker



## Donations February 2, 2009 – April 20, 2009

*We gratefully received donations to the Saskatoon Community Clinic Foundation from the following individuals:*

Donald Adams, Jack Adams, Jack E. Adams, Ruben & Joyce Amundson, Joanne Beckett, Catherine Leslie Biggs, Carol Blenkin, Millie Boucher, John Braidek, Betsy Bury, Glenda Carter-Squire, Linda A. Charlton, Ed Decker, Lorna Doerkson, Graham Dove & Kathleen Slavin, Ewald Draeger, Douglas Harold, William & Margaret Heffernan, Joseph & Shirley Kawchuk, Alex & Theresa Kostyna, Lillian Laing, Margaret C. Leaker, Glenn Lindgren, Paul & Victoria Mostoway, Marie & Rupert Murray, Randall & Isabelle Nelson, Sarah Neudorf, Arnold Petty, Peter Prebble, Marjaleena Repo, William Richards & Sandra Beardsall, Diane Rogers, Robert & Edith Rutherford, Margarita Schellenberg, Sarah Schmidt, John & Anne Sheard, Phyllis Siemens, Robert W. Stodler, Harold H. Tilley, Doreen Walmsley, Dave & Shirley Weary, Shirley Wilmot

### *Donations Received in Memory:*

**In Memory of Dora & Otto Baker:** Helen Baker

**In Memory of Lloyd Baker:** John & Ina Brockelbank, Harold E. Chapman, Max & Nancy Coates, Aurelia Grimes

**In Memory of Thomas Bell:** Helen M. Baker

**In Memory of K. Ann Benedict:** Community Clinic Board of Directors

**In Memory of Anne Elizabeth Bittner:** Thelma & Ken Kulrich

**In Memory of Mr. & Mrs. Norman Brown:** Peter Brown

**In Memory of Jane Clark:** William L. Clark

**In Memory of John & Hazel Coates:** Helen & Lloyd Baker

**In Memory of Marlene Decker:** Maggie Defehr, Dave & Connie Lepard, Jack Newman, Community Clinic Board of Directors

**In Memory of Jim Fergusson:** Allan Blakeney, John & Ina Brockelbank, James Cowan, Cheryl Hand & Frank Quennell, Doreen Hewitt, Myrna Hewitt, Marty & Lorie Irwin, Dave & Connie Lepard, Barbara Martens, Marcia & John Ross, Community Clinic Board of Directors

**In Memory of F. J. Hartley Fredeen:** Margaret Fredeen

**In Memory of J. Gren Jones:** Isobel Jones

**In Memory of Alexander & Garth Hilderman:** Stella Hilderman

**In Memory of Mrs. P. Holtslander:** Jim Holtslander

**In Memory of Geoffrey A. Hopkins:** D. Hopkins & B. O'Connor & Mark Hopkins and family

**In Memory of Darcey John & Tommy Fink:** Robert Fink

**In Memory of Elizabeth (Betty) Koopman:** Jean Pytlowany, Richard & Patricia Santo

**In Memory of George Kowalenko:** Elsie Kowalenko

**In Memory of Agenord "Al" Landry:** Barbara & Peter Scott

**In Memory of James Mitchell:** Laura I. Mitchell

**In Memory of Jean Newman:** Jack Newman

**In Memory of Trudy Prebble:** Heather Musgrove & Rene Roy, William Richards & Sandra Beardsall

**In Memory of Sadie Pryor:** Sidney Pryor

**In Memory of Paul S. Saum:** Dorothy Saum

**In Memory of Enid Smith:** Peggy Altwasser

**In Memory of Sheila Steele:** Laura Jones

**In Memory of J. E. Storey:** Margaret "Peggy" Durant

**In Memory of Genevieve Teed:** Peggy Altwasser, Carol Teed

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