

Focus

Saskatoon
Community
Clinic
"Your Health
Care Co-op"



Winter, 2017
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Community Health Services (Saskatoon) Association Ltd.
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Board of Directors Semi-annual report to the Membership

By Bill Davies, President



Bill Davies

The Board of Directors continues on our path to ensure the implementation of our five year strategic plan with improved access and patient centered care our primary goals. We are also completing the governance renewal process begun several years ago and the Board has asked administration to continue developing internal capacity for future expansion.

At our annual retreat in October, the Directors reaffirmed the goals of the strategic plan including identifying those that require attention in the upcoming year. Two initiatives have been identified as priorities - continuing to develop capacity for the future and developing metrics to measure our performance. The Board also conducted a policy review to ensure the relevance of our new policy framework.

Your board is acting on the directions that members provided at the June AGM. We have requested that the Province establish a Seniors Advocate and are developing plans to act on the Truth and Reconciliation Commission Calls to Action.

We are very excited to announce the addition of a pharmacy at the West Side Clinic. The addition was made possible because of necessary repair work on the north wall. This will improve access to Community Clinic Pharmacy services for Westside patients and community members. It also provides our Pharmacists the opportunity to increase their role in providing primary care services that they are now trained to provide, for example, injections and supervised administration of pharmaceuticals. Services will also include dispensing and medication counselling. We are hopeful that the renovations will be completed by February 2018.

The Board of Directors congratulates Betsy Bury, a Saskatoon Community Clinic founding member and its first Member Relations Officer, on receiving the Governor General's Person's Award in October. It was activists such as Betsy Bury who laid the foundation for our continued provision of high quality primary health care.

Since our last report we were honoured to have visits from two federal political leaders. Honourable Ahmed Hussen, Minister of Immigration, Refugees and Citizenship and his staff met with physicians and partnering groups

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Attend the Semi-Annual Meeting

Wednesday, January 17, 2018
7:00 – 9:30 p.m.

902 33rd Street West, Saskatoon

*Adopting a Patient and Family
Centred Approach to Care
Our Success Stories and New Opportunities*

Please bring your ideas to share with us
in small group discussions!

who offer the Refugee Engagement and Community Health Clinic (REACH) at the Saskatoon Community Clinic. The then leader of the federal NDP, the Honourable Thomas Mulclair, toured the Westside Clinic in September. These visits point to our continued role as an innovative primary health care provider both locally and nationally.

We have many achievements to recognize this year as we strive to increase access and the quality of care provided by the Clinic, including the refugee clinic, an increased role for the pharmacy, and expanded flu clinics. Thank you to the staff, members and volunteers for your service in the past year and for continuing to provide innovative and progressive health care. ❖

Co-op Week in Review

By Karen Timoshuk, Member and Public Relations Coordinator

The co-operative principle of *Co-operation among Co-operatives* certainly shone through at the Clinic during Co-op Week, October 15th to 21st. Thanks to the generosity of Affinity Credit Union and Saskatoon Co-op, patients of our Westside Clinic enjoyed fresh fruit throughout the week. As well, the following vendors of the Saskatoon's Farmers' Market Co-operative generously donated items to gift baskets that were raffled among Clinic staff and members at the Downtown and Mel Langer locations.

- Chatty's Indian Spices
- Maduro Coffee & Tea Company
- Riverbend Plantation
- Grandora Gardens
- Prairie Pie Company
- Those Girls at the Market
- Mercadito Latino
- Three Foragers Bee Company
- New Life Organic
- Ginger

Employees were also treated to snacks for all they do in meeting the many demands of our non-profit, health care co-operative.

Member Feedback

When entering a draw for a gift basket during Co-op Week, members were also asked *What principles do you think are most important for the Community Clinic to practice?* The top answers given were:

- To provide care for all
- To demonstrate concern for community
- To provide education, training, and information for patients/members
- To maintain our autonomy and independence
- To practice democratic member control

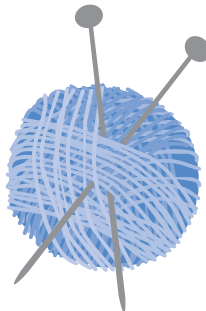
An Invitation to Join the CHSA Handicraft Club

Don't be shy! The Handicraft Club is open to any members who like to do crafting including knitting, crocheting, sewing, wood working, baking etc.

Meetings are held every 4th Tuesday from 1:30 to 3:30 p.m.

The 1st Tuesday of the month the Club holds a Showcase Sale at the back door of the Downtown Clinic from 9:00 – 2:00 p.m.

Contact Sonja at 306-374-6002



Congratulations to Judy Killoran (to right of Ingrid Larson, Director of Member Relations) whose name was drawn from the Co-op Week member gift basket entries.

Patient and Family Centred Approach to Care

By Lisa Clatney, Executive Director

At the upcoming semi-annual meeting participants will help craft the direction the Association takes to achieving our strategic goal of adopting a patient and family-centred approach to care. Our history as a member-based co-operative provides a solid foundation on which to build this approach.

What does patient and family centred mean in our particular health care setting? According to the Institute for Patient and Family Centred Care, patient and family-centred care is working “with” patients and families, rather than just doing “to” or “for” them. There are four core concepts of patient and family-centred care:

- **Dignity and Respect** - listen to and honour patient and family perspectives and choices, and incorporate their perspectives into the planning and delivery of healthcare services.

- **Information Sharing** – provide patients and families with complete, unbiased, evidence-based information in ways that they understand, so that they can effectively participate in their own care and decision-making.

- **Participation** – encourage and support patients and families to participate in their own care and decision-making at the level they choose.

- **Collaboration** – work collaboratively with patients and families in policy and program development, implementation and evaluation; in healthcare facility design; in professional education; and in the delivery of healthcare services.

The members of the Saskatoon Community Clinic defined and created our Association and members will continue to work with staff and clinicians as our journey continues. I look forward to members’ thoughts and insights on January 17th when we gather for our semi-annual meeting. ❖

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

Semi-Annual Meeting Notice

Wednesday, January 17, 2018

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

Meeting: 7:00 – 9:30 p.m.

Mayfair United Church Hall
902 33rd Street West, Saskatoon

Agenda

1. Introduction
2. Summary of minutes of previous annual meeting
3. Interim report by Board Chairperson
4. Approval of annual service fee
5. Presentation and small group discussions:

Adopting a Patient and Family Centred Approach to Care Our Success Stories and New Opportunities

6. Written resolutions recommending action to the Board
7. Election to the Focus Editorial Committee (one position available)
8. Announcements
9. Adjournment

If you would like to run for election, require transportation, childcare or have a resolution to submit phone Member Relations at (306) 664-4243 or e-mail member.relations@communityclinic.ca

Focus Editorial Committee Needs Your Skills and Comments!

Do you have experience with writing, editing or reviewing written work? You might be interested in a position on our Focus newsletter editorial committee. Responsibilities include:

- attending 4 meetings per year at a convenient time for committee members
- reviewing and providing comments on the Focus story list and story submissions
- providing general direction on the look and content of Focus
- responding to member suggestions regarding the newsletter

This is an elected position available at the semi-annual meeting. For more information phone (306) 652-0300, ext. 243 or email member.relations@communityclinic.ca

Betsy Bury – Recipient of the Governor General Person's Award

By Ingrid Larson, Member and Public Relations Director



Betsy Bury

Congratulations to Betsy Bury, a Saskatoon Community Clinic founding member who received the Governor General's Person's Award in October. Betsy and other activists laid the foundation for our co-operative's high quality primary health care services. She played a significant role in the implementation of publicly funded Medicare in our province and she was a leader in supporting reproductive health care services for women and their families.

Betsy began her career with the Royal Canadian Air Force Women's Division during World War II. Later, while raising her family, she was inspired by Premier Tommy Douglas to join the Co-operative Commonwealth Federation and participate in local and provincial politics. In response to the 1962 doctors' strike against universal healthcare, Betsy helped establish the Community Health Services (Saskatoon) Association, the co-operative known as the Saskatoon Community Clinic. Betsy's role evolved over the years and in 1968 she became the Association's first Member Relations Officer, a position that continues today.

Betsy's many accomplishments at the Community Clinic included fundraising for a new building for which she was responsible for raising a quarter million dollars that was matched by Co-op Trust. The Clinic on 2nd Avenue opened in 1968. This stable environment enabled the Association to grow and develop services that have supported tens of thousands of Saskatchewanians over the years.

Betsy took on the role of patient ombudsman to improve satisfaction for patients, an innovative development in health care. She reached out to members and patients to understand what they thought about services, conducted member surveys and she welcomed suggestions and ideas from everyone.

Betsy was also a catalyst for the clinic's health education and prevention programs. She edited the Focus newsletter, developed print material and organized educational seminars, activities not covered by government funding. Betsy established volunteer activities - an anti-smoking club, a diet or weight watchers club and a pre-natal club. "All of these activities," notes Betsy, "gave patients a feeling of ownership as members of the co-operative."

In Dennis Gruending's The First Ten Years, a history of

the Saskatoon Community Clinic, he points out that the founders "understood that a preventive approach to illness recognizes that there are social causes of diseases which may only eventually be diagnosed in medical terms. Furthermore, the patient, their family, their acquaintances and several health professionals may have to participate."

Betsy helped shape more than just the Community Clinic. For over 60 years she has supported social justice initiatives in Saskatoon, particularly in the areas of women's rights and access to health services. She sought to ensure that Saskatchewan women and children had access to medical services and were never again put at risk by physicians' unwillingness to provide care. Betsy helped launch Saskatchewan's first Planned Parenthood clinic and served on the Saskatoon Family Planning Centre board.

Betsy also volunteered her considerable energies to political causes. An outspoken advocate for increased participation in politics, she supported many campaigns and encouraged countless others to participate in public life.

Retired in 1988, Betsy continues her political and social activism. She is an active member of the Community Clinic, continuing to influence the development of our services and programs. With her late husband, Dr. John Bury, she has helped organize celebrations of the birth of Medicare and the creation of the Saskatchewan Community Clinics. Marking these milestones ensures we do not forget the struggles our founders endured as they established publicly funded health care and co-operative health services. Betsy continues to work with social justice organizations including Project Ploughshares, Veterans against Nuclear War, CHEP Good Food Inc., and she performs regularly with the Raging Grannies. ❖

About the Person's Awards

In 1929 the Judicial Committee of the Privy Council of Great Britain, Canada's highest appeal court, declared that the word "person" included both women and men, allowing women to become senators and paving the way for women's increased participation in public life. Five women from Alberta, the "Famous Five", initiated the case in 1927.

The Governor General's Awards in Commemoration of the Persons Case, created in 1979, marked the 50th anniversary of the ground-breaking Persons Case. The Award recognizes outstanding contributions toward the goal of equality for women and girls in Canada, in the tradition of courage, integrity and hard work inspired by the Famous Five.

Community Clinic Awarded Three Grants to Sustain Community Peer Leader Program

By Lisa Clatney, Executive Director

The Saskatoon Community Clinic is pleased to have been awarded three grants to support the Westside Clinic Community Peer Leaders Program. The program is a community engagement and capacity building initiative with a 10-year history.

The goal of the program is to support peer leaders from the Westside community who, in turn, support program participants and health care providers in exercise, health education, nutrition and food security activities offered at inner city facilities such as the Westside Clinic, White Buffalo Youth Lodge and the Saskatoon Food Bank. The program is a partnership with the Saskatoon Health Region Aim for Health Diabetes initiative.

The three grants will be used to sustain and grow the Community Peer Leader Program. Each is worth \$5000, and differs in the type of activity supported.

Saskatoon Community Foundation

This funding will be used to offer education and training opportunities for current and new peer leaders. Opportunities being considered include: Food Safety; CPR and first aid; training to lead Collective Kitchens; and mental health.

Saskatoon Community Clinic Foundation

The Saskatoon Community Clinic Foundation funding

enables the Community Peer Leader Program to offer Collective Kitchen cooking sessions at the Westside Clinic. This is a new activity for both the peer leaders and our Westside Clinic. A collective kitchen is a small group of people who pool their resources to make healthy, low cost food in bulk to take home and share with their families. Collective Kitchens are one way to address household food security.

Affinity Credit Union District Council Funding

Affinity Credit Union District Council Funding has been granted to address food security. The money purchases food for a variety of food related activities supported by the community peer leaders. It enables the peer leaders to offer meals and snacks, fresh food markets and food bags for participants of Fitness Food Fun, a health education and exercise program, offered three times a week. Affinity Credit Union funds will also be used to provide emergency food for Westside Clinic and Aim 4 Health clients; that is, soup bags and ready to prepare foods.

A portion of each grant also goes toward the payment of honorarium to peer leaders in respect of the time they commit and the responsibilities they have in delivering valuable community programming.

We are very grateful for receipt of these grants and thank our granting partners for their support of this initiative. ❖

Mittens, Hats and Scarves Needed!

Westside Clinic needs hats, mittens and scarves. The greatest need is for adult sizes. This year, due to the renovations at the Westside Clinic, please drop off your donations at the Lab and Purchasing desk of the Downtown Clinic.



Thank you for your support!

Holiday Hours

This holiday season all Clinic locations and Pharmacy will be closed on the following days:

Monday December 25

Tuesday December 26

Monday January 1

Best wishes from the staff and Board of the Community Clinic.

Seniors of Tomorrow 2017 – 2018 Education Series

Welcome to the Seniors of Tomorrow Education Series, a Counselling and Community Services Department Drop-in Program for Community Clinic members and patients.

Time: 2:00 – 4:00 p.m. Wednesdays
Location: Mel Langer Building, 424 1st Ave. N.

December 13, 2017

Learn to Decode Nutrition Labels & Ingredient Lists:

What is really in our food? Come join us as we interactively explore what is in our food.

Facilitated by Renee Nagus RD, CDE.

January 17, 2018

Trudy's Top Ten: Exercises for Every Day! Get a Move On

Learn and practice exercises that stretch and strengthen the whole body.

Find what exercise works for you: an interactive activity session.

*Facilitated by Trudy Myers,
Physical Therapist*

February 14, 2018

Anxiety and Depression

Beat the winter blues and listen to an integrative medicine approach to understanding and addressing symptoms of anxiety and depression.

Facilitated by Dr. Louise Gagné

March 14, 2018

Brain Health

Join a discussion about how to improve your focus, sharpen your memory, stabilize your mood and engage your brain.

*Facilitated by Elaine Weisgerber
RSW, Seniors Counsellor*

Pharmacists can Prescribe “Pharmore” than You think

By Meagan Turgeon-Walter, Director of Pharmacy

Your pharmacist is one of the most accessible health care professionals. Pharmacists are now trained to assess, evaluate and prescribe most hormonal contraception, urinary tract infection treatments and new emergency contraception options. Access to pharmacists at the Clinic for timely treatment for these health issues will assist women to better manage their health.

Don't forget that your pharmacist is able to initiate treatment and provide prescription drugs for a growing list of other ailments such as:

- mild acne
- hay fever, seasonal allergies
- cold sores
- diaper rash
- insect bites
- canker sores
- oral thrush
- painful periods
- acid reflux
- headaches and migraines
- hemorrhoids
- muscle strains, sprains and pains
- bacterial skin infections
- athlete's foot, ring worm, jock itch
- atopic dermatitis

At the Community Clinic Pharmacy, we serve all members of the public, regardless of whether they have a family doctor or nurse practitioner currently practicing at the Community Clinic. Keep your pharmacist in mind next time you need advice or wish to initiate treatment because a doctor's or nurse's visit may not be necessary.

More information is available at pharmore.ca.

I hear pharmacists can prescribe for... ahem...

Hemorrhoids?

We prescribe...
pharmore
than you think

PHARMACY ASSOCIATION OF SASKATCHEWAN pharmore.ca



Gifts to the Saskatoon Community Clinic Foundation

In Memory of:

Alice & Walter Allen from Bonnie & John Lawrence
Glenn Beckett from Joanne Beckett
Dr. John Bury from Dick & Catherine Lane,
 Ingrid Larson
Jim Fergusson from Angie Fergusson
Dennis Harley from Daryl Godfrey,
 Edna Jean Warrington
Alvin Hewitt from Cheryl M. Hewitt
Mrs. P. Holtslander from Jim Holtslander
J. Gren Jones from Isobel Jones
John Leach from Carolyn Leach for the Seniors Program

John Lokken from Anonymous Donor
Herb Maskell from Betty Maskell
John Matthews from Clifford Matthews
James Mitchell from Laura L. Mitchell
Alexander & Shirley Smith from Carol Glazer
Terry Stevens from Barbara Makeechak
Dr. Margaret Szott from Pat & Howard Pearce
Eileen Timoshuk from Karen Timoshuk for
 the Tribute Garden
Gordon Wilson from E. Edna Wilson
Nellie Woznica from Emily Bajbula

Donations:

Jack E. Adams, Catherine Lesley Biggs, Mary E. Chapman, Linda A. Charlton, Linda Clarke, Lisa Clatney for the Tribute Garden, Robert Clipperton for the Tribute Garden, J. Ronald Cruickshank, Graham Dove & Kathleen Slavin, David Edney, Earl Fogel, Margaret V. Gauley, Adeline Germann, Lorie Irwin, Joseph Kawchuk, Antonet T. Kaye, Raymond & Sharron Landreau, Karen Larson, Susan Mak for the Tribute Garden, Yann Martel, Betty Maskell, Kathy Muttart & Terri Lohela for the Tribute Garden, G. Allan McGuire, Robert McLellan, Beulah McMillan, Marjaleena Repo, Michael Rohatynsky & Elizabeth Quinlan, Lenore Schmidt for the Tribute Garden, Leith R. Shearer, H. Clifford Shockey, Gordon E. Taylor for the Tribute Garden, Marlene Tremblay, Burton Urquhart, Tanya Marie Veemen, Doreen Walmsley, Mabel Wiley, Evelyn Yuzik

Honouring:

Kathleen Pollock on the occasion of her Retirement from Gordon & Illa Knudsen
Darren & Grace Chew for the REACH Clinic from Scott Eliason
Grace & Darren Chew for the REACH Clinic from Patrick Tse

Thank you for your generosity. Donations from September 6th, 2017 to October 31st, 2017

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