

FOCUS

Saskatoon
Community
Clinic
“Your Health
Care Co-op”



Spring, 2018
Volume 54, Number 1

Community Health Services (Saskatoon) Association Ltd.
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New Community Clinic Pharmacy Opens

By Meagan Turgeon-Walter, Director of Pharmacy



Pharmacy staff from left, Taisa Trischuk, Meagan Turgeon-Walter, Madison Bomboir and Amanda Allaway at newly opened Westside Clinic Pharmacy.

The Community Clinic staff and Board are excited to announce the March opening of a second pharmacy location at our Westside Clinic. This location, similar to our Downtown location, is available to provide service to all members of the public, whether or not they have a physician at one of the two Community Clinic locations.

The additional location allows your health care co-operative to provide more comprehensive primary health care services at our Westside Clinic location. The Pharmacy staff will be a valuable resource when making therapeutic choices and will be in a great position to monitor therapy responses and medication adherence.

If you currently use our Downtown Pharmacy location you may choose to use the new Westside location instead. Free two-hour on-street parking is available adjacent to the Westside Clinic. The address is 1528 20th Street West with the Pharmacy entrance at the back of the building off the alley.

Hours are:

Monday to Friday - 9 a.m. to 5 p.m.

Saturday - 12 noon to 4 p.m.

Sundays and statutory holidays – closed

Please contact our pharmacy staff at either location for more information. 

Parking Lot Changes!

A reminder to our patients that the parking lot at the downtown Community Clinic has changed! Entry and exit is now through the alley off 26th Street or 25th Street with the patient parking stalls now located behind the back entrance off the alley. Patients can no longer enter or park off of 1st Avenue. The change moves patient parking closer to the building, creates more parking spots and decreases our maintenance cost. A win-win for everyone! Thank you for your patience.

New World Explored New Friends Discovered

Registration begins soon for the summer 2018 Saskatchewan Co-op Youth Program camps. This summer youth leadership program for ages 12 – 18 is celebrating 90 years with this year's theme being “New Worlds Explored. New Friends Discovered”.

Sponsorships are available.
Contact Member Relations at (306) 664-4243.

Semi-Annual Meeting Report

By Karen Timoshuk, Member and Public Relations Coordinator

The semi-annual meeting of the Community Health Services (Saskatoon) Association Limited was held on Wednesday, January 17th with 52 members and 13 visitors in attendance.

Executive Director's Report

Ministry Acknowledgement

The Community Clinic received a formal response in December from the Ministry of Health about the Community Clinic's Operational Plan. The Ministry acknowledged that the Community Clinic's programs are designed to meet the needs of the catchment population it serves, particularly recognizing our efforts to engage patients, families and peer leaders, and that we engage staff in policy development, performance management and strategic planning. The Ministry was supportive of the Community Clinic's investment in infrastructure based on our 20-year Facilities Master Plan; they also recognized our work around reproductive health, transgender health, chronic disease management, HIV care, and the partnerships built through the Refugee Engagement and Community Health Clinic.

Capital projects

This year's capital projects include an upgrade to the Community Clinic's Information Technology infrastructure, the replacement of the Laboratory Information System and the addition of a pharmacy at the West Side Clinic which is scheduled to open in early March.

Annual Meeting Resolutions Update

Truth & Reconciliation Commission (TRC) Calls to Action. The Board and staff determined that a multi-faceted approach is required to address the TRC Calls to Action. Specific actions include broad consultation with our Indigenous community in all aspects of our care delivery and services, creating a welcoming environment for Aboriginal people, acknowledging our presence on Treaty 6 territory and the traditional lands of First Nations and Metis people, and providing staff education to increase awareness of Aboriginal culture and healthcare needs.

Seniors Advocacy. This fall the Community Clinic formally requested that the provincial government establish an independent Seniors Advocate in our province. The experiences of other jurisdictions has shown that independent advocates are an effective way to avoid

and correct problems encountered by this vulnerable population.

Patient and Family Centred Care (PFCC)

Discussion

The Community Clinic's strategic goal of adopting a patient and family-centred approach to care was the focus of discussion at the meeting.

Laying the groundwork for discussion, Executive Director Clatney defined PFCC as the act of providing healthcare and health services that are responsive to the needs, values, and preferences of patients and families. This is achieved within an organizational culture that practices the core concepts of PFCC: Dignity and Respect; Information Sharing; Participation; and Collaboration. Clatney acknowledged that the Community Clinic will acknowledge, learn and build upon past and current programs and services that have engaged patients and members.

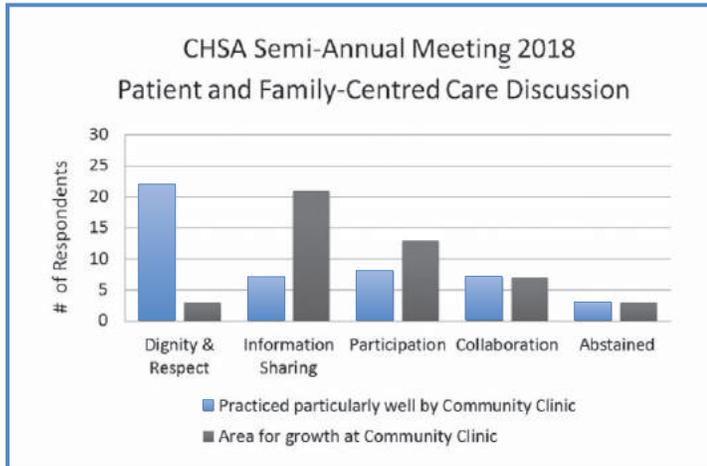
“PFCC is not new to the Community Clinic as it fully aligns with our core values of Collaboration, Accountability, Respect, Engagement, and Equity. Rather, PFCC is a model through which the effectiveness of our past, present and future programs and services can be measured.”

~ Lisa Clatney, Executive Director

Della Kinequon, Amanda Guthrie and John Sheard shared their thoughts on how the PFCC core concepts are reflected in the Community Clinic's Peer Leadership Program, transgender health services, and Seniors Advisory Council, respectively.

Small group discussions followed where Community Clinic members shared their thoughts on which PFCC concepts the Community Clinic practices *particularly well* and which concepts are *particular areas for growth* at the

Community Clinic. The table below summarizes members' responses.



Dignity and Respect was ranked by the assembly as the concept practiced particularly well by the Community Clinic.

Examples given to support Dignity and Respect as what we do best included:

- Staff, at all three locations, treat patients with dignity and respect, with consideration of age, gender and stage of life, and,
- Westside Clinic programs and services were cited as particularly responsive to the needs of its patients.

Information Sharing was ranked the area for greatest growth at the Community Clinic. Examples given to support this choice included:

- Expanding the website to include information on health and social topics, and,
- Informing and engaging staff in growing Patient and Family Centred Care further.

Elections

Nancy Wilkinson was acclaimed as the new member on the Focus Editorial Committee.

Resolutions

Annual Voluntary Member Service Fee (Passed)

The 2018-2019 Member Service Fee will be held at \$ 15 for a single membership and \$ 30 for a joint or family membership.

Preserving Community Clinic History (Passed)

The resolution delivers on the members' vision of archiving historical materials relevant to the development of the Community Health Services Association. Specifically, the resolution requested that:

- The Board of Directors develop a records policy to ensure that significant documents held in the offices of the Saskatoon Community Clinic are archived and retained; and
- The Board of Directors charge researchers Liz Quinlan and Susan Robertson to create an index of the historical materials currently housed at the Community Clinic, and supplement these existing materials with interviews conducted with individuals who were at the forefront of the Association's inception and early years.

CHSA's Outstanding Volunteer Award

President Bill Davies presented Joan Bell, Community Clinic member and co-operative champion, with the Outstanding Volunteer Service Award. Joan's important contributions to the Community Clinic are detailed in an article in this issue of *Focus*. *Congratulations Joan!* ♦

Seniors of Tomorrow ~ Spring Programming

This programming is offered one Wednesday a month in the Mel Langer Building, 424 1st Ave. N. Saskatoon, SK from 2pm- 4pm.

All are welcome. No registration is required.

Wednesday April 11th, 2018 - "Just In Case"

The Just in Case Binder and presentation help to create an open dialogue about your wishes and work to educate people on the things that will need to be completed after you are gone. *Presented by Harold Empey, retired Federated Co-op Executive and 2011 Cornerstone of the Community Award recipient*

Wednesday May 9th, 2018

"Psychology of Safety"

Know your Limitations, Stay Safe and Healthy
Presented by Professor Valery Chirkov Faculty, Department of Psychology, University of Saskatchewan

Wednesday June 13th, 2018 - "Meri Misfits"

The Meri Misfits perform songs and fun skits with a serious message, drawing attention to the hazards of falling and other situations dangerous for older adults, in a fun way.
Presented by The Meri Misfits

Saskatoon Community Clinic Foundation Supporting a Cause you Believe In

“Let’s pay it forward” Dave Weary told his daughter Kathleen Weary as she sat by his hospital bed after he suffered a potentially catastrophic fall last summer. Neither knew what the future held for Dave health-wise, but in that moment they committed to each making a gift to the Saskatoon Community Clinic Foundation.

Weeks earlier, after being referred to a surgeon by his Community Clinic doctor, Dave had received a new hip. He was recovering well and was about to resume his volunteer driving for the Cancer Society when he tripped at home and broke a femur, leading to more months of pain and rehabilitation. Through the ordeal, though, Dave was adamant about the two of them “giving something back to the Clinic now, while [he] was still around, to say thanks for all the excellent care.”

Kathleen agreed. She had recently retired from a career in Alberta and moved back to care for her father after her mom Shirley’s passing. “It was like night and day, coming to Saskatoon,” she says. “It took me years to find a family doctor in Alberta, but here I was welcomed into the Community Clinic and felt very supported dealing with my health and helping dad address his.” Both speak about “the caring and professional attitude at the Clinic, from the medical staff to the receptionists and beyond,” calling the Clinic’s team approach “absolutely exceptional.”

Dave worked as a purchasing agent while Shirley (who passed away in 2016) was principal of a high school for young offenders. Dave later started a small carpet cleaning business and he and Shirley managed to purchase a small apartment building, where Dave stayed busy making improvements. They moved to Saskatchewan in the mid 1990s to be closer to family. Soon after arriving here, they met John and Betsy Bury, Clinic pioneers. As staunch supporters of medicare, they were attracted to the cooperative model of care and the vision of the Clinic and became members. Dave volunteered for 19 years driving patients for the Canadian Cancer Society. Shirley became the business manager of Gateway Theatre and both became board members for the Funeral Advisory and Memorial Society of Saskatchewan (FAMSS). Currently both Dave and his daughter are on the board of the FAMSS.

Beyond having enough to support the family, money was never a motivating factor. “How much is enough?” Dave asks. “We never had a lot but we worked hard and now have everything we need. We believe in Tommy Douglas’s manifesto. We want to give back.” Kathleen agrees. “Dad and I are both at the time in our lives when we are able to give back. We see value in the Saskatoon Community Clinic,

but they have a need for new technology and equipment and items not funded out of operating grants. By paying it forward, we and other clients of the Clinic can be beneficiaries of improvements that our combined gifts make possible.”

Dave’s advice for others considering making a donation to the Saskatoon Community Clinic Foundation? “Always support a cause you believe in. It is not for fame and glory but for the ability to help the organization move forward. There is no cause more important for us than supporting cooperative health care in our community. I’m glad we could and we hope others follow.” ❖



Kathleen Weary with father Dave Weary

Patient Reminder:

To Book CDM Appointments:
Call (306) 652-0300

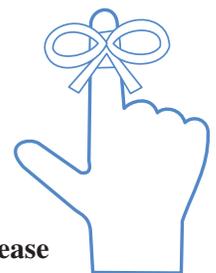
**Chronic Disease Management
(CDM) Appointments**

**Patients with Diabetes, Heart Disease
(CHF, CAD) or COPD**

- Please make appointments every 3 months with your Physician or Nurse Practitioner.
- Request “CDM” Appointment.

For Patients with Diabetes

- Have lab tests done 1 week prior to appointment.
- Once per year: fasting labs and meter check.
- 3 times per year: non-fasting labs (HgA1C).
- Each visit: Bring your “Standing Order” Lab Requisition and home blood glucose records.



Joan Bell Receives CHSA Volunteer Award

By Laurie Stone, Seniors Volunteer Co-ordinator

Congratulations to Joan Bell, Community Clinic member and co-operative champion. Joan received the Outstanding Volunteer Service Award at the CHSA Semi-annual meeting on January 17th, 2018.

Joan, a valued Seniors Advisory Council member and Happy Gang/Silver Threads Seniors group volunteer, served on the Member Services Committee, and takes part in membership meetings. Joan is well known in the community for her social activism and compassion for those less fortunate. Joan has been active in many local organizations and political causes, including Station 20 West and the Raging Grannies. Joan and her good friend Harold Chapman often volunteered during Clinic Membership Days, sharing information and stories about their involvement in the Community Clinic and encouraging patients to become members.

Joan was raised on a farm near Leask, Saskatchewan as one of eight children. She became a teacher and she cared deeply for her students, particularly those with special needs. Joan has a lifelong interest in writing and is a published poet. As a graduate of the University of Saskatchewan, she served on the Board of Governors and the Senate. Her interest in promoting health advocacy led to her support of Medicare in 1962 and she and her husband Tom helped establish the Prince Albert Co-operative Health Centre. They joined the Saskatoon Community Clinic when they moved here in 1996.

“Joan lives by her belief that the co-operative vision is best exemplified by member engagement and involvement, and she has most ably demonstrated that in all of her volunteer work,” said CHSA President Bill Davies as he presented her award.

Joan’s son Scott Bell supported her acceptance speech. Joan highlighted her values, her strong commitment to co-operative democratic principles, and the power of individuals to change their communities for the better.

Joan said that she always tried to live her life as her parents had taught her, and she hoped that they would have been proud of her.

Surrounded by her children, family members and friends, Joan received a standing ovation from Clinic members, a most fitting tribute to her kindness and service to her community. 



From left: Roger Bell, CHSA President Bill Davies, Volunteer Award Recipient Joan Bell, Scott Bell, Drew Bell and Cydne Smith at the 2018 Semi-Annual meeting held on January 17, 2018.

Upcoming Events of Interest Offered by our Partners in the Community

Editor’s note: In this and upcoming issues we will be highlighting programs and activities of interest to our members offered by organizations with which we partner.

Global Gathering Place Call 306-665-0268 for more information.

Coffee and Conversation Every Thursday afternoon from 1- 4pm

Bright Start!: Socializing and support for mothers of pre-school children Every Friday morning, 9:30 - 11:30am

Saskatoon Open Door Society Call 306-653-4464 for more information.

SKILLS 4 WORK (S4W) 5 weeks of classroom based training and 5 weeks of job search support and coaching

Saskatoon Council on Aging Call 306-652-2255 for more information or to register.

Introduction to Spring Birding Dates: Wednesday, April 25, May 2 & 9 (6hrs) 2 - 4pm

Apple Technology Classes Date: Every Friday

Tech Buddy Program Date: TBD and will run in April

Saskatoon Sexual Health Email director@saskatoonsh.ca for more information.

Soapbox Social Fundraiser, May 18, 2018, 6:30pm

Controlling Dust Mites!!

By Dorothy Griffith RN, Certified Respiratory Educator

Adapted from Allergic Living article "Say Good Night to the Dust Mite"

November 22, 2010, www.asthma.ca and www.allergyandasthmafriendly.ca



You can't see them, but they're all over your home. Dust mites are tiny, invisible insects that live in fibers on carpet, plush furniture, stuffed animals, curtains, mattresses, pillows and bedding. They are not visible to the naked eye and do not bite or transmit disease. Why then should we be concerned about them?

What They Are

Dust mites, cousins to the spider, are tiny, eight-legged arachnids measuring only one-quarter to one-third of a millimeter in size. There are thirteen species of mites. They spend two to four months of life eating, creating waste and reproducing. A female will lay 100 eggs in her lifetime. Each mite produces about 10 to 20 waste pellets a day. People with dust allergies are allergic to body parts and droppings (feces) of dust mites.

Dust mites are whitish in colour, and thrive in warmth (24 to 26 degrees C) and humidity (> 50%). Mites eat minuscule flakes of human skin and animal dander. They can't drink, but absorb moisture from the atmosphere.

Where They Live

The highest concentration of dust mites will be found in your bed. Dust mites eat flakes of skin. Did you know that the average adult sheds two pounds of dead skin per year, much of it while sleeping? As a consequence, an average mattress contains between 100,000 and 10 million dust mites.

It's estimated that between 10 and 25% of North Americans are sensitized to dust mite droppings and that these pests will spark wheezing in more than 50% of asthmatics. A study done in 2000 found that 23% had bedding with concentrations of allergen high enough to trigger asthma attacks.

Common Dust Mite Allergy Symptoms

Common dust mite allergy symptoms include:

- Sneezing
- Runny nose
- Itchy, red or watery eyes
- Stuffy nose
- Itchy nose, mouth or throat
- Postnasal drip
- Cough

If a dust mite allergy triggers your asthma, you may also experience:

- Difficulty breathing

- Chest tightness or pain
- Chest wheezing or whistling sound when breathing out
- Trouble sleeping caused by shortness of breath, chest tightness, coughing or wheezing.

What You Can Do

The best treatment for dust mite allergy symptoms is allergy avoidance. Limiting your exposure to the allergen is the most effective treatment. With an average of eight hours of sleep nightly, the bedroom is the most frequently inhabited room in your home and the best place to begin reducing dust mites.

A few key strategies include:

- Make sure your home is too dry for dust mites to survive. Maintain a humidity level between 40 and 50 per cent. Consider purchasing a hygrometer (available at building supply stores) to monitor the level of moisture. Exercise caution with humidifier use. Use an air conditioner or dehumidifier, as needed, along with kitchen and bathroom fans to help reduce mite accumulation and mold growth. Because basements are tough to keep dry, avoid inhabiting a basement bedroom if you are sensitive or mite allergic.

- Encase your mattress, box spring, duvet and pillows in zippered, mite-proof covers. They are made from tightly woven fabric, usually polyester or a cotton/poly blend. They are designed to hold up to frequent washings. Look for brands that have passed rigorous allergy/asthma certification. They are available from furniture, medical device stores or pharmacies.

- Wash your sheets & blankets weekly in hot water (minimum of 130 degrees F) to kill the dust mites.

- Stuffed animals can harbor just as many mites as a pillow. Every eight weeks or so, place these toys in the freezer for 24 hours (freezing kills the mites). Follow up with a spin in the washer and dryer. When possible, limit stuffed toys.

- Mites have sticky feet that cling to soft surfaces like carpet fiber and upholstery. While a good quality HEPA filter vacuum will reduce their numbers, it is virtually impossible to vacuum the "live" dust mites out. Alternatively, use a central vacuum system that is vented to the outside (not the basement). If possible, avoid wall-to-wall carpets and opt for solid surface flooring such as hardwood, laminate, tile or vinyl. If carpet removal is not an option, steam cleaning is the most effective option. Avoid sweeping as this creates airborne dust.

- Minimize plush furnishings such as curtains (a washable roll down blind is best), upholstered furniture, down-filled covers and decorative pillows.

- Damp dust and damp mop all hard surfaces and flooring at least weekly. Use a HEPA filter-equipped vacuum to rid the house of dirt and pollen, and to deprive the mites of their food source, skin cells shed by family members and pets. If you are dust mite sensitive, wear a filtering mask when cleaning (available at most drug stores).

- If you have a forced air gas furnace, place a filter over the bedroom vents (available at most building supply stores).

- Remove all clutter (e.g. ornaments, mobiles, silk flowers, clothes, plants, open shelves etc.) to reduce the number of places that dust can collect.

- Treat other rooms in your house like your bedroom.

Other tips include:

- Throw rugs that can be washed are preferable to carpet. Carpet with a short, tight pile is preferable over other types of carpet.

- Dry cleaning is also effective for killing dust mites.

- Change furnace filters regularly.

- Store books in cabinets with doors closed. Keep storage closets closed and containers covered.

- Check out the website www.asthmaandallergy.ca for further information.

If you are concerned about dust mite allergy symptoms, testing for dust mite allergy, treatment alternatives or your respiratory health, please speak to your family physician, nurse practitioner or respiratory educator by calling Saskatoon Community Clinic @ 306-652-0300. ❖

Making Smarter and Effective Health Care Choices

By Ingrid Larson, Member and Public Relations Director

The Choosing Wisely campaign is part of an international effort by clinicians to reduce unnecessary care by helping health care providers and patients make smarter and more effective choices. Past issues of *Focus* have featured their advice, for example, guidance about complete physicals and common diagnostic tests. Canadian and Saskatchewan clinicians have joined this campaign to improve health care.

The Canadian Institute for Health Information (CIHI) is working with Choosing Wisely Canada to support the campaign's measurement and evaluation objectives. CIHI's April 2017 report, *Unnecessary Care in Canada*, explores eight out of more than 200 Choosing Wisely Canada recommendations across several sectors of the health system: primary care, specialist care, emergency care and hospital care. The report notes that:

- Unnecessary care wastes health system resources, increases wait times for patients and can lead to patient harm.
- Canadians have more than 1 million potentially unnecessary medical tests and treatments each year.
- Within those eight selected Choosing Wisely Canada recommendations, up to 30% of patients indicated that they'd had tests, treatments and procedures that were potentially unnecessary.
- There is room to reduce unnecessary care. Substantial variation exists among regions and facilities in terms of the number of unnecessary tests and procedures.

Speak to your health care providers about recommended tests and advice when managing your health conditions. In addition to recommendations there are several patient decision aids, resources and tool kits available through Choosing Wisely including:

- Mayo Clinic's Bone Health Choice Decision Aid
- Antipsychotic Medication – Continue, Adjust, or Stop?
- Depression – Treatment Options
- Carpal Tunnel Syndrome – Treatment Options
- College of Family Physicians of Canada Infographic: Rethinking the Annual Physical Exam and Screening Tests
- Dr. Mike Evans Video: Do More Screening Tests Lead to Better Health?
- Bye-Bye PPI – A toolkit for deprescribing proton pump inhibitors in EMR-enabled primary care settings
- Drowsy Without Feeling Lousy – A toolkit for reducing inappropriate use of benzodiazepines and sedative-hypnotics among older adults in primary care
- Less is More With T3/T4: A toolkit for reducing free thyroid hormone testing

The Saskatoon Community Clinic encourages you to review the Choosing Wisely recommendations www.choosingwiselycanada.org. ❖



Gifts to the Saskatoon Community Clinic Foundation

In Memory of:

Helen Baker from Joan Bell
Dr. John Bury from Sonja Freiermuth, Don & Mildred Kerr, Genevieve Leslie
Norma Jean Carmichael from Discovery Park Condominium
Mary V. Chapman from Harold Chapman
Gerri Dickson from Murray Dickson
Renée Eley from Warren Eley
Ruth & Cecil Girvan from Louis & Barbara Holtorf for the Downtown and Westside Clinic
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Honouring:

Harold Chapman from Thomas & Patricia Bowman
Dr. Margaret McMahon from Mildred E. Hope
Dr. Margaret McMahon's Retirement from Genevieve Leslie
The Physiotherapy Department from Audrey Hall
The Great Clinic Staff from Kathleen Pollock

Thank you for your generosity. Donations from November 1st, 2017 to January 31st, 2018

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