

Focus

Saskatoon
Community
Clinic
“Your Health
Care Co-op”



Summer, 2021
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Community Health Services (Saskatoon) Association Ltd.
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Board of Directors Year-end Report

By Heather Hale, President



Heather Hale, President

It has been a year like none other and I would like to first acknowledge the challenges that 2020 brought to us, our families, and our community. COVID-19 has exposed the gaps in our public health system and exacerbated social inequalities. However, the vital work of the Community Health Services (Saskatoon) Association (CHSA) continues.

I am very proud of how the CHSA has been able to adapt to ensure that all of our members and patients continue to receive excellent health care services. While appointments and waiting spaces may have looked different, the quality of care never wavered. This would not have been possible without the dedication of staff, volunteers, and our Board of Directors and the diligence and care shown by our patients and members.

As we move forward and adapt to our new normal, CHSA will remain committed to focusing on community partnerships to be flexible and innovative in meeting community needs. While the landscape put many of our partnership initiatives on hold, CHSA continues to be a trusted partner in the community. We worked together to ensure COVID-19 testing was available in locations which community members had easy access to, and collaborated with partner agencies to remove barriers to accessing other resources (e.g., food, shelter, income assistance) during the pandemic. CHSA was one of the first primary care clinics to offer the vaccine to our patients in March; an opportunity that other clinics have since learned from.

In recognizing that health public policy and adequate funding is critical to supporting the health and well-being of people in our community, we continue to collaborate with our colleagues in Community Clinics across Saskatchewan. Through the Community Health Co-operative Federation we

advocate to the government on the co-operative difference we can have in health care centres and our long history of success in disease prevention and interdisciplinary team care.

We continue to hear that our mission, vision, and values resonate with members and patients. Thank you to Dr. Lou Hammond-Ketilson and her team for all the work in helping the Community Clinic develop and articulate the benefits of membership through our unique value proposition. While still in the works, this foundational document will help communicate the viability of the Saskatoon Community Clinic to current and prospective members and the wider community.

CHSA never ceases to be a vocal advocate for improving health outcomes and quality of life for patients. Our Values Committee has been active this year speaking up for our members about wait times for hip and knee surgeries and timely access to vaccines for populations who are vulnerable as a result of systematic health inequalities. CHSA staff continue to be the voice on the ground, providing expert analysis and warnings of unfolding health challenges and crises.

Continued on page 2...

Annual General Meeting

Registration deadline: June 9, 2021
Meeting: June 16, 2021, 6:30 p.m.

Due to COVID-19 social gathering restrictions the AGM will be held virtually. Advance registration is required.

You must advance register for the meeting by June 9, 2021 by emailing agm@communityclinic.ca or phone (306) 664-4265. Your membership status will be confirmed and a confirmation email will be sent to you with the meeting information.

See page 3 for further details.

The relationship between CHSA and the Saskatoon Community Clinic Foundation remains integral to the work of serving our community. As further outlined in this issue, the Foundation provided funding for a number of projects this year and continues to fundraise on behalf of CHSA.

I would like to extend a heartfelt thank you to my fellow board members. While we were unable to physically meet, thank you for continuing to fully participate ensuring that we stay focused on our strategic objectives and providing exceptional governance. Thank you to our Executive Director, Lisa Clatney, and the leadership team, your skill

and commitment to our members, patient health and wellbeing, and the organization as a whole is recognized and greatly appreciated. Thank you to our front-line staff and caregivers, administration, volunteers, and students who contribute in so many unique ways to make our organization the exceptional health care co-operative our members know it to be.

Thank you to the members, for your ongoing dedication and contributions to the organization. Dialogue and member engagement are at the heart of a healthy co-operative and we look forward to continuing this tradition. ❖

Saskatoon Community Clinic Foundation 2020 Annual Report

By Angie Fergusson, Foundation President



Angie Fergusson

The Saskatoon Community Clinic Foundation is a registered charity that invests in equipment, therapies, research and resources that improve the quality of healthcare for Community Clinic patients and the community.

In 2020, the Foundation received \$116,228 from 296 donors, resulting in an average donation of \$393. A total of \$70,063 was disbursed in the following areas:

- Radiology wireless upgrade for increased safety for patients as it decreases the radiation dose and means better and quicker images - \$56,312
- New pylon sign in front of the building which highlights the pharmacy - \$9,486
- Christmas hampers – organized by the Counselling Department which assists low-income patients who require extra support during the holiday season - \$500
- Books and journals - \$1,147
- Kohkums gift basket - \$600
- Community Peer Leader Program at the Westside Clinic to help patients keep fit, eat well and support each other with the guidance of trained peer leaders - \$2,018.64
- Approved funds (\$11,200) for the installation of an air curtain at the back entrance of the Downtown Clinic.

This was done in January, 2021.

The Foundation Board worked with Clinic staff to develop a new package for membership mailings. The mailing includes a Foundation appeal and update on purchases; the yearly service fee notice; and a survey on members' opinions including questions as to why they are members and how they might be willing to support us. From August to December, 1,126 surveys were mailed and 138 were returned (12.3% return rate). Individual follow-up was done with 21 members. These surveys provided valuable information on members' reasons for belonging to the Clinic. As well, some people indicated they had already included the Foundation in their wills, and several more are willing to do so.

The Board set itself two fundraising priorities in 2020. One was to increase the number of people who donated by monthly giving. We met with some success, and will continue to emphasize this convenient way of supporting the Clinic. The second priority was to develop additional resources and information on a planned giving program that includes wills, shares and insurance. Work continues on both these priorities.

Thank you to the members of the Foundation Board for their time, efforts, and support – Michael Finley, Myrna Hewitt, Cheryl Loadman, Michael Murphy, and Heather Hale and Gertie Paul representing the Clinic Board. And a very heartfelt thank you to the staff of the Clinic who assisted the Board with their time and expertise.

Most importantly, thank you to the members and donors of the Clinic who make all this possible. ❖

2021 Annual General Meeting Notice

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

Date and time of virtual meeting: Wednesday, June 16, 2021, 6:30 p.m.
Registration: Advance registration is required by Wednesday, June 9, 2021

Due to COVID-19 social gathering restrictions the Annual General Meeting will be held virtually. Advance registration by June 8, 2021 is required. To register email agm@communityclinic.ca or phone (306) 664-4265. Your membership status will be confirmed and a confirmation email will be sent to you with the meeting information.

Family members must register separately and each have their own email address or cell phone number to be able to vote during the meeting.

If you are not able to attend virtually because you do not have access to the internet, computer technology or a cell phone, telephone (306) 664-4265 by the pre-registration date of June 9, 2021 to discuss options for participation.

Meeting 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 Auditors and consideration of financial statements
6. Discussion, consideration and disposal of reports set out in Items 4 and 5
7. Resolutions, recommendations and bylaws
8. Election of Directors and Communications Committee
9. Reports of special committees
10. Unfinished business
11. Appointment of auditors
12. New business
13. Adjournment

Director and Communications Committee Elections

Members will elect four Directors and one Communications Committee member at the meeting. Registered participants will receive ballots by email or text message during the meeting. If you don't have access to this technology please phone (306) 664-4265 by the pre-registration date of June 9, 2021 to discuss alternative options for voting.

If you are interested in these positions complete and submit the Candidates Package posted at www.saskatooncommunityclinic.ca or contact the Board secretary at (306) 664-4240. Biographies received seven days in advance of the meeting will be included in the meeting package.

Voting Eligibility

You must register for the meeting by June 9, 2021 (see above); once you register your membership status will be confirmed and meeting information provided.

Members are eligible to vote as follows:

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. It is preferred that resolutions are submitted one week in advance. Early submission allows for members to read and consider the resolutions in advance of the meeting.

Motions introduced from the floor must be received by 7 p.m. on June 16 to allow sufficient time for distribution to the registered members, debate, consideration and voting.

Resolutions must be provided in writing and send to agm@communityclinic.ca

Meeting Materials

Meeting materials are available seven days in advance and will be posted on the Community Clinic website, www.saskatooncommunityclinic.ca. A link to the materials will be provided to those registered for the meeting.

For more information, phone Member and Public Relations at (306) 664-4265.

Saskatoon Community Clinic Introduces Child and Youth Counselling Program

By Brett Williams, M. Ed., R. Psych, Child and Youth Counsellor



Brett Williams

The Saskatoon Community Clinic recently introduced child and youth counselling, a huge gap in Clinic services for many years. The Clinic now has a dedicated full-time counsellor for patients under age 18 and their families. This new service addresses the need for an up-stream focus because early intervention and prevention of serious mental illness in younger patients just makes sense. Focus recently asked Brett Williams, a Registered Psychologist with an

extensive background in youth settings, about his new role as Child and Youth Counsellor. He provided the following answers.

What is your role with working with children and youth?

As the Child and Youth Counsellor I provide therapeutic interventions to address social, emotional, and behavioural issues for clients under 18. From a strength-based perspective, I work with clients to build insights and co-create strategies to improve their mental health and social functioning. When appropriate, parenting consultations are provided to equip parents and caregivers with strategies and recommendations to further foster healthy development at home and in the community. When possible, I will also develop and deliver groups programs to support improved personal and interpersonal functioning. This program is important as it provides an avenue to access mental health services for youth in Saskatoon. Available mental health services remain frustratingly inadequate, and many caregivers struggle to navigate the existing systems.

How do you receive referrals?

I receive referrals from family physicians at the Saskatoon Community Clinic. An electronic form is submitted to the counselling program director (Joanne Schenn) who then forwards it to me.

What kinds of concerns do the patients have that you help them work through?

Presenting concerns are typically related to emotional regulation, specifically in the realms of anxiety, depression, and anger. Some clients also have goals to improve interpersonal functioning, including conflict resolution, social skills, boundary setting, and assertive communication.

Are there others in their circle of support that you bring into the conversation (for example, family members, friends)?

Parental involvement is of foundational importance. At times it can also be helpful to consult with teachers and/or other service providers (speech and language pathologist, occupational therapist, physiotherapists, past counsellors, etc.).

How do you communicate and connect with other members of the SCC interdisciplinary team in your work?

I am fortunate to be able to participate in monthly consultation meetings with the counselling team. Communications with other SCC team members typically occurs through care coordination messaging through the confidential and secure Electronic Medical Record system.

What are the challenges? What are the opportunities? What are the successes you have seen?

As always, the greatest challenge is the limited resources available to clients. This obstacle is not unique to the SCC, rather it is widespread across mental health services province wide. There simply are not enough services and supports. Counselling by nature is an intervention at the secondary and tertiary levels. Truly the most impactful interventions to improve mental health are preventative, and start with maternal health and well-being, followed closely by family and community wellness.

A challenge specific to child & youth counselling is that session times are only available during daytime hours, requiring that they leave school and that their parents/guardians have to leave work to transport them.

The opportunities are vast and very beautiful. Children and youth are provided an opportunity to have their voices heard, to process their lived experiences, to learn healthier strategies for dealing with life challenges, and most importantly, to learn that they are valued, supported, and capable more than they thought. This early intervention can equip them with the personal insights, discernment, and skills that will benefit them through their life span.

The successes I have seen have involved improved self-awareness and self-regulation when it comes to emotional states and thinking patterns. These improvements have also contributed to improved self-esteem and

confidence. Parents and teachers have also reported observed improvements in these areas.

What is unique about our setting that you find advantageous to supporting the clients that you are working with?

The SCC provides a unique and advantageous system of easy collaboration within the interdisciplinary team. This benefits the clients as care coordination communications can occur with ease.

Do you have anything you would like to add?

The two most impactful stages of development are early childhood and adolescence. Mental health support for youth and their families can serve to prevent personal, social, and

economic challenges. Further, these timely supports can promote optimal development for youth and their families, contributing to a healthier community and society.

This program will have a very significant and far reaching impact on the clients served, and the youth of Saskatoon and their families are fortunate to have this support available at the SCC.

I would like to encourage Saskatoon Community Clinic members and any other stakeholders to contact me at any time. I would love to explain more about the Child and Youth Counselling program, and mental health development in general. Lastly I want to express gratitude for the support. Investments in early intervention pays exponential dividends. ❖

Help Reduce the Spread of COVID-19

Until more people in Canada are vaccinated and community transmission of COVID-19 decreases we need to continue to protect ourselves and others by following public health and setting-specific measures.

For patients of the Saskatoon Community Clinic we continue to screen all visitors to our buildings upon arrival. Masking and social distancing requirements are in place in all facilities. Phone appointments continue to be available when more appropriate rather than in-person visits.

The Government of Canada provides the following advice to reduce transmission and advise that risk of transmission is lower when:

- You keep your close contacts with only those in your

immediate household.

- You remain outdoors and maintain a physical distance when with people from outside of your immediate household.
- You and those around you are following personal preventative practices (such as wearing a mask and cleaning your hands).
- The setting has many public health measures in place.
- The setting is well ventilated with fresh air (such as opened doors and windows)

If you have symptoms of COVID-19 don't hesitate to phone 811 to learn how to be tested. Follow public health advice and get vaccinated when you are eligible. ❖

Canada's Opioid Overdose Crisis

The opioid overdose crisis is worsening during the COVID-19 pandemic with many communities across Saskatchewan and Canada reporting record numbers of opioid-related deaths, emergency calls and hospitalizations.

To provide much needed support for all family members impacted by the opioid crisis the Government of Canada has published some excellent information in video, audio and print formats on the Health Canada website.

The following topics are easily accessible:

- Help end the stigma
- Get help with substance use and addiction
- Help prevent opioid overdose

Links to free resources, including counselling resources are specified, <https://wellnesstogether.ca/en-CA>.

For more information visit Health Canada's website: <https://www.canada.ca/en/services/health/campaigns/drug-prevention.html#a1> ❖

Tips for Coping with Loneliness

Reprinted from Red Cross Talks Blog

Feeling lonely? It's expected – and many people are feeling this way right now.

Last year we teamed up with research firm Leger for a study on the social and psychological impacts related to COVID-19 for Canadians. The study found that nearly one-third of those 65 years and older who are living alone and in fair or poor health reported feeling lonely either frequently or every day. The results also suggest that young adults have a more pronounced vulnerability to loneliness.

Fortunately, there are things you can do. Here's four tips on helping yourself and others.

REACH OUT TO PEOPLE

This may seem obvious, but it's common for people to feel like they should struggle alone with loneliness.

You don't have to wait for others to make contact - try and reach out yourself. Chances are, if you're missing a friend, they might be missing you too.

It can help to have a think about the people you know and come up with some ideas for how you can connect with them better.

EXPAND YOUR CIRCLE

Meeting new people can also help with loneliness, although admittedly this may be tougher than normal during the pandemic.

Think of activities or hobbies you enjoy or you'd like to learn. Chances are, there's an opportunity to join others with the same interests. If you're not able to take up a new hobby or activity in person right now, you could look into online activities such as a virtual games group, language lessons or even an online book club.

Volunteering with a charitable organisation (including the Red Cross, wink wink!) is an excellent way to expand your circle. The Canadian Red Cross also has virtual volunteer opportunities for those who want to help out from their home right now.

Still unsure how to start? Our friends at the British Red Cross have a helpful resource for creating new connections.

ASK FOR HELP

If you're struggling with loneliness, don't be afraid to ask for help.

There are a range of services to assist, and connecting with a health practitioner or a local neighbourhood or community

centre is a great place to start.

The Red Cross also has resources to help people with their mental wellbeing, so make sure you check them out too.

If you're in the Atlantic provinces, Ontario, Quebec, Alberta and Saskatchewan, you may also benefit from our Friendly Calls Program.

HELP OTHERS

Finally, make sure you check in on others who may be feeling lonely right now.

Everyone can feel lonely, but major life changes make us more susceptible - such as becoming a parent, a job loss, a bereavement, or moving somewhere new.

A person with language, health or mobility barriers may also be more susceptible, so check on them too.

Let's keep looking out for one another, keep safe, and keep healthy.

Further reading at [redcross.ca](https://www.redcross.ca)

- [Learn psychological first aid](#)
- [Friendly Calls Program brings Canadians together](#)
- [Mental health and wellbeing resources](#)
- [Red Cross COVID-19 study shows vulnerable seniors in need of more support](#)
- [Red Cross study says pandemic taking a toll on young adults](#) 

Red Cross Friendly Calls Program Provides Connection

If you are feeling lonely or looking for increased social connection, and are 55 or over, the Canadian Red Cross Friendly Calls program is a free service that may help reduce feeling of isolation. The program pairs specially trained volunteers for regular phone visits to create new social connections.

It's not just about a phone call – it's about forming relationships. Some volunteers have been paired for more than two years, during which time they've developed a solid friendship.

If you are interested in learning more about the program, please call the Saskatchewan Friendly Calls Program Coordinator, Shawna Green at (306) 216-6602 or email her at shawna.green@redcross.ca.

Clinic Seniors Advocate for Long-term Care Standards

By Laurie Stone, Seniors Volunteer Co-ordinator

The Saskatoon Community Clinic has a long history of advocacy for vulnerable members of our community. The Seniors Advisory Council (SAC) continues to be an important part of this effort, providing the Clinic with feedback on our seniors' services and programs. They also raise issues that impact the health of seniors in our community.

In past years the SAC has brought forward resolutions to our membership highlighting the need for an independent Seniors Advocate in Saskatchewan to investigate and report on long-term care (LTC) issues, and to promote enhanced support initiatives for LTC residents with serious mental health issues. Our seniors have also spoken out on the need for LTC provincial standards that set out an adequate number of hours per day of care to meet the needs of residents. The recent federal budget announcement of \$3 billion to ensure LTC standards of care provides an opportunity for the province to develop and implement standards that meet national guidelines.

The tragic loss of life in LTC due to the Covid-19 pandemic has heightened concerns about the vulnerabilities of seniors in our current LTC system, who account for 80% of all Covid-19 deaths in Canada. LTC advocates have also been calling for more investment to meet the coming wave of aging baby boomers. The Canadian Medical Association (CMA) projects that in 10 years the number of Canadians needing long term care will more than double, and those requiring home care will increase by 33%.

The CMA estimates that seniors care expenditures will increase from \$29.7 billion in 2019 to \$58.5 billion in 2031. Seniors often wait in hospital for weeks and even months until an LTC bed becomes available. The CMA has calculated that moving patients who are waiting in hospital into long-term care beds could save \$1.4 billion per year by 2031. "The impact of the pandemic on seniors in LTC and the looming crisis, as the need for long term care grows, made us decide to focus our attention on this issue," said SAC Co-Chair Michael Finley.

The concept of LTC as a part of a continuum of seniors health services offered through Medicare is being championed by advocates. "Because LTC is fundamentally health care, it should be not-for-profit, and like other health care services funded to ensure that LTC staff are both well trained and well paid. Under the Canada Health Care Act national standards would be assured for LTC. Our hope is to

encourage the provincial and federal governments to work together to develop LTC that meets the needs of Canadian seniors," said SAC Co-Chair John Sheard. The SAC plans to bring forward a resolution on LTC to the upcoming CHSA annual meeting.

In early 2020 the SAC welcomed University of Saskatchewan student volunteers, who are researching the impact of Covid-19 on long-term care. Our student researchers are Noor Rehman, Sian Shahab, Cathy Chunbei Lei and Aisha Sajid. Through the leadership of the SAC executive, John Sheard and Michael Finley, we have also reached out to leading organizations such as the National Institute on Aging (NIA) led by Dr. Samir Sinha, Director of Health Policy Research. Dr. Sinha is one of Canada's leading geriatricians (Mount Sinai Hospital, Toronto) and a passionate advocate for seniors during the pandemic.

You can read more about the NIA's advocacy efforts here and their key recommendations for long term care reform: <https://www.nia-ryerson.ca/covid-19-long-term-care-resources> Dr. Sinha is also the chair of a new Health Standards Organization (HSO) committee, one of three groups currently collaborating on new standards for long-term care in Canada: <https://longtermcarestandards.ca/>

The Canadian Medical Association's position can be found at: <https://www.cmaj.ca/content/193/15/E526?rss=1>

Thank you to all of our seniors volunteers for their continued efforts to improve the lives of seniors in our community. ✨



The Seniors Advisory Council has been meeting virtually due to the social gathering restrictions in place due to the COVID-19 pandemic. Seen here is Laurie Stone, Seniors Volunteer Coordinator, participating in a ZOOM meeting of the Council.



Gifts to the Saskatoon Community Clinic Foundation

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Honouring:

Dr. Olszynski and the excellent care extended from Ken & Pat Homenick

Thank you for your generosity. Donations from February 17, 2021 to April 30, 2021

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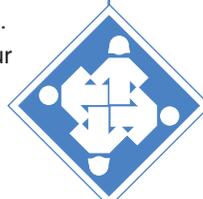
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