

Focus

Saskatoon
Community
Clinic
“Your Health
Care Co-op”



Fall, 2021
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Community Health Services (Saskatoon) Association Ltd.
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Celebrate the Co-op Difference

by Cheryl Hewitt, CHSA Member

Co-op Week is back! From October 17th to 23rd this fall, celebrate all things co-op and reflect on the impact member-owned co-ops have on local communities. Co-ops provide services or invest locally, hire locally and share any profits locally. They were created when other businesses or non-profits were unable or unwilling to provide the goods and services our communities needed. Co-ops offer a vision for the future.

The Community Health Services (Saskatoon) Association is the formal name of our health co-operative, otherwise referred to as the Downtown or Westside Community Clinics. Offering a wide range of integrated health and medical services, these clinics are open to both members and the wider community because we believe that our model – interdisciplinary patient-centred care rooted in health prevention and health promotion – should be available to everyone.

The Clinics' staffing model is an important difference compared to other Clinics. Clinic staff are paid salaries – their incomes are not generated by fees paid for services. We believe that truly patient-centred time with health providers takes time and that salaried staff need the flexibility to address our health issues within the interdisciplinary team.

Co-op Week is an opportunity to learn more about the various services the Community Clinics offer. Check our website www.saskatooncommunityclinic.ca for program details and read stories from past issues of Focus. Then consider how you might contribute to our health co-operative through volunteering, donating or participating in the Association's meetings and committees.

The Saskatchewan Co-operative Association is organizing several activities during Co-op week to promote co-operatives.

- #LocalCoopLove Online Scavenger Hunt is open from

October 17th to 23rd, accessible to co-operators across the province.

- An online webinar series, Truth and Reconciliation for Co-ops and Credit Unions, will begin the week of September 26th and run through to the week of October 17th.

- Co-op Week Lunch and Learn events will be held in Saskatoon and Regina. Regina is also hosting a flag-raising ceremony.

- The Saskatchewan Co-operative Merit Awards will be presented on October 18th at a ceremony in Regina.

The Saskatchewan Co-operative Association will post specific dates and details for these events.

Continued on page 2...

Rock Your Roots Walk 2021



The Saskatoon Community Clinic's Rock Your Roots Walk for Reconciliation on Indigenous People's Day provided us an opportunity to reflect on what reconciliation means in our community and how each one of us can play a role towards that goal. This year our walk covered an approximately 3-block radius route around the Westside Clinic. Staff and board members are seen here displaying our reconciliation banner.

(<https://sask.coop/events/co-op-week>) You may also check other co-operatives' websites for more Co-op Week activities.

But most importantly, we can individually increase co-operatives' overall impact when we join a new co-op!!

Check out the Saskatoon Co-op (groceries, fuel, home & garden, and more), Steep Hill Co-op (organics and local food products), Saskatoon Farmers' Market (a producer co-op). Consider joining a local credit union that invests locally and

keeps profits here at home. Perhaps join SES Solar Co-operativs to support environmentally friendly energy sources or the Saskatoon Car Share Co-op if you need access to a vehicle without the hassle and expense of car maintenance. Think about meeting insurance needs with products from The Co-operators. (See <https://sask.coop/about-u/our-members> for links to their member co-ops and credit unions.)

Enjoy Co-op Week this fall!! 

Donate Today to the Saskatoon Community Clinic Foundation

By Michael Murphy, Foundation Board member

This issue of Focus includes the Foundation's Annual Appeal letter. We encourage you to read it and to consider a one-time donation, a monthly contribution or a bequest in your will.

Stories on the back of the letter illustrate the importance of the Saskatoon Community Clinic to members and their families. Stuart Thiesson, a founding member, provided for a legacy gift in his will to support the Clinic's model of healthcare he so strongly believed in. Nicholas McCormick organized a special fundraising effort in memory of his mother, Laurel Chelsom, who believed so strongly that communities take care of each other by small acts, inspiring him to do the same. Kathleen Slavin and Graham Dove's monthly generosity reminds us above all to look out for each other.

The Foundation's goal is to raise \$100,000 annually. The Foundation's most recent funding requests are highlighted in the letter - new equipment to support high quality care and a large investment to increase accessibility for those with

mobility issues. We are also anticipating major capital expenditures in the coming years. Both the Westside Clinic and the Downtown Clinic buildings are aging, and the Westside Clinic space no longer meets the medical needs of its users. The Foundation Board established a \$500,000 Capital Reserve and donations received above the annual needs of the Clinic will be placed into this fund.

2022 will mark the 60th Anniversary of the Saskatoon Community Clinic. When you think about the future and our health care co-operative please also think about how caring individuals like yourself have built a 60-year legacy that has made a difference to your family and community. Please consider that by making your donation today you are part of something larger.

There are many ways to donate as shown on the Appeal. Monthly donations provide a steady stream of income so we encourage you to use that option. Thank you for your support. It really makes a difference. 

New! Online Bookings

The Saskatoon Community Clinic is excited to announce the launch of our new online booking option!

Online booking will be available to select providers and times for:

- Phone Appointments
- Ongoing Prenatal Appointments
- 15-minute Regular Appointments

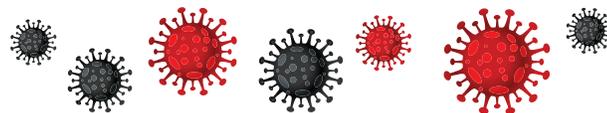
All you need is your personal information including: first and last name, health card number, birthdate, and the

reason for your visit. Please note you can only book an appointment with your own healthcare provider.

Please phone the Clinic if you need additional options. There may be more appointment slots available than are visible online.

You can access the online booking option by clicking the "Book an Appointment with Your Provider" button on our website homepage at <https://www.saskatooncommunityclinic.ca>

COVID-19 Updates



Continued Precautions Required

While actions taken during the current phase of Saskatchewan's Re-opening Roadmap may return us to some degree of normalcy it does not mean that COVID-19 no longer poses a risk. As recommended by the Saskatchewan Health Authority, and our own medical staff, extra precautions remain necessary to protect vulnerable patients and health care workers. At the Saskatoon Community Clinic (SCC) these include:

- screening protocols on the phone and upon entering buildings
- wearing a medical mask while in the buildings.

In addition, for some Clinic visits and procedures you may see staff wearing gowns, gloves and facial shields to protect themselves and others.

Appointments

A combination of telephone and in-person appointments will continue depending on patient health needs. When you book an appointment a series of questions will be asked to determine what type of appointment is suitable for your needs.

Please note that in some cases, telephone appointments may be from a 'blocked number' (not the Saskatoon Community Clinic number). Similar to in-Clinic appointments you may be phoned slightly earlier or later than the scheduled time so please leave sufficient time to take the call and ensure you are in a quiet place.

COVID-19 Vaccinations

If you have not been vaccinated or have not received your second dose we encourage you to do so. Vaccinations are available by appointment with either a SCC health care provider or at the Downtown SCC Pharmacy. Other vaccination options include community pharmacies and Saskatchewan Health Authority pop-up locations.

Visit www.saskhealthauthority.ca for updates on vaccination sites.

Vaccination records are available to access or print out at www.ehealthsask.ca/MySaskHealthRecord.

Patient Support

The Saskatchewan Lung Association has a Facebook group for those diagnosed with COVID-19 and their caregivers. The purpose of the group is to provide a forum

where patients and caregivers can come together in a safe environment to ask questions, share experiences, and offer support to each other. The group is to help those living with COVID-19 navigate their journey in a supported way knowing they are not alone.

To maintain a safe and confidential space, this is a closed group for people who: are living with COVID-19, and their families and caregivers; or have a lived experience of losing a loved one from COVID-19

The group is administered by Certified Respiratory Educators from the Lung Association. To join, each member will answer some questions regarding their interest in the group prior to being granted approval to join.

COVID-19 Patient Experience Pulse Check

A survey requesting feedback on patient experience during the pandemic was sent to all SCC members in October 2020. 200 members responded to the survey which included questions as to how the Clinic's adaptations to the pandemic impacted them and their families. The following was learned from respondents:

- 91% found that the Clinic's communications of its pandemic response met their expectations somewhat well to extremely well;
- 72% had received virtual care; 67% would like to see virtual care as an option in the future.

Clients wanting some type of virtual care as an option in future cited advantages of reduced travel time, and increased ease for clients with mobility issues. Caution was voiced with using telephone visits for complex medical concerns and, when possible, client preference should be considered. In addition:

- 43% voluntarily delayed access to healthcare since pandemic restrictions began;
- 70% of respondents felt SCC's modification of healthcare services had little or no impact on their health during the pandemic, though approximately 29% felt their health was negatively impacted.

Visit www.saskhealthauthority.ca or www.saskatchewan.ca/covid-19 for provincial updates.

Visit Travel.gc.ca for travel, testing, quarantine and border information.

Visit www.saskatooncommunityclinic.ca for specifics regarding our Clinic. 

Seniors Advisory Council Teams Up With Student Researchers

By Laurie Stone, Seniors Volunteer Co-ordinator

In early 2020 the Community Clinic's Seniors Advisory Council (SAC) teamed up with volunteer student researchers from the University of Saskatchewan (U of S) to study a range of seniors' health topics including: mental health support for seniors in long-term care (LTC); the role of independent seniors' advocates; and the impact of COVID-19 on seniors in long-term care. Each student undertook independent research projects with feedback and support provided by SAC members. The students and seniors shared information and stayed connected through virtual Zoom meetings, phone and email throughout the year.

This exciting project resulted in important learnings for both groups. The students' findings assisted with the development of a resolution advocating for improved LTC standards of care, approved by the CHSA membership at the June 16th Annual Meeting, and will inform SAC's future discussions and recommendations.

Thank you to our SAC members and student volunteers who have worked together to make this project a success.

Meet our student volunteers:



Cathy Chunbei Lei

Cathy Chunbei Lei was a physician and medical researcher in China who came to Canada in 2019 to make a new life here with her husband and their two sons. Cathy's project examined standards of care for long-term care residents with serious mental health issues. She found that while there are supports for patients with dementia, seniors with serious mental health problems often do

not have programs, services or even accommodation that meets their special needs. Cathy was also instrumental in setting up the partnership between the SAC and U of S Public Health students. "I really appreciated the advice and support from the committee members on my project and the opportunity to learn more about health care in Canada," said Cathy, who graduated from the U of S Public Health Program in June 2021 and plans further studies in the health field.

U of S students **Noor Rehman** and **Sian Shahab** began volunteering with our Seniors Program in 2019, and became student researchers during the pandemic. Their joint research project was on the impact of COVID-19 on seniors in long

term care in British Columbia, Alberta and Saskatchewan. They examined the underlying flaws in the long-term care framework that exacerbated the impact of the pandemic, the ways in which each province managed it, and made recommendations to improve the structure and delivery of long-term care. The project also uncovered core flaws in the long-term care system such as: not enough care hours per resident; increased infection risk from overcrowding; and overburdened/underpaid staff. Their recommendations include an increase in staffing levels and the establishment of national standards for long-term care.



Noor Rehman



Sian Shahab

Noor and Sian are 4th year U of S Physiology and Pharmacology students and plan to pursue careers in medicine. "Volunteering at the Community Clinic has given me the opportunity to connect with the community and discuss important health related topics. I'm excited to continue my involvement with the Clinic and volunteer in some of the various programs offered," said Noor. Sian has also enjoyed his time at the Clinic, whether working with seniors directly during our group programs or conducting research. "I am grateful to have met many interesting people and I've learned skills and knowledge that have greatly expanded my worldview. I look forward to continuing as a Clinic volunteer," said Sian.



Aisha Sajid

Aisha Sajid, a recent U of S Public Health Program grad who joined our program in early 2020, plans to continue her research project on the important role that independent seniors' advocates can

play in protecting and promoting seniors' health. Aisha recently interviewed Isobel McKenzie, B.C.'s Seniors Advocate, to find out more about the challenges facing our aging population. Aisha also organized a series of educational seminars for Public Health students, including one on seniors' health. "I've really enjoyed the collaboration with the Clinic and look forward to continuing my research with the Seniors Advisory Council", said Aisha, who recently took on a new role with the University of Calgary as a Research Ethics Analyst. Aisha is currently also studying racial disparities in healthcare for immigrant populations.

The SAC is a longstanding Clinic advisory committee of

members who provide feedback on our seniors' programs, services and accessibility. They also provide advocacy recommendations on seniors' health and social issues to our Board of Directors and membership. SAC members are: Catherine Crawford Keet, Michael Finley, Jo and John Scappaticci, Irene Sharp, and John Sheard. A special thanks to John and Michael for their role as student advisors.

If you would like more information on any of the Seniors Volunteer Program opportunities offered through our Counselling and Community Services Department please call Laurie Stone, Seniors Volunteer Co-ordinator at 306-664-4282 or email volunteers@communityclinic.ca ✦

Doctors Issue Challenge To Raise Funds For Prairie Harm Reduction

By the Saskatchewan Medical Association

Saskatoon Community Clinic physicians have issued a fundraising challenge to Saskatchewan's doctors. They are asking physicians to contribute \$1,000 – or whatever they are comfortable donating – directly to Prairie Harm Reduction (PHR). The Community Clinic's Westside Clinic, next door to PHR, serves the same clientele with similar challenges noted Dr. John Dosman, a physician at the Saskatoon Community Clinic.

"They realize the value in having a health-care partner next door and having a good working relationship to coordinate care," he said. At a meeting of the Community Clinic's medical group, physicians spoke passionately on the lack of funding in the latest provincial budget for PHR.

"We just thought it was crazy that someone doing important work like that has to spend time selling T-shirts and coffee mugs, and spend a good chunk of time on fundraising, when the volume of work is overwhelming, yet they are not at the point where they can provide 24-hour care. After-hour services are critical for safe injection sites. People don't just inject during office hours," said Dr. Dosman.

Safe consumption sites also provide a haven for people whose experience with the health system has not been positive, Dr. Dosman added.

"Many people mistrust the health-care system because they have been treated poorly. A safe injection site can be a person's first connection with non-judgmental, unbiased supports, and that can be a gateway into the system, building trust, and leading to better outcomes in the long run."

Jason Mercredi, Executive Director of Prairie Harm Reduction appreciates the medical support from the Westside Clinic, where clients are often referred. "Basically, our clients don't really like to engage with the medical community. They don't like to see doctors and nurses, but we can always get them in to see the doctors next door because our clients all trust the Westside Clinic - the staff and the doctors there," he said. "That makes our jobs a lot easier."



Dr. John Dosman

He also appreciates the financial support from the fundraising challenge.

"This isn't Canadian health care and the way it should work. The fact that we're having to fundraise to stop people from dying is absolutely crazy," he said. "We're in this situation so we're making the best of it. We hope to have sufficient funding for safe consumption sites eventually. In the meantime, we are very glad that the medical community has decided to step up in such a major way so that we can expand hours and try to support people as best we can." ✦

Improving the Mental Health of our Children and Youth

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

Improving the mental health of our children and youth can involve both therapeutic interventions and the teaching of coping skills strategies. However, their (and our) social-emotional well-being can also be enhanced through mindfulness of the the following daily lifestyle factors that affect well-being:

Sleep Time – Though our bodies recuperate, rest, and repair during sleep, it's actually a very active state for many cognitive processes. Sufficient sleep increases emotional well-being, ability to concentrate and learn, and improved behaviours (more responsive and less reactive). During sleep, our brains recover from the experiences of our day, while consolidating memories, integrating information, and processing emotions.

Physical Time – Exercise (aerobic in particular) can improve our mood and ability to focus while reducing the impacts of stress and anxiety, in addition to alleviating depression. Exercise also benefits our cognitive functioning (maintaining brain health and plasticity), particularly in the areas of executive functioning (enabling us to focus, inhibit inappropriate behaviours, and select appropriate behaviours).

Down Time – Intentional relaxation permits our brains to recharge. This can involve allowing our minds to wander, or engaging in low intensity activities in a non-focused manner without any particular goal. Characterized by freedom and

spontaneity, unconscious thought can lead to better defined and integrated memory, while also providing insight into complex decision-making.

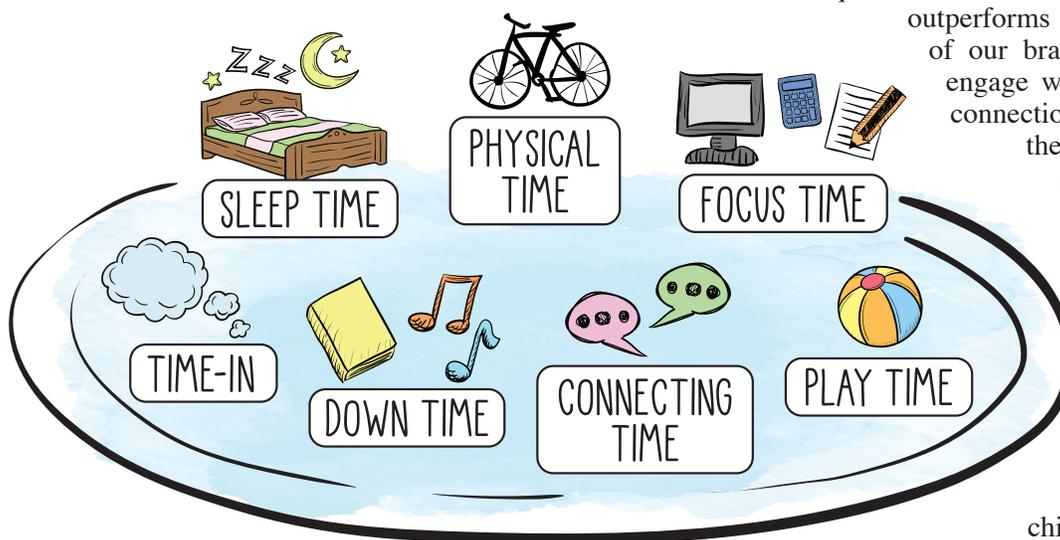
Focus Time – Determined concentration allows us to complete tasks or solve problems in a goal-oriented way. Working through challenges creates deep connections in the brain while contributing positively to confidence, self-esteem, and a sense of accomplishment.

Play Time – New connections in the brain are created when we enjoy novel experiences in playful, spontaneous, and creative ways. Joy from play is essential for child development and adult learning and creativity. Play contributes to resilience and stress management, while developing flexible emotional responses and adaptive social behaviours.

Time In – Mindfulness and self-awareness activities help to better integrate our brains. Internal reflection and attending to our sensations, feelings, and thoughts is important. Characterized by acceptance, openness, and curiosity, we can benefit from paying attention to the present moment without judgement. Such benefits include enhancement of attention, cognitive flexibility, stress management, self-control, empathy, and compassion.

Connecting Time – Humans are social creatures and we require relational connections to thrive. Quality outperforms quantity. The relational circuitry of our brains is richly activated when we engage with others while appreciating our connection to the natural world. Consider the two Ps, 'people' and our 'planet' along with the three Gs, 'generosity', 'gratitude', and 'giving back'.

Taken together, these seven factors make up the "Healthy Mind Platter" model developed by Dr. David Rock and Dr. Dan Siegel. Though it can look differently for each individual child or youth, ensuring that their daily lives incorporate these factors can lead to a healthier mind. This growth happens through strengthening neural



THE HEALTHY MIND PLATTER

connections in the brain, improving integration of our experiences, and reinforcing our connections with others. A balanced Healthy Mind Platter can improve a young person's sense of well-being, their meaning in life, happiness, fulfillment and connection to other people and to our planet.

Reference:

Poelmans, Steven & Rock, David & Siegel, Daniel & Payne, Jessica. (2012). *The Healthy Mind Platter*. Neuroleadership Journal. 4. 1-23. ❖

2021 Annual General Meeting Report

By Ingrid Larson, Member and Public Relations Director

The 59th Annual General Meeting took place virtually on Wednesday June 16, 2021. Seventy-three members were in attendance.

Reports of the Board of Directors, Executive Director, Medical Director, Auditor and SCC Foundation were received. A guest presentation was provided by Lou Hammond Ketilson about the findings of the Board's Unique Value Proposition consultation project.

The following resolutions were debated and voted on:

- That long-term care should be fully integrated into the health care system, and be included in the Canada Health Act and that both Provincial and Federal governments commit to the investment required to remake Canada's long-term care system to meet the needs of our aging population. *Carried*

- That SCC find and negotiate an agreement for staff-patient care with a medical clinic that offers services equal to those offered by Packham Medical Clinic and that no staff-patient be discharged from the care of their Community Clinic physician until there is an alternative physician, mutually agreed upon by the staff-patient and their Community Clinic physician and who is prepared to accept the staff-patient into their practice. *Defeated*

- That the Clinic strike a member education committee

with a mandate to formulate a plan for co-operative education to be provided to board members, staff, and members, and there be a report back on this matter to the membership from this committee at the next membership meeting. *Carried*.

Andrea Harris, Chasity Head-Stonestand, Janice Paslawski and Frank Quennell were elected by acclamation to the CHSA Board of Directors. Patti Warwick, Vice-Chairperson thanked departing board members Fran Forsberg, Marianne Jurzyniec, Gertie Paul and Heather Hale for their leadership and dedication to CHSA.

One position was available for election to the Communications Committee. The position remains unfilled. Interested members are invited to contact the Member and Public Relations Department.

At its first meeting following the AGM, the Board of Directors elected Patrick Lapointe as President and Patti Warwick as Vice President.

The Annual Report including the written reports of the Board of Directors, Executive Director, Client Representative, SCC Foundation and the Financial Year-end summary is available at www.saskatooncommunityclinic.ca or by contacting the Member and Public Relations Department at 306-664-4243. ❖



Frank Quennell



Andrea Harris



Chasity Head-Stonestand



Janice Paslawski



Gifts to the Saskatoon Community Clinic Foundation

In Memory of:

Joan & Tom Bell from Scott Bell
Laurel Chelsom from Linda A. Charlton, Diane Gossen, Lila McCormick, Nicholas Chelsom McCormick, Richard McCormick, Carol, Joe, Katie, and Emily Monahan, Dennis Morrison & Linda Holmes, Meredith Pike, Tim Quigley, Robert & Sylvia Regnier, Elizabeth Scott, Kathleen Slavin & Graham Dove, Margaret Woloshyn, Christine Yip
Jim Fergusson from Angie Fergusson
Sandra & Bruce Henderson from Paul Henderson
Alvin Hewitt from Cheryl M. Hewitt
Rae Howe from Barbara Labatt
J. Gren Jones from Isobel Jones

Rosemary Kenning from Bernadette Stringer
Elsie Kowalenko from Karen Kowalenko-Evjen
Mary Landry from Agnes Karakochuk
Valerie Langer from the Sask Waste Reduction Council
Bobby McMillan from Doug McMillan
Margy McNulty from Elizabeth McNulty
Thelma Pepper from Carol Blenkin,
Helen Schellenberg from Margarita Schellenberg
Alexander & Shirley Smith from Carol Glazer
Dr. Margaret Szott from Elizabeth McNulty
Stuart Thiessen from Margaret Graham-Woloshyn
Ruddick and Muriel Welwood from Lisa Clatney

Donations:

Jack E. Adams, Gary & Beryl Barnes, Catherine Lesley Biggs, Richard & Annabelle Burton, Roger Carriere, Randall Chad, Jacqueline Christenson, John Comer, M. Irene Danaher, Graham Dove & Kathleen Slavin, David Edney, Fran Eldridge, Sarah Elliot, Elaine Fitzsimmons, Earl Fogel, Margaret J. Gauley, Roy M. Gustavson, Lou Hammond Ketilson, Kelly Harrington, Judith R. Henderson, William & Mary Hood, David Horn, Tim Hutchinson & Lorraine Salt, Dennis & Beth Johnson, A. Victor Joseph, Laurel Kreuger, Ron G. Lambert, Patrick Lapointe, Mike Lastowsky, Kathryn MacDougall, Marie Sherry McDonald, G. Allan McGuire, James Mills, Patricia Miquelon, Dorothy Munday, Michael Murphy, Elsie Nakonechny, Carol L. Nagle, Randall Nelson, Garry & Luella Neurauter, Dr. Paula Paley, Pete Pawluk, Donna Radloff, Dan & Nicolle Rawlyk, Marjaleena Repo, Patricia E. Riddell, Michael Rohatynsky & Elizabeth Quinlan, Blanche Saelhof, Elizabeth A. Shih, Barry Singer, Conal & Margaret Tompson, Tanya Marie Veemen, Margaret Wasylciw, Mabel Wiley, Shirley Wilmot, Donald Wilson, Louise Wisner, Blair & Linda Wolms, Alice M. Zazelenchuk

Bequest:

Estate of Stuart Thiessen, Jim & Phyllis Speers Fund, Vern & Clara Welker Fund

Honouring:

Dr. Olszynski on her retirement from Gordon & Illa Knudsen
Barb Stern, RN on her retirement from Gordon & Illa Knudsen

Thank you for your generosity. Donations from May 1, 2021 to July 30, 2021

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

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For useful information about your clinic please visit our website at: www.saskatooncommunityclinic.ca

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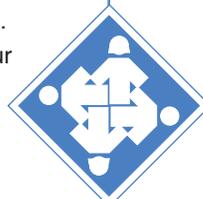
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Member concerns and comments are welcomed by the Member and Public Relations Department.

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