



Saskatoon
Community
Clinic

“Your Health Care Co-op”

FOCUS

NEWSLETTER

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Community Health Services (Saskatoon) Association Ltd.

455 Second Avenue North, Saskatoon, Saskatchewan S7K 2C2

REACH fills void in healthcare system for refugees resettling to Saskatoon

By Danielle Chartier, Member and Public Relations Director

Fleeing your home as a refugee puts your health at risk, even after you've safely arrived in the country that has taken you in.

“Being a refugee, itself, creates risk factors for your health ... Any journey where you're fleeing persecution and violence leads to higher risk of trauma and mental health difficulties,” explains pediatrician Mahli Brindamour.

The Refugee Engagement and Community Health Clinic (REACH), which calls the Saskatoon Community Clinic (SCC) home, does its best to ensure the hundreds of refugees who arrive in Saskatoon every year have the best possible start to their life in this city.

“There's lots of hope, but we need to provide services in a timely manner. If we support refugees' basic needs and look after the health needs of the entire family, we know they will be healthy, productive and involved members of our community. That's what we have seen,” says Brindamour who helped found and still works with REACH.

REACH has been doing this work since 2016 growing into a successful collaboration between many partners: the SCC; Global Gathering Place; Saskatoon Open Door Society; University of Saskatchewan's Departments of Family Medicine, Pediatrics, Community Health and Epidemiology; the Saskatchewan Health Authority's Public Health, Primary Health and Mental Health Services; and Tuberculosis Prevention Control (SK).

“REACH was formed in response to the increasing number of refugees arriving in Saskatoon, coupled with the lack of a dedicated, coordinated and centralized health delivery service for this vulnerable and underserved population,” says SCC Executive Director, Lisa Clatney.

It began with SCC adding ad hoc clinics to its roster on evenings and weekends, mostly volunteer-based, after the sudden arrival of a large number of refugees from Syria and has grown into a clinic serving all refugees who arrive in Saskatoon.



Photo by Kevin Hogarth, Courtesy of Saskatoon Open Door Society

“REACH has been able to provide these services because SCC has included it within its normal operations despite not yet being able to secure permanent funding to support it,” explains Clatney.

Currently, SCC hosts REACH clinics about three half-days per week, but the demand far exceeds the resources available. The challenge of limited resources and growing demand is not new. As Brindamour points out, refugees resettle in Saskatoon all the time. We have had larger waves in the past and there will be larger waves to come.

But the vast numbers of those currently fleeing Ukraine help bring the challenges of a lack of resources into sharp focus.

“Our waitlists are already incredibly long. We don't have the capacity to see everyone as often as they'd like or as often as they need,” says Brindamour.

“If we are going to see Ukrainian refugees, we need more resources – more money, more people on the ground for their healthcare and resettlement needs,” she says.

Continued on next page...

The SCC has sought permanent funding from the province to better support this work and reduce the strain of the additional patient load and complexity on the clinic. Although these requests have been rejected thus far, Clatney believes the case for the government to support this work is strong.

“REACH has demonstrated its effectiveness in providing high quality care to all refugees resettling to Saskatoon, filling a critical void in our health system. Without REACH, refugees would likely seek care in emergency departments and walk-in clinics. This would be a disservice to them, but would also add to the burden of our emergency services and the strain on our already-stressed healthcare system,” says Clatney.

Emergency department and walk-in clinics are not well-equipped to support refugees. For example, not all providers are versed in trauma-informed care, have experience working with translators, if necessary, or have much knowledge of tropical diseases, explains REACH and SCC physician Jacelyn Hanson.

On top of those challenges, emergency departments and walk-in clinics provide episodic disjointed care which can end up costing more, says Brindamour.

“Even going to a specialized clinic like REACH, it is difficult. Everything takes more time and is more complicated than

we expect,” she says.

Hanson says one of the great things about REACH is the collaborative approach to this work.

“We work as team with the settlement agencies and with the Saskatchewan Health Authority, but also within the clinic. The MOAs (medical office assistants) do a lot of calling and receiving of calls. They know the patients and know who to reach out to. Nursing provides a lot of help. Pharmacy and the lab are awesome taking time with our patients working with translators.”

Although refugees are incredibly diverse in terms of where they’re coming from and the specific details of their journey and their culture, they do share one thing in common that Brindamour says is important to keep in mind.

“Refugees have no choice. They either leave and flee or die and that’s why they come here.”

One way you can support REACH and refugees here is by letting your Member of the Legislative Assembly (MLA) know you want this program to receive permanent funding.

If contacting your MLA is new to you, you can ask the Member and Public Relations Department at member.relations@communityclinic.ca for assistance.

Members take part in the Semi-Annual Meeting despite the cold

The Community Health Services Association’s Semi-Annual Meeting on January 19 stayed true to form, falling again on one of the coldest days of the year. Its virtual format over Zoom meant people could participate from the comfort of their homes and they did just that.

Clinic Elder Florence Highway opened the meeting with a blessing and Joseph Naytowhow, a Plains/Woodland Cree (nêhiyaw) storyteller and interdisciplinary artist, provided members guidance through story and music on how to make our clinic spaces more welcoming to Indigenous clients. His message included the importance of finding ways to ensure all people know the clinic is a space where they belong.

Fifty-three members and four guests registered for the meeting. Members elected Jason Majid by acclamation to the board to serve out the residual term until June 2022 left vacant by Sheri Swidrovich’s resignation due to personal reasons. Carol Glazer was also elected by acclamation to join the Communications Committee until June 2023.

Members did not bring forward any resolutions.

Board President Patrick Lapointe and clinic Executive Director Lisa Clatney provided their reports. Some highlights:

- ◆ SCC signed a partnership agreement with Prairie Harm Reduction and is expected to sign one with the Saskatoon Tribal Council in the coming months;
- ◆ Truth and Reconciliation and its Calls to Action continue to be a priority for the SCC with a number of targets related to this work including implementing a client experience survey at Westside, our work with STC, an HR recruitment strategy, and capacity-building and training with our staff;
- ◆ Patients and providers have told us they want to maintain a blend of in-person and virtual appointments, and by the end of December, we had provided 12,357 virtual appointments;

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Navigating the ‘River of Well-Being’ for young people

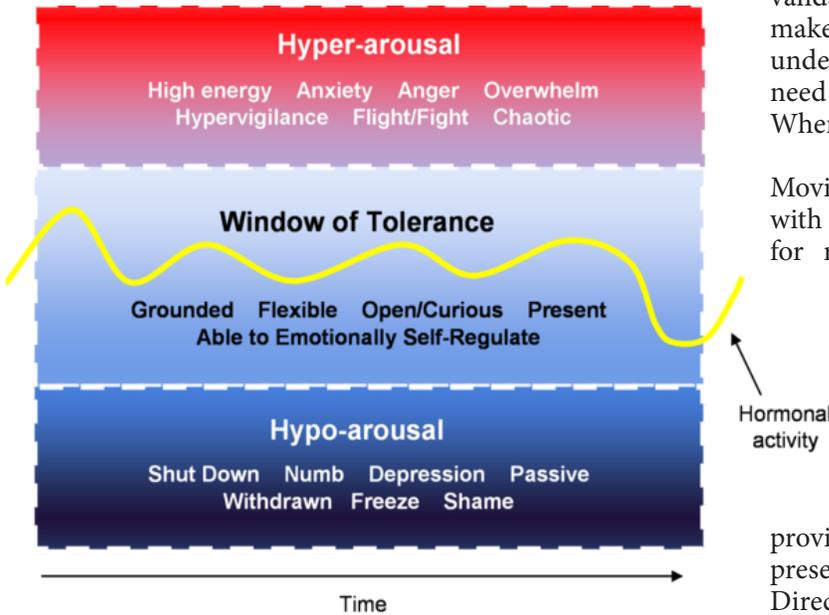
By Brett Williams, M. Ed., R. Psych, Child and Youth Counsellor



Brett Williams

Optimal mental health and well-being rely on both external and internal factors. Knowing about these factors and the strategies to improve them allow caregivers to support their children and youth as they navigate everything life throws at them. The Window of Tolerance provides a model of how humans best cope with life, with special attention to the best state for overall functioning.

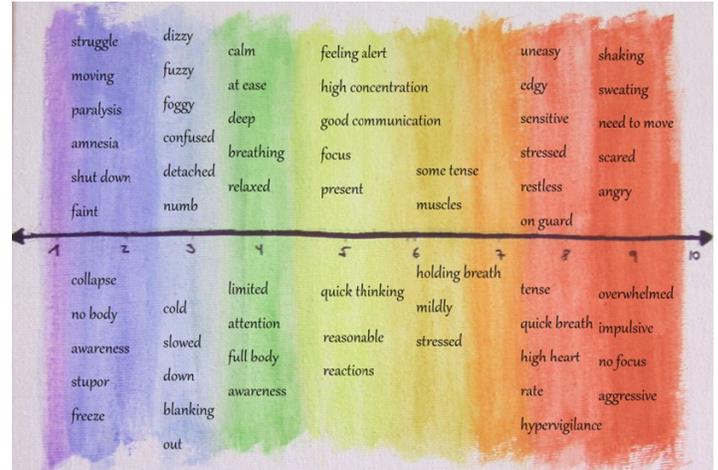
Excessive activation/energy results from hyper-arousal characterized by difficulties concentrating, irritability, anger and angry outbursts, panic, constant anxiety, easily scared or startled, and/or self-destructive behaviour. Insufficient activation/energy results from hypo-arousal which features shutting down or disassociating, exhaustion, depression, flat affect, numbness and/or disconnection. Between these two extremes lies the ideal state which empowers young people to learn, play and relate well to themselves and others.



Jersey Psychology and Well-Being Service. (2020). The window of tolerance: Supporting the well-being of children and young people. Government of Jersey.

For young people, the Window of Tolerance can be considered as the River of Well-Being. Some children and youth bounce from one bank (hyper-arousal/chaos) to the other (hypo-arousal/rigidity) and struggle to find the middle of the river, preventing effective functioning.

Expanding your child’s River of Well-Being requires identifying their triggers – events or situations which lead to dysregulation (any social, emotional, behavioural, or cognitive demand that cannot be met by their current



Jersey Psychology and Well-Being Service. (2020). The window of tolerance: Supporting the well-being of children and young people. Government of Jersey.

skillset). Observe and explore with your child what leads to their dysregulation.

Re-centering your child’s canoe in the river begins with validation and coregulation prior to trying to help them make sense of a situation. A child needs to feel safe, understood and accepted (have emotional resonance). You need to practice these skills regularly when the child is calm. When skills are familiar, they are easier to use when needed.

Moving from hyper-arousal to regulation can always start with deep-breathing. The breath can be extremely effective for regulating emotions and deeper, slower breathing (especially on the exhale) initiates our relaxation response. Progressive Muscle Relaxation (tensing and releasing different muscles, then the full body) provides a concrete, body-based opportunity for people to expel their bodily responses to stress.

Moving from hypo-arousal to regulation involves anything that stimulates the senses. Activities that provide a sensory experience help anchor your child into the present moment, bringing them back to the here-and-now. Direct their attention to the details of their surroundings. Strive to identify small details that are normally overlooked, such as quiet/distant sounds, textures of ordinary objects, flavour profiles of food/drinks, scents, visual patterns/colours/contrasts, and/or physical body movements/balance/actions.

As a parent/caregiver, first consider if you are in your Window of Tolerance. If you are not, you will be unable to effectively support others to return to theirs. Dr. Lori Desautels reminds us that “a dysregulated adult cannot regulate a dysregulated child.” Co-regulation is only possible following our own self-regulation, and the same strategies will work for adults.

New seniors research project explores ‘aging in place’

By Cheryl Loadman, Seniors Advisory Council member



Cheryl Loadman

The Community Clinic is inviting patients and members who are older adults to tell us about their experience ‘aging in place’. We know people are living longer and while long-term care is a vital and necessary service, it will not serve the majority of today’s seniors. We would like to know your thoughts on the type of health and community services you need to stay healthy and independent in your own home.

Please complete the confidential survey included in this newsletter and tell us what is working well for you and what could be better. The information you share with us will help

inform the Seniors Advisory Council student research projects on aging. We will keep you updated on the research project findings in future issues of Focus. Current projects are: Aging in Place, Affordable Dental Care for Seniors and The Role of Provincial Seniors Advocates.

We respect your privacy – the survey is confidential and there is no need to attach your contact information. However, if you would like more information about the survey or need help completing it, please contact:

Cheryl Loadman, Seniors Advisory Council member:
306 361-1813 or email clloadman2@gmail.com

Laurie Stone, Seniors Volunteer Co-ordinator:
306 664-4282 or email lstone@communityclinic.ca

Modernizing the Saskatchewan Co-operatives Act: Our input is essential

The Government of Saskatchewan is planning to update the Saskatchewan Co-operatives Act. Late last year, the Government launched a consultation process for this review. They invited all Saskatchewan co-ops to provide feedback, ideas and suggested changes to improve the Act which governs most co-ops other than credit unions in Saskatchewan.

The Saskatchewan Co-operative Association (SCA) encourages all co-ops to participate in this process. This type of overall review is rare and it is essential members’ voices from co-ops of all sizes are heard loudly and clearly.

SCA hosted a virtual town hall meeting on changes to the Act in February. Patrick Lapointe, the president of the Saskatoon Community Clinic’s Board of Directors, was one of the panelists at that forum.

The SCA has some tips for developing suggestions for change:

1. Discuss your ideas and suggestions for change with the board and members.
2. Talk with other co-ops like yours.
3. Keep SCA in the loop when you submit your proposals to the government.
4. Participate in consultations led by SCA.

Co-ops may send their suggestions for revisions directly to the Government or to the Saskatchewan Co-operative Association, who will consolidate the briefs and forward them to the Government.

Anyone can subscribe to the Saskatchewan Co-operative Association newsletter for up-to-date information about this consultation process, other news and upcoming events. Send an email to sca@sask.coop and ask to be included or scroll to the bottom of any page on their website (<https://sask.coop>) and click on the ‘Subscribe’ link.

**Information from the Saskatchewan Co-operatives Association website*

JOIN US ON FACEBOOK

You can find the Saskatoon Community Clinic on Facebook.

Please follow and like our page, **Saskatoon Community Clinic Primary Care and Pharmacy**.

Get timely, regular updates about your Community Clinic as well as links to health education resources and community announcements.

Continued from page 2

- ◆ The SCC continues its advocacy work and seeks out opportunities to shape policies and decisions that impact our patients and members, and promote our model of care to others in community and government;
- ◆ We have had success this year in increasing our clients'

access to mental health services, in large measure due to our provision of services through the Connected Community Care Initiative. From April to December, we provided close to 5500 patient appointments during our extended hours in the evenings and weekends to almost 2000 individuals.

The Annual General Meeting will be held on June 15. Watch for more information to come.

Recognition of Retirees

Oh, how we miss being able to host our annual Staff Appreciation Dinners! CHSA would like to recognize the following staff who are enjoying their retirements:

Retirees in 2020

Edith Armstrong Footcare LPN 6 years of service	Jason Stefanuk Cleaner 10 years of services	Brenda Goossen Occupational Therapist 37 years of service
Marleny Coronado Cleaner 7 years of service	Loretta Baier X-ray Technologist & Purchaser 35 years of service	Dr. Stephen Helliard Family Physician 39 years of service
Clem Fortin CMHN 7 years of service		

Retirees in 2021

Evan Schmidt Pharmacist 5 years of service	Mary Ann Peters RN 23 years of service	Verna Thompson Payroll Clerk 44 years of service (and the current longest serving CHSA employee!!)
Dr. Ewa Olszynski Family Physician 31 years of service	Patrick Coulterman Maintenance 2nd retirement after another 5 years of service	Ingrid Larson Director of Member & Public Relations 27 years of service
Barbara Stearn RN 34 years of service	Cheryl Hand Director of Westside Services 34 years of service	
Dorothy Griffith RN 13 years of service		

We cannot express enough how much we appreciate your contributions to CHSA and our community over the years! Enjoy your retirement!!

60 YEARS OF CO-OPERATIVE HEALTHCARE: TELL US YOUR STORY!

This summer, the Saskatoon Community Clinic (SCC) will celebrate 60 years of providing member-led, patient-centred, co-operative healthcare. Our services have grown and evolved over the years to meet the community's needs.

We want to hear what the clinic means to you and how it has impacted your life. Whatever your story, whether you have been here since Day One or you are newer to the clinic, we would love for you to share it with us.

You can do this in a couple ways:

- ◆ Put pen to paper or fingers to keyboard and tell us in a few sentences (or a few pages) what the clinic and its services has meant to you; or
- ◆ Call or email Member and Public Relations Director Danielle Chartier and let her know you would like to chat.

You can reach Danielle at 306-664-2423 or member.relations@communityclinic.ca or send a letter to 455 2nd Avenue North, Saskatoon, SK, S7K 2C2.

Looking forward to hearing from you!

CELEBRATING
60
YEARS
1962 - 2022



Saskatoon
Community
Clinic

Land Acknowledgement and its role in reconciliation

By Danielle Chartier, Member and Public Relations Director

I would like to acknowledge this newsletter was written on Treaty 6 Territory and the traditional lands of First Nations and Métis people.

We have all likely heard a similar Land Acknowledgement at a Saskatoon Community Clinic (SCC) event and elsewhere in the community. Understanding the history and importance of Land Acknowledgement and making sure the clinic's is meaningful and accompanied by action can be a small step towards reconciliation.

In 2015, the Truth and Reconciliation Commission (TRC) of Canada released its final report urging governments, institutions and organizations to become active in addressing the legacy of residential schools by answering the TRC's 94 Calls to Action.

Many organizations began to see Land Acknowledgement, a tradition practiced by First Nations, Métis and Inuit peoples for generations, as a starting point for their work of reconciliation.

The University of Saskatchewan's website describes Land Acknowledgement as a way for visitors to a land to pay homage to the First Nations people with whom one is engaging. Land Acknowledgement "recognizes the strength and wisdom of the place that has given rise to the people who are of that land and it invokes the spirit of that place to support your good intentions." The website goes on to say in recognizing the connection between the place and people, you show your understanding of what is important and that you are trustworthy.

When it comes to its role in reconciliation, Land Acknowledgment is partly about acknowledging Saskatoon did not begin in 1906, that Indigenous people have been of this land for thousands of years, says Candace Wasacase-Lafferty, the Senior Director of Indigenous Initiatives and Community Relations in the Provost's office at the University of Saskatchewan (USask).

She says it also provides an opportunity to learn.

"People still struggle with the belief that we were just these nomadic people who had no roots and didn't really have a vibrant culture. Land Acknowledgement is about recognizing the vibrant societies and cultures that have always existed here," explains Wasacase-Lafferty.



Candace Wasacase-Lafferty

This includes recognizing the specific peoples who have inhabited these lands over millennia and continue to do so. This involves going deeper than broad or colonial names.

"It's important to learn the names of and about the peoples who inhabited and still inhabit these lands," explains Wasacase-Lafferty.

Recognizing and respecting those who have inhabited these lands is an important part of establishing reciprocal relations and understanding we all have a role in this relationship-building.

"Land Acknowledgement starts from a different place of relationship ... It is about us coming together ... We want to make sure our kids know each other well enough that they can co-create the next world in which we're going to live in a more peaceful and harmonious way, a more productive, fair and equitable way," she says.

There have been criticisms of Land Acknowledgment as being performative and empty as they are practiced today, but Wasacase-Lafferty says their role in reconciliation continues to evolve since organizations/institutions first began adopting them after the TRC.

An important part of this tradition sometimes overlooked is the need to recognize responsibility to the ancestors of this place. This also includes non-Indigenous inhabitants of the land learning their own roles and responsibilities in reconciliation and committing to action.

"This is about figuring out the vision forward. In creating a Land Acknowledgment statement, you are creating something that will teach us our responsibilities to each other. This is the 'We commit to ..., we live this value through ..., we ensure ...' statement," says Wasacase-Lafferty.

"We need to come together with a common goal that is inclusive of all of us and recognize there are co-learning opportunities between us."

Land Acknowledgement has been a part of the clinic's meetings and events for some time, but in the coming months, SCC's TRC Committee will consider further how to make this important part of protocol a meaningful step to reconciliation.

NEW COVID-19 TAB ON CLINIC'S WEBSITE



Throughout the two years of the pandemic, one of the only things remaining consistent is the pace at which information about the pandemic changes – be it about testing, vaccinations, treatment or travel.

To assist members and clients in navigating this information, we have added a COVID-19 tab on our website to answer many of your questions: <https://www.saskatooncommunityclinic.ca>.

We do our best to keep this information as up-to-date as possible, but it's important to remember COVID-19 information can change quickly and often without notice. The Saskatchewan Health Authority and its website is the definitive source for what is happening here in our province.

HELP US HELP YOU AND OUR COMMUNITY!

A donation to the SCC Foundation is a great way to support the Community Clinic in providing innovative, patient-centred, primary healthcare. Ways to help:

- ◆ Donating via credit card – You can find the 'Please Donate' button at the top of the clinic's homepage: <https://www.saskatooncommunityclinic.ca>;
- ◆ Mailing or dropping of a cheque, payable to the Saskatoon Community Clinic Foundation, to the Saskatoon Community Clinic at 455 2nd Ave. N., Saskatoon, S7K 2C2; or
- ◆ Considering a legacy or bequest to the clinic – Call the Member and Public Relations Department, 306-664-4243, and Danielle will provide the information you need.

Clinic members recognized for their community contributions over the decades

By Cheryl Hewitt, Communications Committee member

Congratulations to Yann Martel, who became a Companion of the Order of Canada for “his contributions to literature and for his philanthropic commitment to the betterment of his region.”

Yann is a long-time member of the Saskatoon Community Clinic. He and his wife, Alice Kuipers, also an international best-selling author, joined the clinic shortly after they moved to Saskatoon in 2003. They are strong supporters of the Clinic Foundation, and in 2019 they were featured in one of the Foundation's appeals. In that appeal they said, “... we were lucky to discover the Saskatoon Community Clinic and its model of co-operative primary health care—community-driven, people-centred, team-delivered. This is the way health care should work.”

Yann served as a member of the Saskatoon Public Library Board and for a term as the Writer in Residence at the Library. His many literary awards and achievements include the 2002 Man Booker Prize for Fiction for his third novel, *The Life of Pi*.

Another clinic member, Harold Chapman, was previously honoured as a Member of the Order of Canada in 2017. Harold was recognized for his seven decades of leadership in the co-operative movement.

Dedicated to helping workers take control of their own labour, he organized co-operatives for veterans following the Second



Alice Kuipers & Yann Martel



Harold Chapman

World War and later served as the principal of the Co-operative College of Canada. When Harold was invested, he said he was most proud of his work in developing the college. During his tenure as principal, he taught thousands how to improve their economic well-being through co-operative principles and conducted educational programs throughout Canada and overseas.

Harold published a memoir in 2012, *Sharing My Life: Building the Co-operative Movement*. He reminded clinic members at the 2017 Semi-Annual Meeting that member education is critical to the long-term success of co-operatives. His legacy continues to inspire many and, at 104 years old, he remains an active member of the Saskatoon Community Clinic.



Gifts to the Saskatoon Community Clinic Foundation

In Memory of:

Bette & Roy Atkinson from Bob, Leta, Mike, Patricia, & Wenda Atkinson
Joan & Tom Bell from Scott Bell
Allan Blakeney from Robert Hackett
Marion Brown from Margaret DeFehr
Laurel Chelsom from Noreen Donald & Bryan Tastad, Rita McLeod
Dr. Carla Eisenhauer from Sonja Freiermuth
Jim Fergusson from Angie Fergusson
Laurie Goff from Douglas Maurer
Laurie & Shelley Goff from Terry Goff
Douglas S. Harold from Christine Harold,
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Honouring:

Terry & Dennis Harley and their children, Ann & David Harley from Jean C. Mortin
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Dr. Ewa Olzysynski from John & Nancy Senior, Judy Weenk
Barb Stearn from Judy Weenk

Thank you for your generosity. Donations from November 16, 2021 to February 3, 2022

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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