



# *Primary Health Care*

ANNUAL REPORT 2023/2024

A large, vibrant green leaf is positioned on the left side of the page, extending from the top left towards the bottom center. The leaf's veins are clearly visible, and it has a slightly wavy edge. The background is a solid, medium green color, creating a monochromatic, nature-inspired aesthetic.

# ***Our Hope and Dream***

All Saskatchewan residents have access to integrated and co-operative primary healthcare.

## ***Vision***

Partnering co-operatively for a healthier community.

## ***Mission***

As a health co-operative, our mission is to provide integrated healthcare, social, and educational services to the Regina Community.

## ***Values***

**Respect** – Our environment is welcoming to all.

**Democracy** – Our co-operative model is core to our success.

**Integrity** – Our promise to provide healthcare services is demonstrated by day-to day actions.

**Excellence** – Our services are the best Saskatchewan has to offer.

**Service** – We put the needs of our patients first.

**Collaboration** – Our strategic relationships help foster excellence in our service delivery.

**Advocacy** – For patients, community, and healthcare.

# ***Contents***

Board of Directors Message / **4**

Executive Director Report / **5**

Medical Coordinator Message / **6**

Member Relations Committee / **7**

AGM Guest Panelists / **8**

Lifestyles Department / **9**

Counselling Department / **10 - 11**

Programming Notes / **12**

Growth Fund / **13**

Member Survey Highlights / **14**

Member Survey Results/ **15 - 43**

Financial Statements / **44 - 45**

Clinic News / **46**

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***I'm grateful to my Board colleagues, new and long-serving, for their ongoing commitment to the work of our co-operative clinic.***”

# Board of Directors M E S S A G E

## ***Jim Deane, Board Chair***

Your RCC Board has worked hard to continue to grow patient services at RCC. We have had some significant successes in this regard resulting in the clinic taking in 1,100 new patients. This was a major undertaking and accomplishment, and we are grateful to the physicians and staff of the clinic for working through the intake and providing services to these additional patients. The clinic is continuing to work toward taking on additional patients, and we expect to hear more on that front in the coming months.

The Board continues to work on improving our governance and policy frameworks, and to consider our future related to diversity at the Board level. I'm grateful to my Board colleagues, new and long-serving, for their ongoing commitment to the work of our co-operative clinic.

We look to the management team at RCC to move major improvement agendas, including bringing forth Growth Fund proposals that utilize the generous donations of our members to enhance services and education at the clinic. Last year, we approved nearly \$100,000 of initiatives to improve patient and member offerings. This year, with our major renovations done, we have slowed down a bit on this front out of the need to focus on other priorities, but I expect us to continue to plan for more equipment and service provision through the Clinic's Growth Fund.

The Management Team at the clinic continues to do great work in managing the day to day at the clinic including securing a new collective bargaining agreement with our

CUPE local. It was an arduous but necessary process for both sides to ensure a very positive agreement.

We have recently surveyed our members and we were pleased to see the engagement of many who provided excellent feedback for us. This information will help drive our decisions in the coming months and ensure we are reflecting the needs of our members - a critical part of our co-operative focus. Thank you to those who took the time to respond – we are grateful for this gift of feedback.

Executive Director, Dawn Martin, and I met with the Minister of Health, the Hon. Everett Hindley and the Hon. Tim McLeod, Minister of Mental Health and Addictions, Seniors and Rural and Remote Health. The Ministers asked to tour the clinic, and we arranged for that to happen in March. All in all, very positive meetings, and visibility for the clinic. Also, we continue to enjoy a positive and productive relationship with the Ministry of Health, Connected Care Branch and we work closely with our clinic colleagues to ensure the sustainability of the co-operative health care clinic model. We also met with Opposition MLA's to discuss the Clinic's priorities and Saskatchewan health care delivery in general.

Please consider being a part of the Board or Member Relations Committee to help drive the vision and work of the clinic. It's members who ensure the future of co-operatives like RCC and keep us focused on what matters to our communities. All the best and health to you in the next year!

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***We thank those who have provided donations, both one-time and recurring.***”

# ***Executive Director*** R E P O R T

## ***Dawn Martin, Executive Director***

I am tremendously proud to be part of the RCC team working diligently to provide patient focused care and further the growth of the clinic.

Members of our staff from all departments are involved in quality improvement initiatives which help create improvements and efficiencies allowing us to better serve our patients. Our on-going professional development for staff provides valuable learning and training opportunities to support our staff and provide the best possible care and experience for RCC patients. Professional and staff development opportunities included risk guidelines for alcohol and marijuana use, the advancement of electronic medical records tools, ECG interpretation and updated cardiovascular care, workplace assessment and violence education, trans inclusive healthcare, and information on local human trafficking and how victims can be identified and assisted.

The clinic continues to offer robust practical learning opportunities for many students in many fields of health care along with medical residents. Our staff include physicians, nurse practitioners, registered nurses, social workers, nutritionist, exercise specialist, medical records clerks, and receptionists who host students on a regular basis. Our staff enthusiastically promotes the co-operative philosophy, values, and healthcare model. Students leave with an understanding of the uniqueness of our team-based and integrated approach to primary healthcare.

An integral part of the co-operative model is responding to

the needs of members and patients. Annual surveys allow us to identify the changing needs of our members and patients. The results help us to create educational and health-based programming. In response to our members and patients, we offer a men's mental health group, youth mental health groups, yoga, seniors wellness, and grief and loss support.

Donations in various forms, including legacy gifts along with grants from various agencies, organizations, and foundations, allow us to create new programs and services and maintain those that are on-going. Programming is an important part of our co-operative philosophy as it not only supports the needs and interests of our members and patients but also of the Regina community. We thank those who have provided donations, both one-time and recurring.

The FASD Network, our on-site neighbours, continues to provide essential support to clients through drop-in services, and evening youth and adult peer groups. It is a joy to see first-hand the welcoming and compassionate environment created by their staff along with their educational programs to raise awareness of Fetal Alcohol Spectrum Disorder in both the professional and lay communities in Regina.

We are grateful to have continued providing healthcare as a co-operative for just over sixty-two years. Our existence is a testament to the viability and relevancy of healthcare co-operatives. I also want to commend the extraordinary dedication and commitment of our medical team and all of our employees who provide care and work within this model, and of course the unwavering support of our members and patients.

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***Each individual role is important within our patient medical care model.*** ”

# Medical Coordinator MESSAGE

**Dr. Robin McMaster MD, CCFP, FCFP**

The Regina Community Clinic continues to grow with the intake of new patients which occurred over the last year along with other changes to help improve patient flow and access to care. Renovations added more exam rooms, improved other workspaces, and patient areas.

There is a solid shared commitment from the management team and medical providers to engage in continuous quality improvement processes. There is considerable ongoing work to procure grants to fund special projects which benefit patients, members, providers, and the Regina community as well. These are exciting times!

Of course, significant changes and growth evolve with growing pains. I am grateful to all our hardworking team members from all departments, who continue to navigate these challenges. Each individual role is important within our patient medical care model.

This year, we welcome a new physician, Dr. Yusra Taufique, and a new NP, Delaney Ward, to our team of

providers. Also, we wish Dr. Cheryl Zagozeski the very best in retirement this spring! Dr. Zagozeski has practiced medicine since 1985 and worked at the RCC in the early years. After a full career at the Academic Teaching Unit, she returned, and has been part of our team for the last ten years. She is highly esteemed by her colleagues not only as a mentor for problem solving within clinical practice, but also for her insight and support with managing the highs and lows of practicing comprehensive Primary Care in an ever-evolving healthcare environment. We love her and will miss her.

On a personal note, I wish to thank my colleague, Dr. Joan Hamilton, for taking over the Medical Coordinator role last year when I stepped away for nine months to reflect and regroup after the peak of the pandemic. I look forward to continuing to work in both roles as Primary Provider to my patients and as a resource to the RCC during this momentous period of the evolution of Primary Care in our province.

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***The clinic regularly surveys its membership to understand their perspectives.***

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# ***Member Relations*** C O M M I T T E E

## ***Penny Anderson, Committee Chair***

As a co-operative, the Regina Community Clinic relies on democratic member control to guide the direction of the clinic through an elected Board of Directors. The Member Relations Committee is a team of board Directors and co-operative members-at-large who work together to encourage active membership in our co-operative.

Active membership in the co-operative ranges from voting at the Annual General Meeting to attending education and information sessions hosted by the clinic. Active members share their ideas, thoughts, and interests so the co-operative can best represent its membership. The Member Relations Committee provides assistance to the clinic management team to identify member wants, needs, and expectations and to create opportunities for member participation.

The clinic regularly surveys its membership to understand their perspectives. The Member Relations Committee uses the results of member and results will be used in the next fiscal year to develop the committee's workplan.

Last year, the Member Relations Committee worked with clinic staff to host two member connection events. The October 2023 event was held in conjunction with Saskatchewan Co-operatives Week and celebrated the clinic's 60th anniversary and showed off the clinic renovations and upgrades. The second member connection event was held in February 2024 and featured Dr. Janet Tootoosis as a guest speaker.

The Member Relations Committee is looking for input from the clinic membership and will put out calls for participation through committee work, surveys, and member engagement forums throughout the year. We are grateful for the time our volunteers put in to the committee, and always welcome feedback and ideas from the membership.

# Guest Panelists

## ANNUAL GENERAL MEETING



**Dr. Tom McIntosh** is Associate Dean (Research and Graduate) in the University of Regina Faculty of Arts and Professor in the Department of Politics and International Studies. He is also a researcher with the Saskatchewan Population Health and Evaluation Research Unit (SPHERU). His research focuses on Canadian politics and policy and, more specifically on health care, population health and Canadian intergovernmental relations.

He has worked for governments at the local, provincial, and national level (including as the Research Coordinator for the Commission on the Future of Health Care in Canada) and as the Director of the Health Network for the Canadian Policy Research Networks (CPRN). He joined the University of Regina in 2002.

He is the author/editor of nine books, including, "The Governance of Health Care in Canada" and "Redistributing Health". He has published articles in *Critical Public Health*, *The Canadian Political Science Review*, *Healthcare Papers*, *Health Reform Observatory*, *The Canadian Journal of Public Health*, and *The Lancet*.

He teaches in the areas of Canadian politics, health politics, political economy, Canadian Public Policy and global health.



**Dr. Cheryl Camillo** is an Associate Professor at the Johnson Shoyama Graduate School of Public Policy, University of Regina. She is an interdisciplinary scholar-practitioner with over 25 years of success in developing and implementing solutions to real-world social policy and governance problems. During her career, she has served in most roles of the public policymaking process, including senior federal policy advisor, public health insurance program executive, program evaluator, policy analyst and advocate.

In performing person-centered and practice-informed research, supervising students, teaching, and disseminating knowledge Camillo seeks to facilitate understanding for the purposes of furthering the development and implementation of policy that will enhance population health.

Born and raised on Canada's border in Buffalo, New York, Cheryl's research focuses on health system and policy reforms within federal states. She actively promotes the exchange of ideas and lessons across national and subnational borders, including by convening state and provincial health systems leaders to discuss delivery system reforms and ways to collaborate to reduce pharmaceutical costs. A 2015-2016 U.S. - Canada Fulbright Fellow, she serves on the Fulbright Canada Alumni Advisory Board.



**Dr. Coralie Darcis** is a Houston Family Research Fellow and will be working in collaboration with JSGS and the Canadian Centre for the Study of Co-operatives on a large-scale qualitative and quantitative study aimed at evaluating a co-operative community clinic model.

Dr. Coralie Darcis is a sociologist interested in healthcare systems governance, community-based healthcare initiatives, and health network governance and coordination. Coralie earned her PhD in Social and Political Sciences at the University of Liège, Belgium.

Her thesis, "Keeping the myth alive: Network coordinators facing the challenges of public action in the Belgian mental health sector," focused on the new mental health policies in Belgium, the new governance structures they introduced into the field, the (new) stakeholders and the relationships between them, and, more broadly, the type of change they induced.

As a Houston Family Research Fellow, Dr. Darcis will be taking part in a large-scale qualitative and quantitative research aiming at evaluating the Co-operative Community Clinic Model project, which involves comparison of the standard physician-led model of primary care in Saskatchewan with a team-based approach, embedded in a co-operative business model.

# Lifestyles

## DEPARTMENT

### **Allura Weber – Exercise Department**

The Exercise Department has seen a significant increase in referrals over the past year and has been thriving. Allura has supervised five kinesiology students over the past year, and they all have offered unique perspectives and practices to the department.



**Allura Weber BKin CSEP-CEP**  
Recipient of the University of Regina  
Outstanding Fieldwork Agency Award. We  
are very proud of Allura for her achievement.

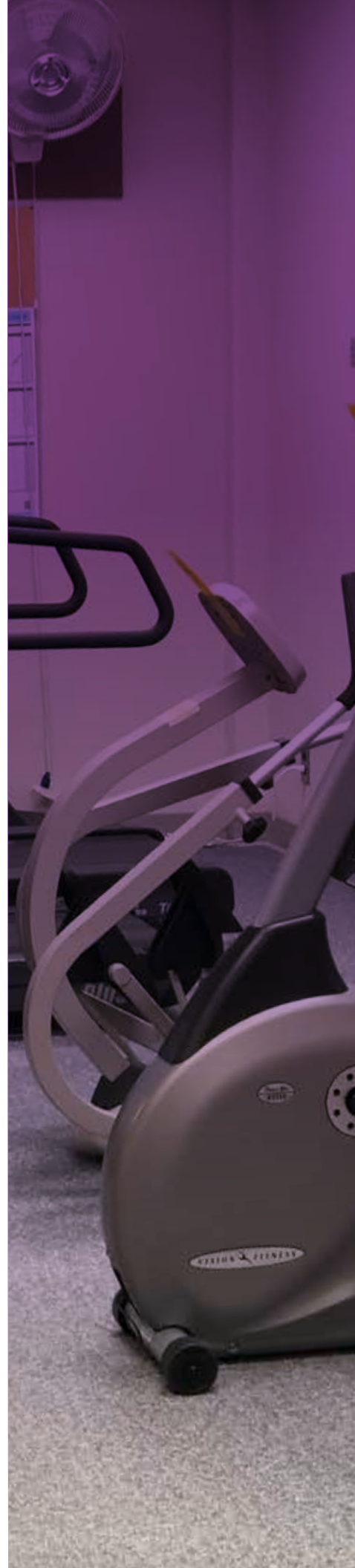
In March 2024, the Regina Community Clinic won the “Outstanding Fieldwork Agency” award from the Faculty of Kinesiology for Allura’s work and great success in mentoring students.

In January 2024, Allura and one of her kinesiology students partnered with the Saskatchewan Health Authority and the Fort Qu’Appelle Legion to a wellness and rehabilitation program for individuals with Chronic Obstructive Pulmonary Disease. She will be running the same program in Indian Head this May and June.

Also, Allura is working with senior counsellor, Lindsay Gareau, running the Seniors Coffee: Chat and Check-In group. Several of Allura’s kinesiology students have made presentations to the group. Allura continues to teach a group fitness class twice a week at the Eastview Community Center.

### **Submitted by Heather Dzioba, MSc (Nutr), RSD**

The Nutrition Department has seen an increase in referrals over the past year. The nutritionist, Heather Dzioba, has found some time to get out of the building and into the community. She has presented to newcomers at Regina Public Library, public high school students, residents of a Personal Care Community, Regina Immigrant Women, CNIB Foundation, and at a virtual health fair for Regina and Saskatoon Open Door Society. In the Clinic, Heather presented at our Senior’s Coffee and Chat. She has supervised a few Nutrition students from the University of Saskatchewan this year. A film crew came to RCC to film a session with the nutritionist, a counselor, and a client for a documentary on eating disorders funded by Bridgepoint Center for Eating Disorders...stay tuned for the release date!



# Counselling DEPARTMENT

***Heather Davidson, Senior Counsellor***

The counselling team has had a steady increase of referrals in addition to new patients welcomed to the clinic. We are enjoying some stability with staffing in our department, which allows for better continuity of care reinforcing the patient-centered approach of the Regina Community Clinic. We continue to offer in person and teletherapy as requested by clients and work diligently to manage our waitlist in a timely manner.

There were several groups offered in the last year: men's group, a kids' group, pre-teen and teen groups, and a seniors' group. These groups have allowed us to reach out further into the community to provide service to all age groups to our patients, members, and the Regina community. All of these can be found on the RCC website for registration. We continue to provide a rich learning environment to our Social Work practicum students helping them to achieve their learning objectives, build skills, and provide opportunities to connect with professionals within RCC and out in the community.



*"Your mental health journey is unique to you. Celebrate the progress you've made and don't be afraid to ask for help when you need it."* We are a dynamic team willing to work with you through your struggles and celebrate your triumphs.

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***We are a dynamic team willing to work with you through your struggles and celebrate your triumphs.***

”



As part of our commitment to continuing education for our staff, our most recent **“Lunch and Learn”** featured a presentation by Regina City Police. The presentation focused on raising the awareness of **the prevalence and signs of human trafficking**. We are grateful to have learned more about this sensitive and challenging trend.



# Programming NOTES

## Men's Mental Health Group

*Facilitator - John Mitchell, Registered Psychiatric Nurse (RPN, RN, BSN, MSc).*

The group meets once monthly, every 3rd Wednesday evening.

**Free of charge.**

**The group averages 8 participants per month**

**Started: June 2023**

**Held once monthly**

## Youth and Adolescence Mental Health Group

*Facilitators: Tanya Wienberger, RN; Tanya Pivovar, BA, BSW, MSW. RSW.*

The group provided a safe and supportive environment for adolescents. They have an opportunity to discover and celebrate themselves and what they are capable of as individuals. They allow them to feel comfortable in their identity, their skills, and empower them to walk through this ever-changing world with ease.

Each group session consists of a check-in, discussion of theme, an engaging activity and meaningful interactions in a small group. Other activities have included art, cooking, games, etc. Each participant was provided with a journal, which they may use however their heart desires.

**Free of charge.**

**The group averages 5 to 10 participants per week**

**Started: September 2023**

**Held weekly**

## Grief Solace Circle

*Facilitator: Wanda Gronhovd, retired RN, author, and grief facilitator.*

Grief Solace Circle is a support group for adults who are grieving. The group offers support for all types of loss including major life changes, loss of relationships, death of a loved one, loss of a job, or loss of health, as some examples. The circle provides a space in which participants feel safe to share their experiences and feelings as well as offer tools to help others process their grief. This group offers a place where there is permission to grieve.

**Free of charge.**

**The group averages 5 participants per month**

**Started: December 2023.**

**Held once monthly**

## Senior's Coffee - Chat and Check-In

*Facilitators: Lindsay Gareau, MSW, RSW; Allura Weber, BKin, CSEP-CEP.*

The seniors groups provide a comfortable and supportive environment to encourage social connection. The group's activities include cognitive and memory enriching games, wellness topics, healthy snacks and beverages, and opportunity to meet other seniors.

Guest speakers are featured once monthly.

**Free of charge.**

**The group averages 10 to 15 participants weekly**

**Started: September 2023**

**Held once weekly**

## Yoga

*Instructor, Jayme Fenwick Noon hour yoga classes adaptable to all levels.*

**Fee \$100.**

**Classes average 5 to 10 participants**

**Started: May 2023**

**Each session consists of 10 weekly classes**

# Growth Fund

***Many of the services and programs at the Regina Community Clinic are made possible by generous donations from members and supporters.***

Your contributions are invaluable to our clinic and help us provide our patients and members with various educational and health related services and programs, in addition to improvements to our clinic. Funds are raised through membership fees and donations. All expenditures must be approved by the Board of Directors and reported to members at each AGM. If you wish to donate, please visit [www.reginacommunityclinic.ca](http://www.reginacommunityclinic.ca) and choose the Donate tab. Donations are tax-deductible.

## **Growth Fund Utilization Update – 2023/24**

- Second stage of vinyl signage on first floor plus upstairs logo: **\$4,700**
- Painting Refresh on Second Floor (not gym): **\$20,680** (supplies and labour)

## **Total Growth Fund utilized 2023/24:**

- **\$25,380** (all previously approved by Board – no new proposals since April 2023)

## **Current Growth Fund Status**

- **\$105,153** in Growth Fund (as at March 31, 2024)

## ***A Note of Gratitude...***

The Regina Community Clinic is both a registered non-profit and charitable organization. We wish to take this opportunity to express our gratitude to our donors of 2023. **We received \$29,418 in donations.** Your continued support is truly appreciated. It is a tremendous help to purchase and replace essential medical equipment, make improvements to the clinic, and to continue to provide services and educational programming for our patients, members, and the Regina Community. ***Thank You!***

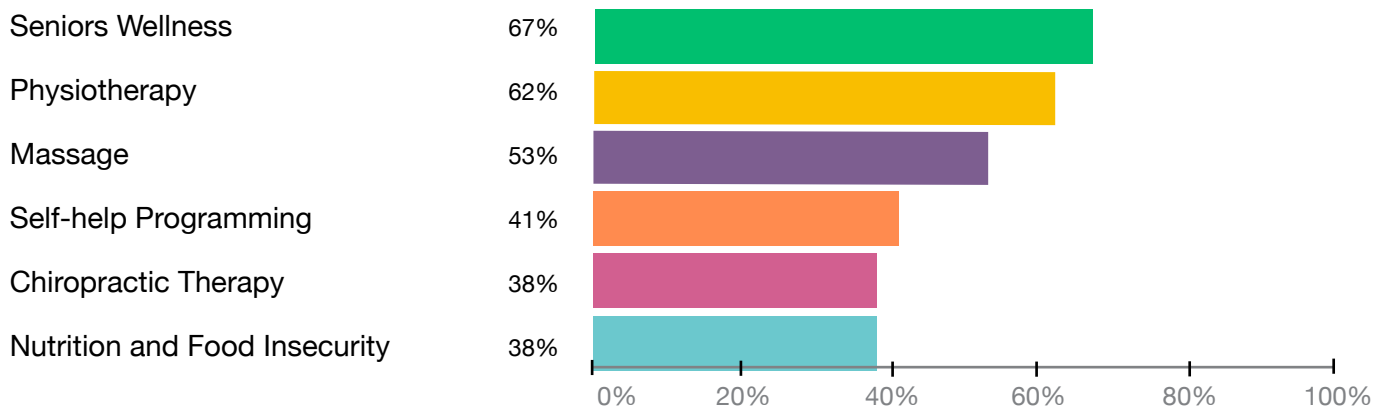


# Member Survey Highlights

J A N U A R Y 2 0 2 4

- Over 70% of recent applicants took a membership hoping to obtain patient status.
- Equal number of memberships held for less than 1 year and memberships held over 20 years.
- Members would like more information about co-operatives. The majority of responses at %.
- Majority prefers information through email, i.e., Bulletin.
- Topics of interest: Co-operators Benefits and Health Information/ Resources.
- 70% of respondents are patients at the clinic; just under 30% participate in services through the Lifestyles Department.
- 70% of respondents uninterested in joining committees/Board.
- 96% of members want to and are satisfied with receiving Clinic news via email.

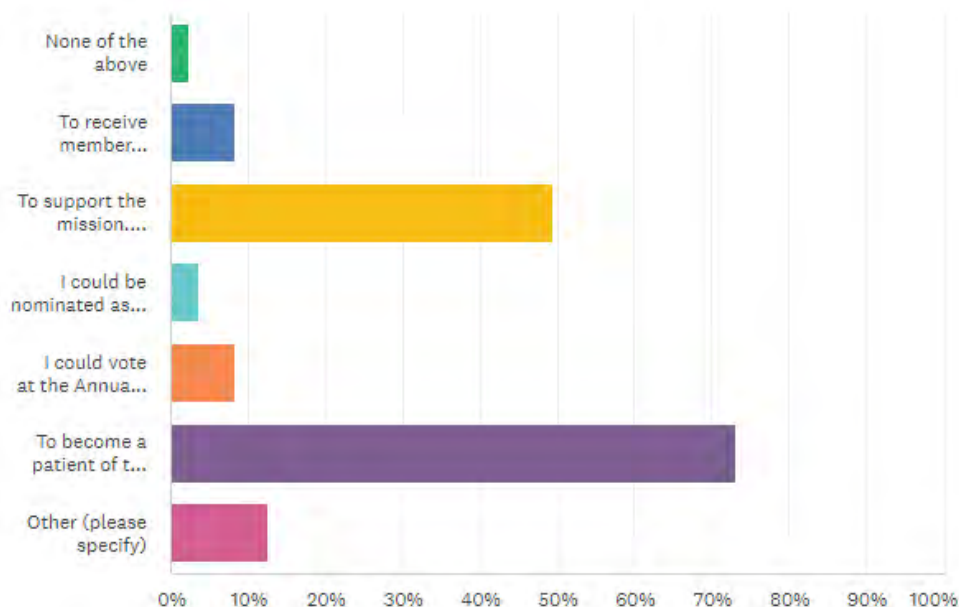
## TOP 6 SERVICES NEW AND CONTINUED:



# Q #1

Why did you initially choose to be a member of our co-operative? Check all that apply.

Answered: 168 Skipped: 0

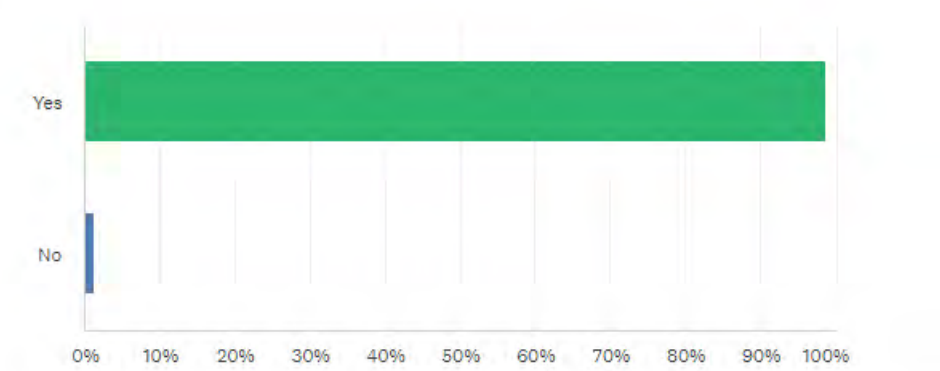


ANSWER CHOICES	RESPONSES	
None of the above	2.38%	4
To receive member discounts on clinic services for which there is a fee	8.33%	14
To support the mission, philosophy and values of our co-operative	49.40%	83
I could be nominated as a Board Director	3.57%	6
I could vote at the Annual General Meeting	8.33%	14
To become a patient of the clinic	73.21%	123
Other (please specify)	12.50%	21
Total Respondents: 168		

Q #2

Are you aware the Regina Community Clinic is a healthcare co-operative?

Answered: 168    Skipped: 0

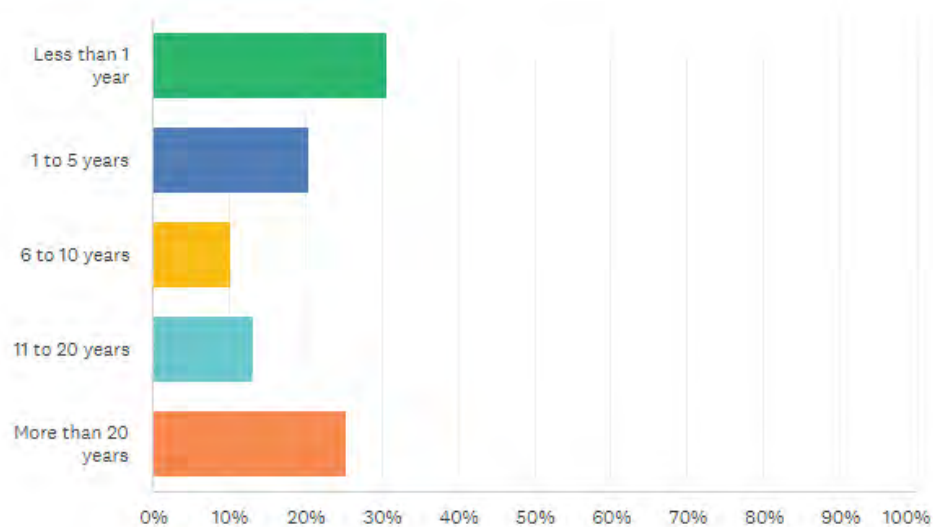


ANSWER CHOICES	RESPONSES	
Yes	98.81%	166
No	1.19%	2
TOTAL		168

Q #3

How long have you been a member of the clinic?

Answered: 166    Skipped: 2

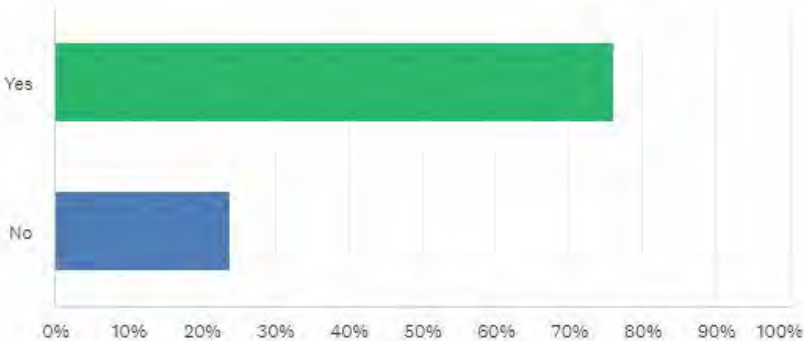


ANSWER CHOICES	RESPONSES
Less than 1 year	30.72%51
1 to 5 years	20.48%34
6 to 10 years	10.24%17
11 to 20 years	13.25%22
More than 20 years	25.30%42
TOTAL	166

Q #4

Are you currently a patient of the Clinic?

Answered: 168    Skipped: 0

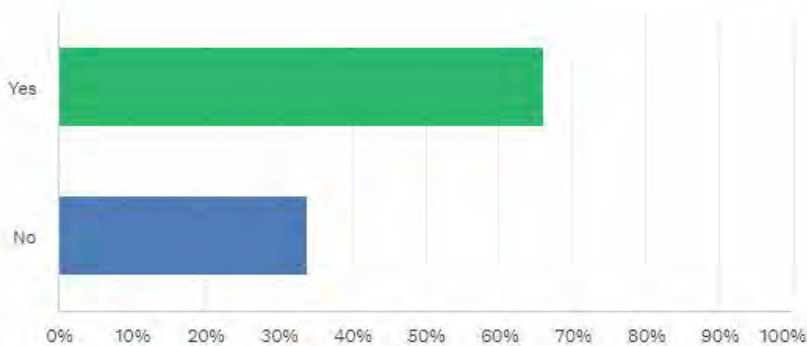


ANSWER CHOICES	RESPONSES	
Yes	76.19%	128
No	23.81%	40
TOTAL		168

Q #5

Before you became a co-operative member, were you aware the RCC existed?

Answered: 168    Skipped: 0

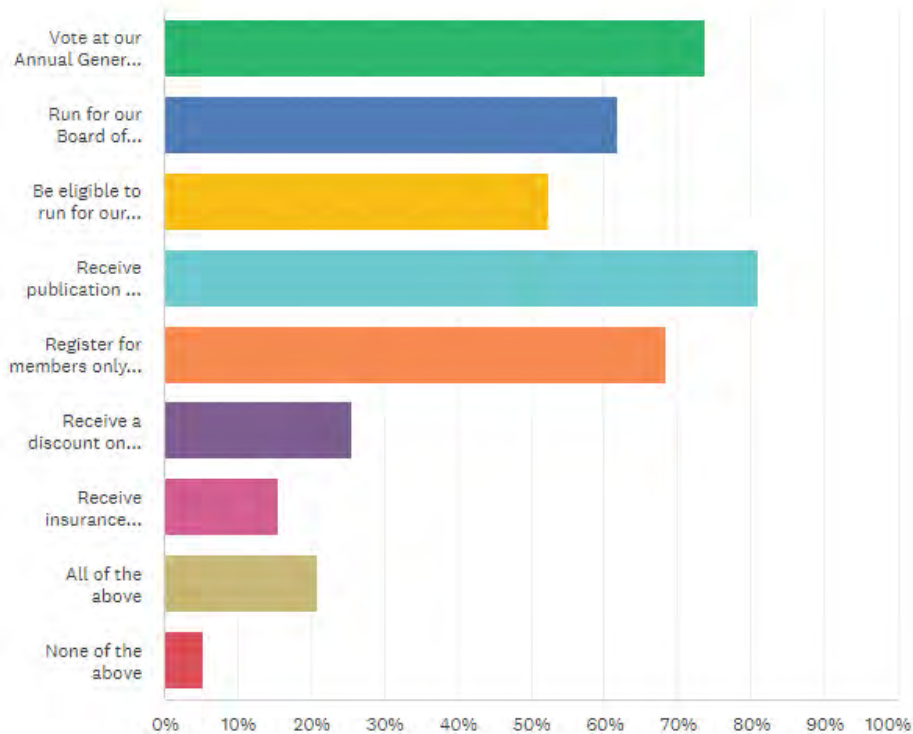


ANSWER CHOICES	RESPONSES	
Yes	66.07%	111
No	33.93%	57
TOTAL		168

## Q #6

Which benefits are you aware that your membership provides? Check all that apply.

Answered: 168 Skipped: 0

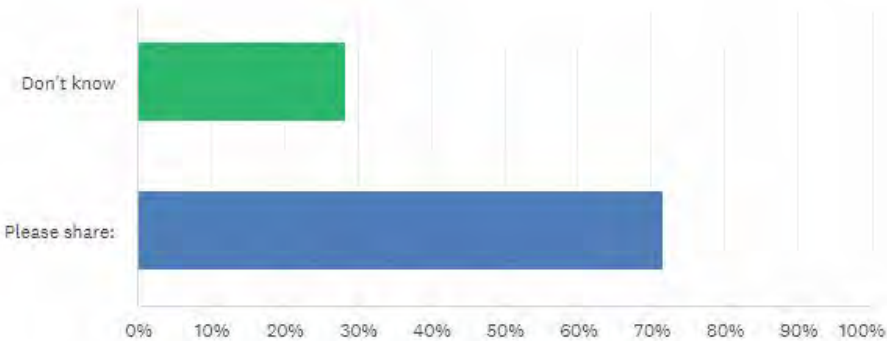


ANSWER CHOICES	RESPONSES	
▼ Vote at our Annual General Meeting	73.81%	124
▼ Run for our Board of Directors	61.90%	104
▼ Be eligible to run for our committees	52.38%	88
▼ Receive publication and correspondence regarding clinic news, programs, services, and events	80.95%	136
▼ Register for members only educational programs, events, and classes	68.45%	115
▼ Receive a discount on select programs, events, and classes	25.60%	43
▼ Receive insurance benefits/discounts from The Co-operators	15.48%	26
▼ All of the above	20.83%	35
▼ None of the above	5.36%	9
Total Respondents: 168		

Q #7

Please indicate how membership with us benefits you?

Answered: 159 Skipped: 9



ANSWER CHOICES	RESPONSES	
Don't know	28.30%	45
Please share:	Responses 71.70%	114
TOTAL		159

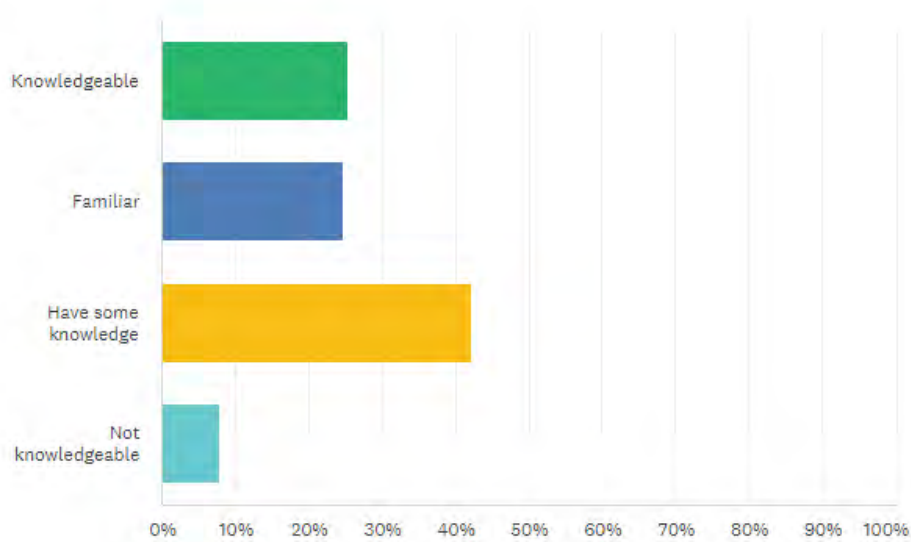
“It makes me feel like I’m a participant in an organization that cares about my health and benefits the community.”

Survey comment, Anonymous

Q #8

How would you rate your knowledge of the co-operative model and philosophy?

Answered: 166    Skipped: 2

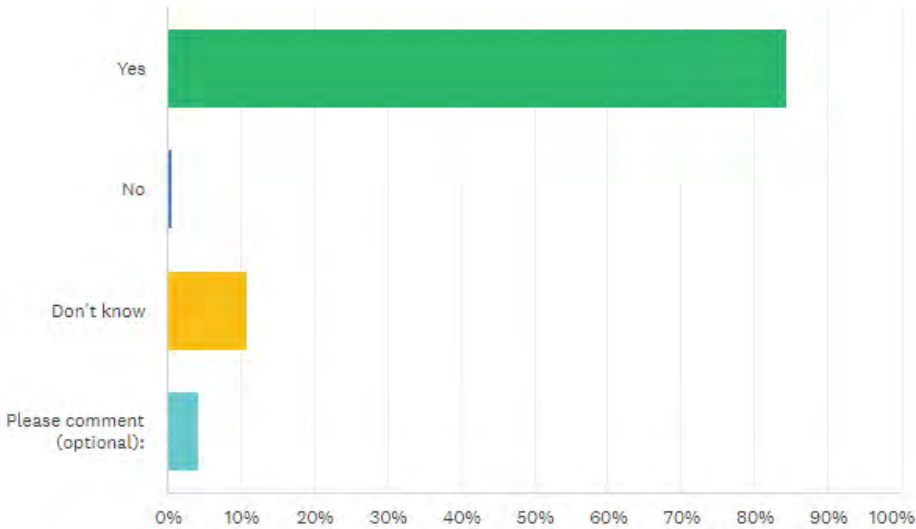


ANSWER CHOICES	RESPONSES	
Knowledgeable	25.30%	42
Familiar	24.70%	41
Have some knowledge	42.17%	70
Not knowledgeable	7.83%	13
TOTAL		166

Q #9

Do the values and philosophy of our healthcare co-operative align with your personal beliefs and values?

Answered: 166    Skipped: 2

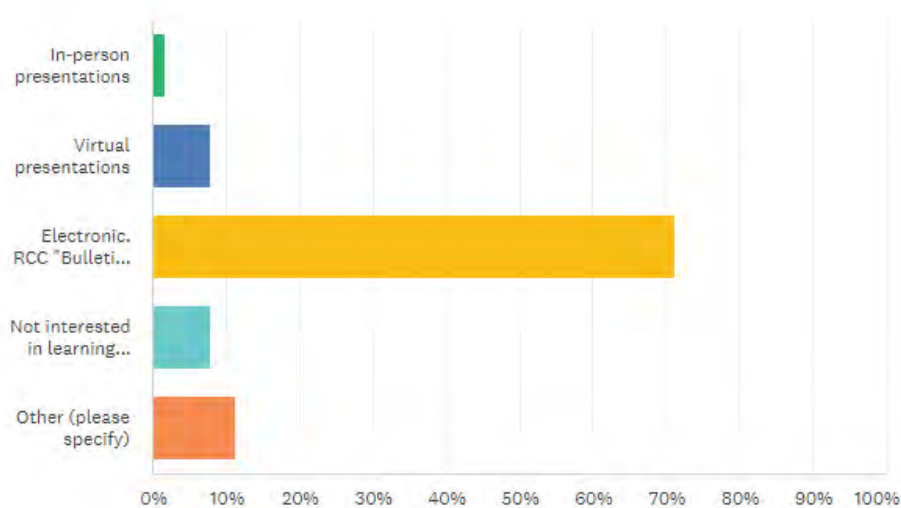


ANSWER CHOICES	RESPONSES	
Yes	84.34%	140
No	0.60%	1
Don't know	10.84%	18
Please comment (optional):	<a href="#">Responses</a> 4.22%	7
TOTAL		166

## Q #10

How would you prefer to learn more about co-operatives? Check all that apply.

Answered: 167 Skipped: 1

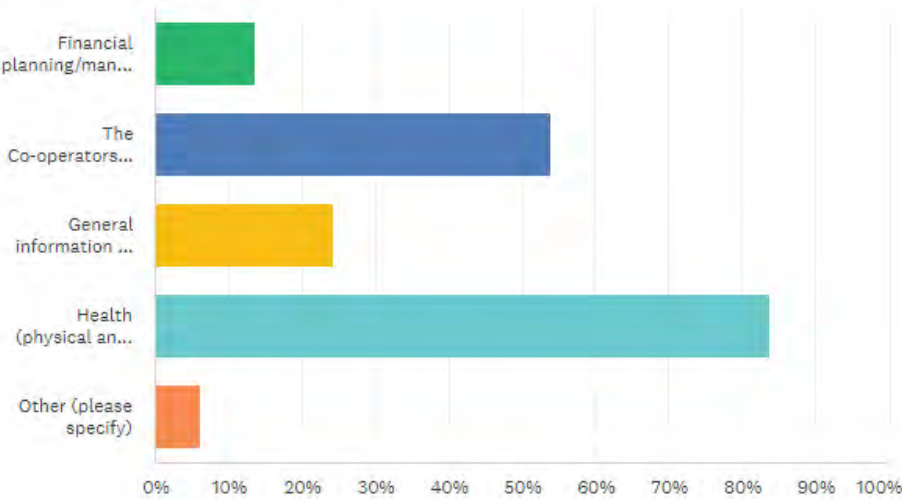


ANSWER CHOICES	RESPONSES	
▼ In-person presentations	1.80%	3
▼ Virtual presentations	7.78%	13
▼ Electronic. RCC "Bulletin, social media posts, and our website	71.26%	119
▼ Not interested in learning about co-operatives	7.78%	13
▼ Other (please specify)	Responses 11.38%	19
<b>TOTAL</b>		<b>167</b>

Q #11

As a member, please indicate which topics you wish to learn more about. Check all that apply.

Answered: 161 Skipped: 7

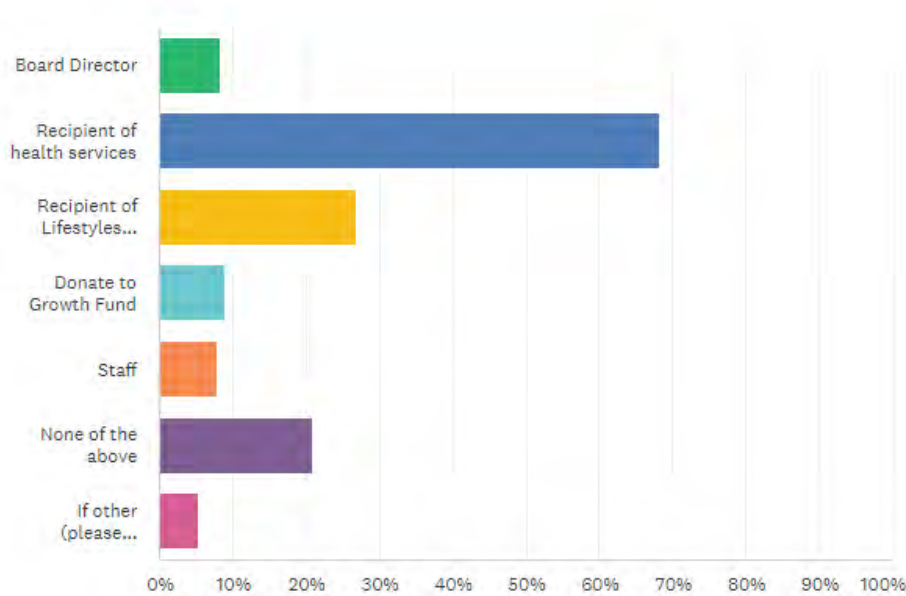


ANSWER CHOICES	RESPONSES	
Financial planning/management	13.66%	22
The Co-operators benefits and discounts for members	54.04%	87
General information on co-operatives	24.22%	39
Health (physical and mental) topics/presentations	83.85%	135
Other (please specify)	Responses 6.21%	10
Total Respondents: 161		

Q #12

In what ways have you been or are involved with Clinic? Check all that apply.

Answered: 167    Skipped: 1

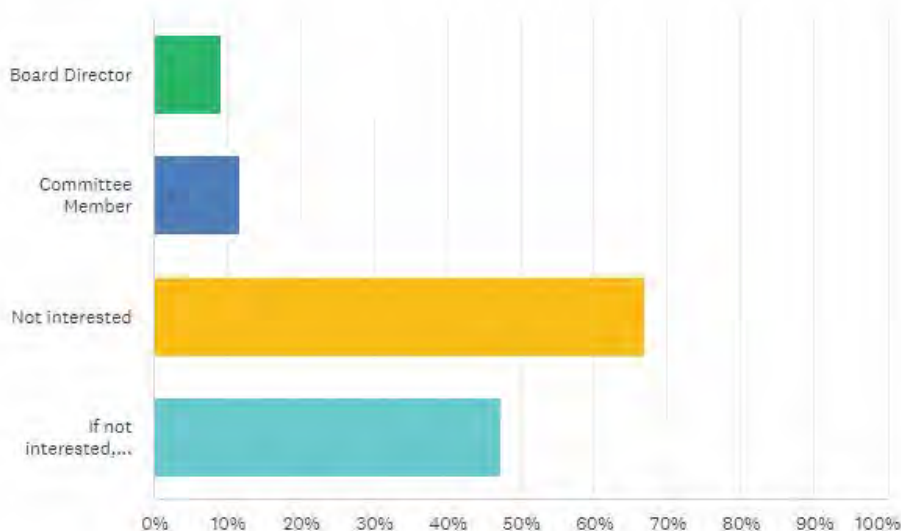


ANSWER CHOICES	RESPONSES	
Board Director	8.38%	14
Recipient of health services	68.26%	114
Recipient of Lifestyles services	26.95%	45
Donate to Growth Fund	8.98%	15
Staff	7.78%	13
None of the above	20.96%	35
If other (please specify)	Responses 5.39%	9
Total Respondents: 167		

## Q #13

Would you consider volunteering as Board Director or committee member? If you are interested in volunteering, please email Katherine at [rccmember@reginacommunityclinic.ca](mailto:rccmember@reginacommunityclinic.ca) Check all that apply.

Answered: 163 Skipped: 5

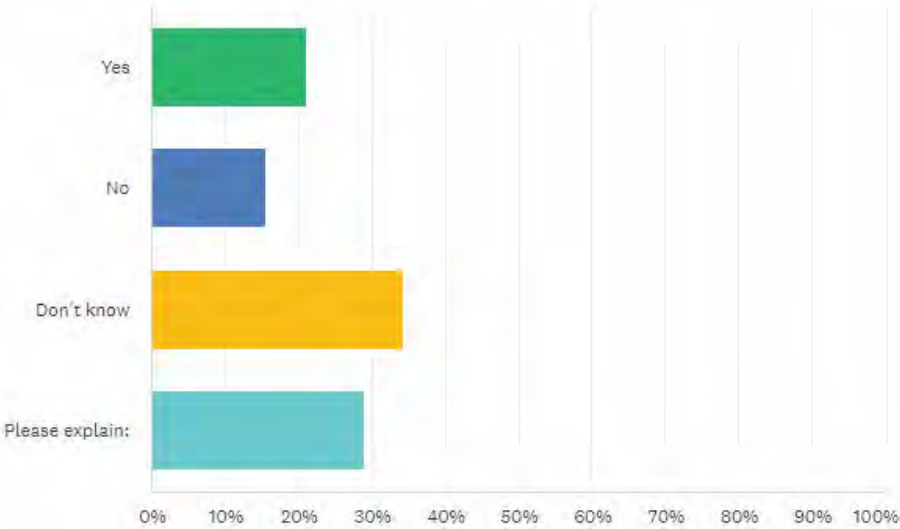


ANSWER CHOICES	RESPONSES	
Board Director	9.20%	15
Committee Member	11.66%	19
Not interested	66.87%	109
If not interested, please explain:	Responses 47.24%	77
Total Respondents: 163		

Q #14

Should we extend our clinic hours or provide walk-in services?

Answered: 166   Skipped: 2

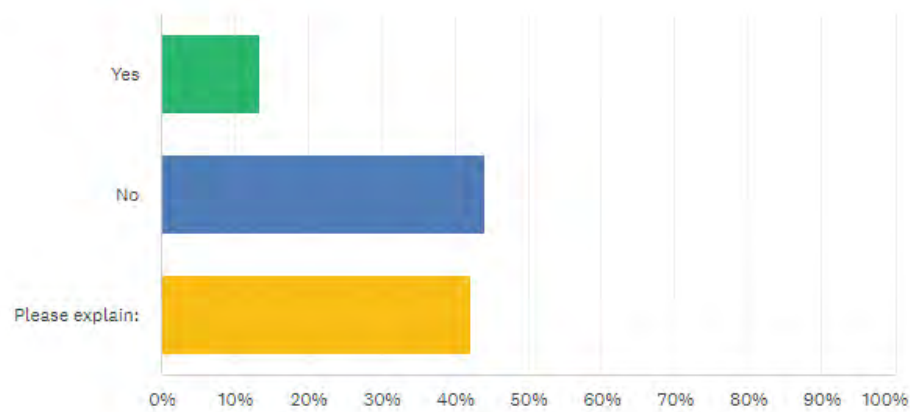


ANSWER CHOICES	RESPONSES	
Yes	21.08%	35
No	15.66%	26
Don't know	34.34%	57
Please explain:	Responses 28.92%	48
TOTAL		166

Q #15

If extended clinic hours or walk-in services were provided, should these be offered to the public (non-patients)?

Answered: 156   Skipped: 12

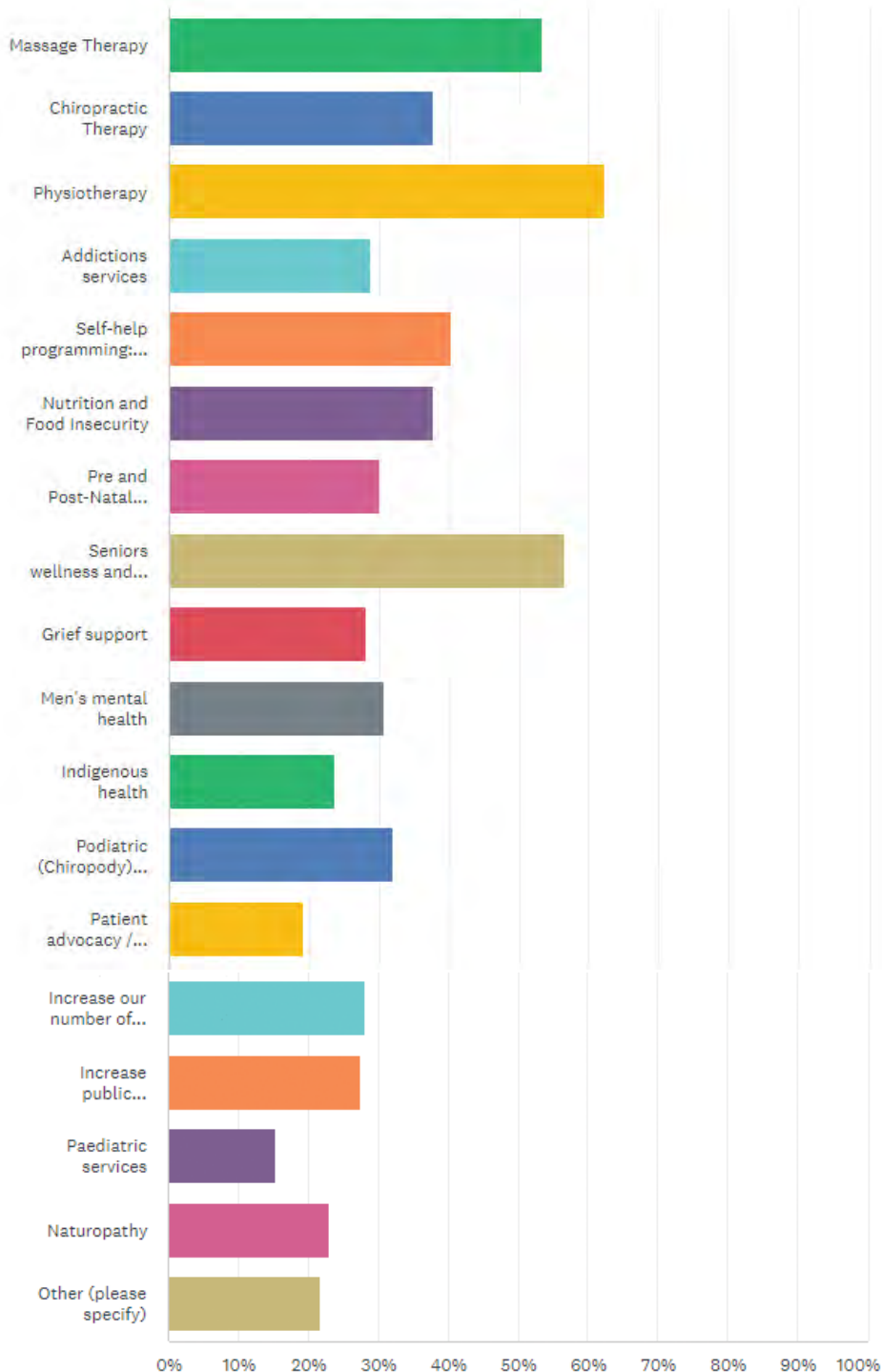


ANSWER CHOICES	RESPONSES
Yes	13.46%21
No	44.23%69
Please explain:	Responses42.31%66
TOTAL	156

## Q #16

We would appreciate your input to help us design our upcoming strategic plan. In the next 5 years, what services and/or direction would you suggest to better serve our members and patients. (some may require fee for service). Check all that apply.

Answered: 156 Skipped: 12



ANSWER CHOICES	▼	RESPONSES	▼
▼ Massage Therapy		53.21%	83
▼ Chiropractic Therapy		37.82%	59
▼ Physiotherapy		62.18%	97
▼ Addictions services		28.85%	45
▼ Self-help programming: For example, how to take your blood pressure at home, First Aid Tips		40.38%	63
▼ Nutrition and Food Insecurity		37.82%	59
▼ Pre and Post-Natal programs: Fitness, mental health		30.13%	47
▼ Seniors wellness and social groups		56.41%	88
▼ Grief support		28.21%	44
▼ Men's mental health		30.77%	48
▼ Indigenous health		23.72%	37
▼ Podiatric (Chiropody) services		32.05%	50
▼ Patient advocacy / mobile outreach		19.23%	30
▼ Increase our number of partnerships - collaboration of services		28.21%	44
▼ Increase public visibility – promote history and benefits of co-operative healthcare, viability of co-operative healthcare		27.56%	43
▼ Paediatric services		15.38%	24
▼ Naturopathy		23.08%	36
▼ Other (please specify)	Responses	21.79%	34
Total Respondents: 156			

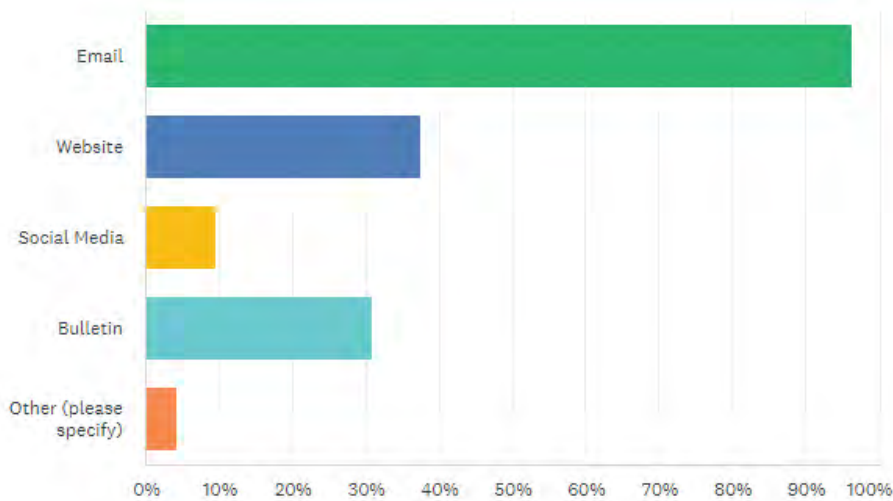
“There are more services available, the nature of a co-operative that works together for the good of all is better for the good of all.”

Survey comment, Anonymous

Q #17

How do you prefer to receive information about the Clinic? Check all that apply.

Answered: 168    Skipped: 0

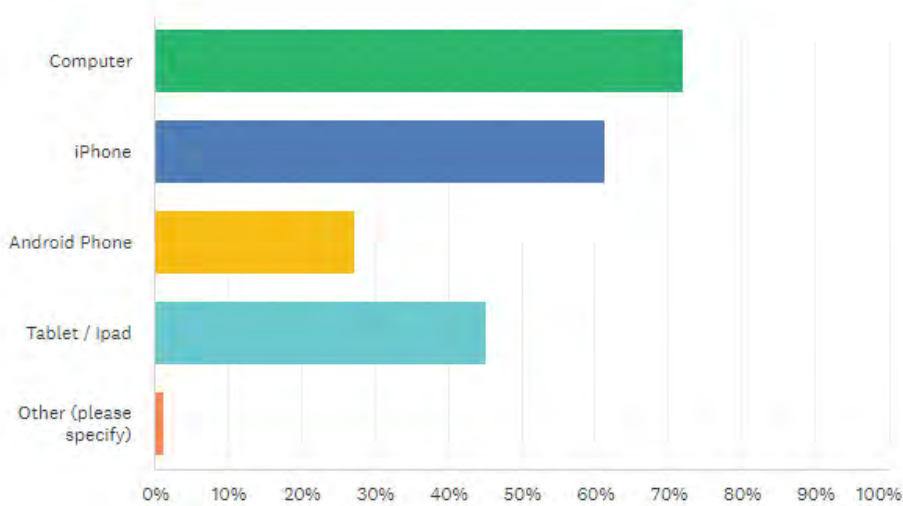


ANSWER CHOICES	RESPONSES	
▼ Email	96.43%	162
▼ Website	37.50%	63
▼ Social Media	9.52%	16
▼ Bulletin	30.95%	52
▼ Other (please specify)	Responses 4.17%	7
Total Respondents: 168		

Q #18

What type of electronic device do you use? Please check all that apply.

Answered: 168   Skipped: 0

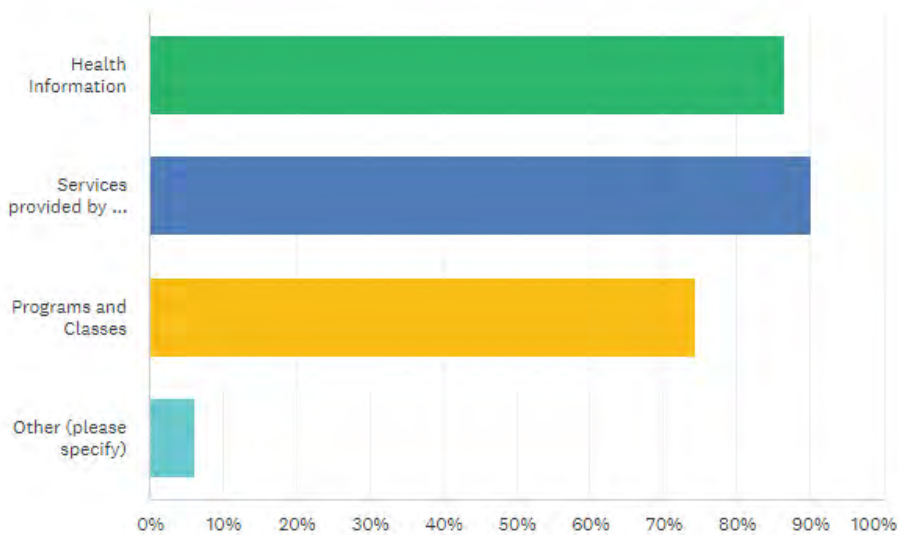


ANSWER CHOICES	RESPONSES	
Computer	72.02%	121
iPhone	61.31%	103
Android Phone	27.38%	46
Tablet / Ipad	45.24%	76
Other (please specify)	Responses 1.19%	2
Total Respondents: 168		

Q #19

What information do you look for, find useful, and interesting? Check all that apply.

Answered: 164   Skipped: 4

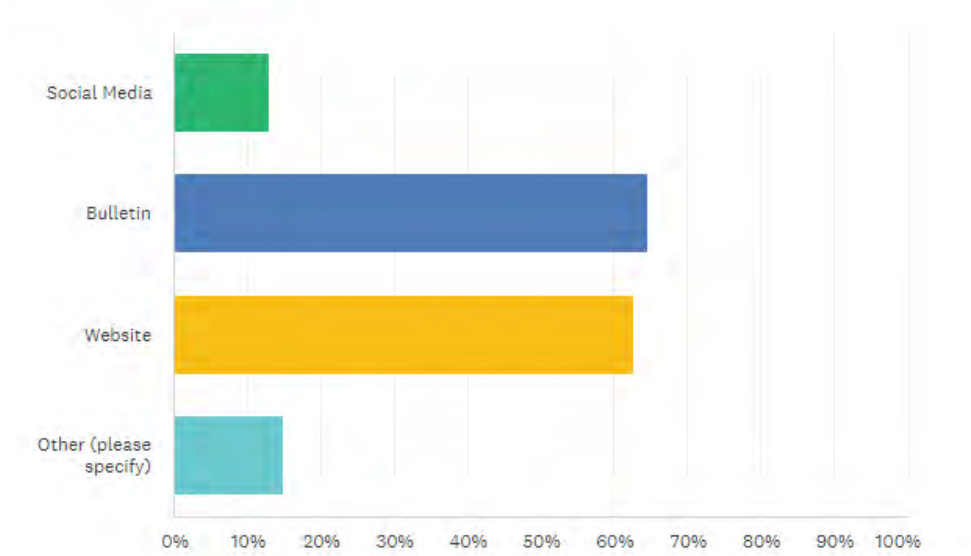


ANSWER CHOICES	RESPONSES	
Health Information	86.59%	142
Services provided by the Clinic	90.24%	148
Programs and Classes	74.39%	122
Other (please specify)	Responses 6.10%	10
Total Respondents: 164		

Q #20

Where do you read/find information about the clinic? Check all that apply.

Answered: 161   Skipped: 7

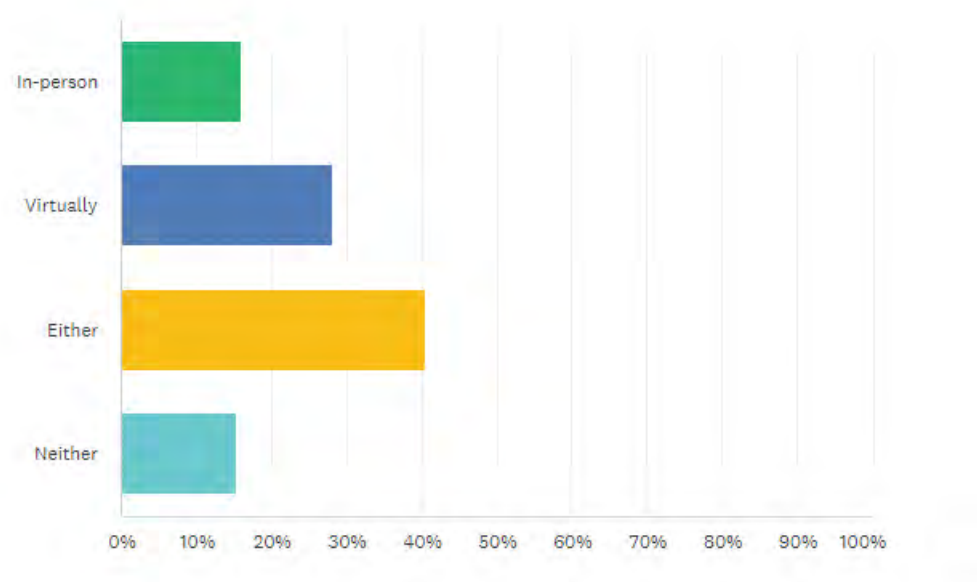


ANSWER CHOICES	RESPONSES	
Social Media	13.04%	21
Bulletin	64.60%	104
Website	62.73%	101
Other (please specify)	Responses 14.91%	24
Total Respondents: 161		

Q #21

How do you prefer to participate in clinic events and/or meetings?

Answered: 163    Skipped: 5

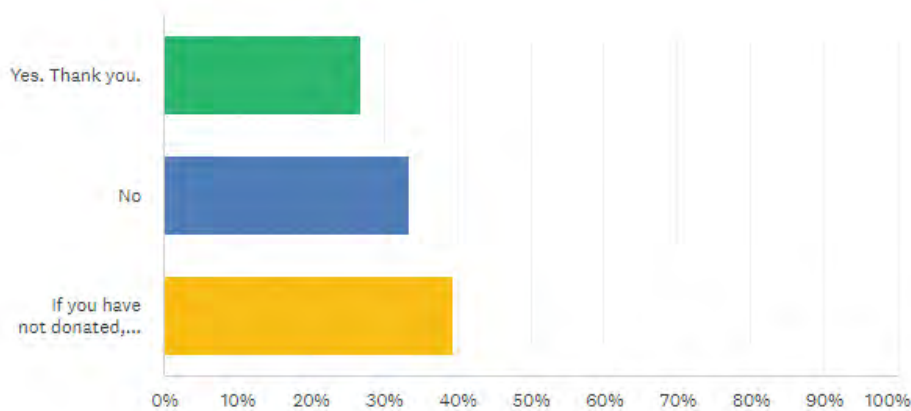


ANSWER CHOICES	RESPONSES
In-person	15.95%26
Virtually	28.22%46
Either	40.49%66
Neither	15.34%25
TOTAL	163

Q #22

Have you donated to the Regina Community Clinic in the past?

Answered: 167   Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes. Thank you.	26.95%	45
No	33.53%	56
If you have not donated, please explain: was not aware, not interested, rather not say.	39.52%	66
TOTAL		167

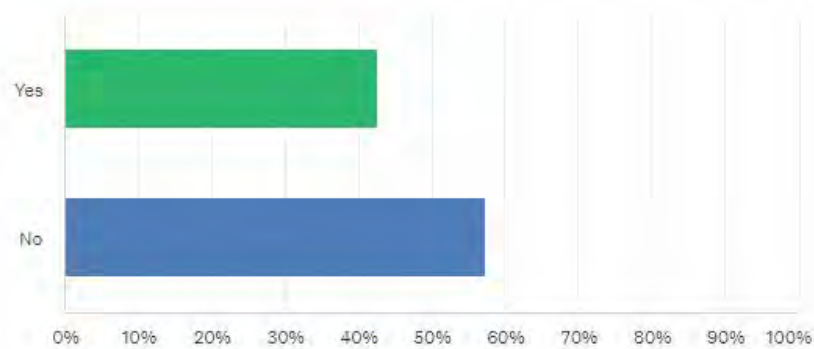
“My membership supports the Clinic’s mission, vision, and values as a community owned Co-op.”

Survey comment, Anonymous

Q #23

Are you aware you can receive a tax-deductible receipt for your donation to the clinic?

Answered: 162   Skipped: 6

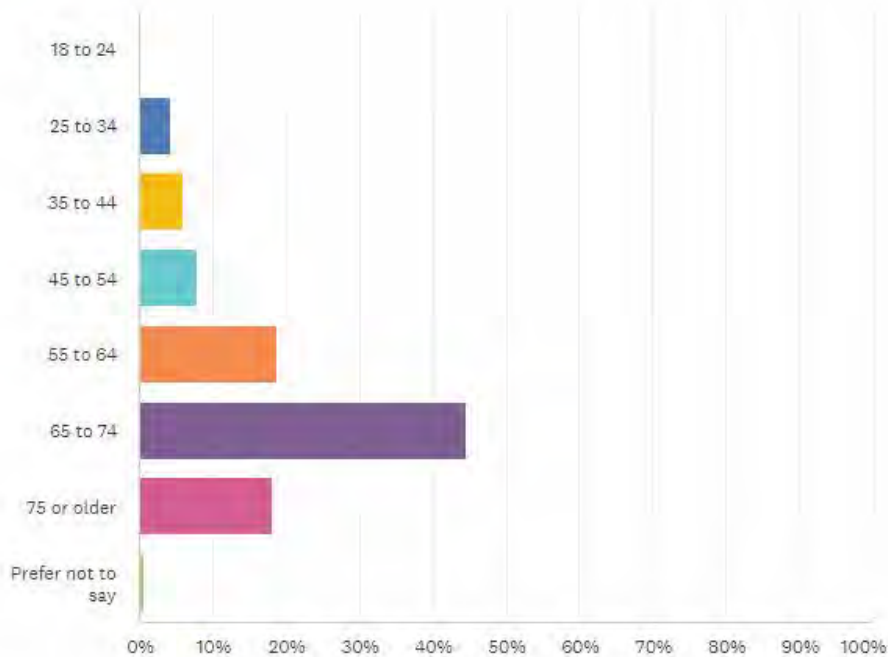


ANSWER CHOICES	RESPONSES	
Yes	42.59%	69
No	57.41%	93
TOTAL		162

## Q #24

Question 24 to 28 will help us determine if we are reflecting the needs of our members with regard to inclusion and diversity. What is your age range?

Answered: 166 Skipped: 2

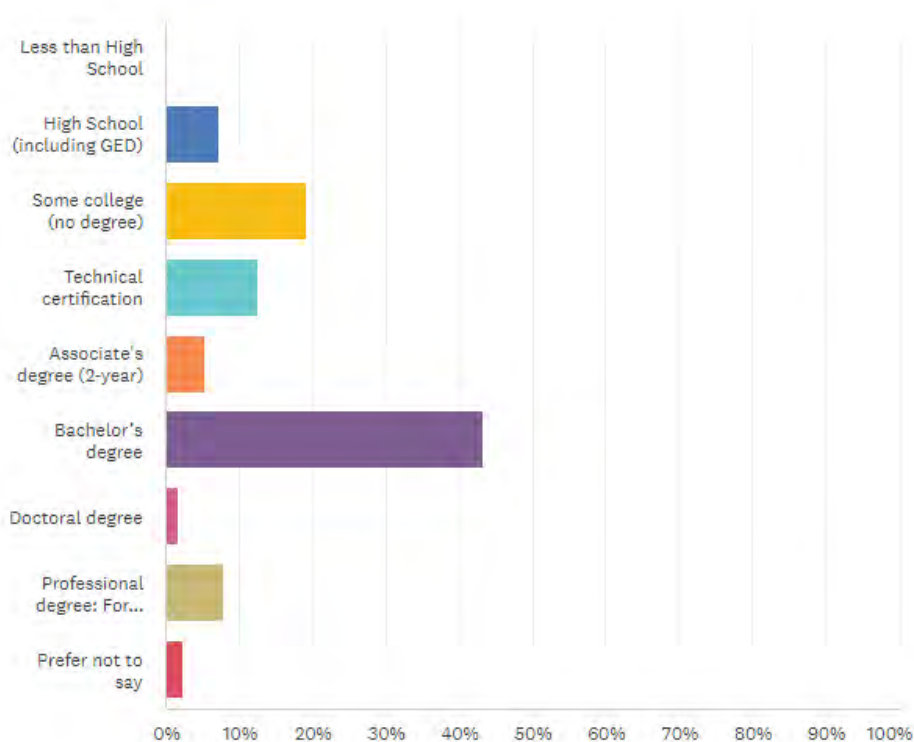


ANSWER CHOICES	RESPONSES	
18 to 24	0.00%	0
25 to 34	4.22%	7
35 to 44	6.02%	10
45 to 54	7.83%	13
55 to 64	18.67%	31
65 to 74	44.58%	74
75 or older	18.07%	30
Prefer not to say	0.60%	1
<b>TOTAL</b>		<b>166</b>

## Q #25

### What is your level of education?

Answered: 166 Skipped: 2

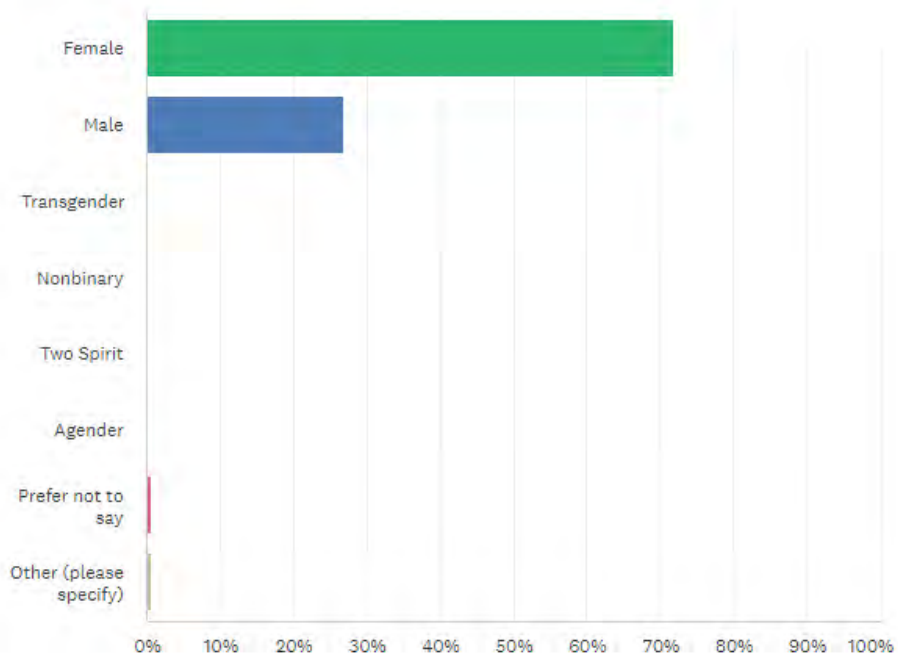


ANSWER CHOICES	RESPONSES	
Less than High School	0.00%	0
High School (including GED)	7.23%	12
Some college (no degree)	19.28%	32
Technical certification	12.65%	21
Associate's degree (2-year)	5.42%	9
Bachelor's degree	43.37%	72
Doctoral degree	1.81%	3
Professional degree: For example JD, MD	7.83%	13
Prefer not to say	2.41%	4
<b>TOTAL</b>		<b>166</b>

## Q #26

### What is your gender identity?

Answered: 167 Skipped: 1

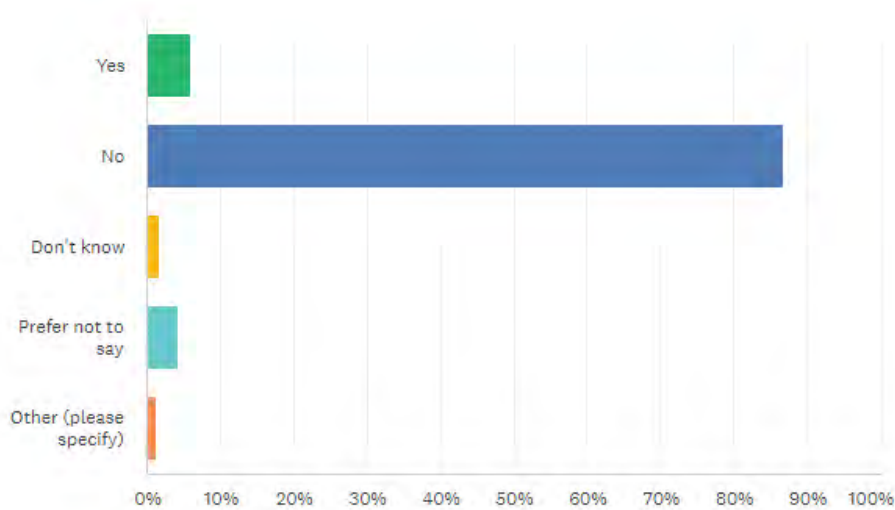


ANSWER CHOICES	RESPONSES	
Female	71.86%	120
Male	26.95%	45
Transgender	0.00%	0
Nonbinary	0.00%	0
Two Spirit	0.00%	0
Agender	0.00%	0
Prefer not to say	0.60%	1
Other (please specify)	0.60%	1
TOTAL		167

Q #27

Do you identify as a visible minority?

Answered: 167   Skipped: 1

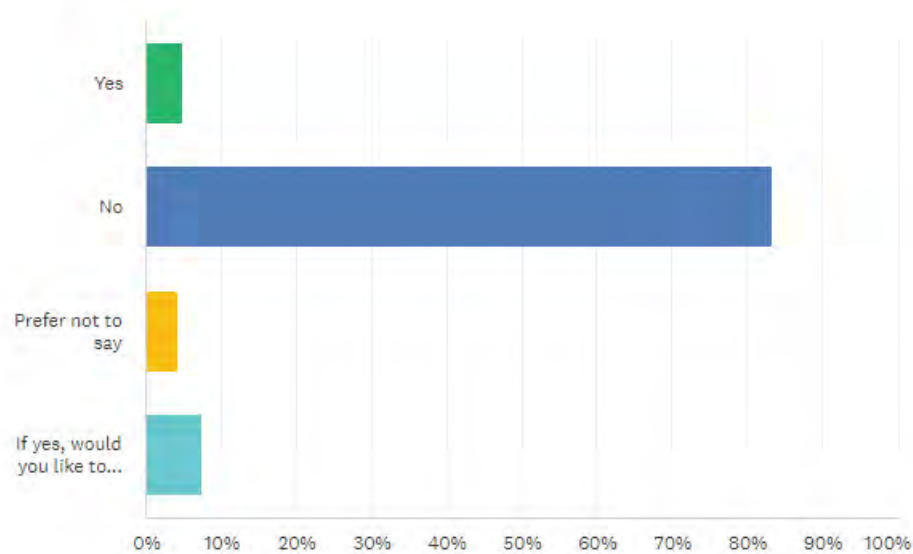


ANSWER CHOICES	RESPONSES	
Yes	5.99%	10
No	86.83%	145
Don't know	1.80%	3
Prefer not to say	4.19%	7
Other (please specify)	<a href="#">Responses</a> 1.20%	2
TOTAL		167

Q #28

Do you identify with a particular cultural / ethnic group?

Answered: 163    Skipped: 5



ANSWER CHOICES	RESPONSES	
▼ Yes	4.91%	8
▼ No	83.44%	136
▼ Prefer not to say	4.29%	7
▼ If yes, would you like to share?	<a href="#">Responses</a> 7.36%	12
TOTAL		163

# ***Independent Auditors' Report***

## ON THE SUMMARY FINANCIAL STATEMENT



### INDEPENDENT AUDITORS' REPORT ON THE SUMMARY FINANCIAL STATEMENTS

**To the Members,  
Community Health Services Association (Regina) Ltd.**

#### *Opinion*

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2024, the summary statements operations, changes in net assets and cash flows for the year then ended, and related notes, are derived from the audited financial statements of **Community Health Services Association (Regina) Ltd.** for the year ended March 31, 2024.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, which were prepared in accordance with Canadian accounting standards for not-for-profit organizations.

#### *Summary Financial Statements*

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

#### *The Audited Financial Statements and Our Report Thereon*

We expressed an unmodified audit opinion on the audited financial statements in our report dated May 29, 2024.

#### *Management's Responsibility for the Summary Financial Statements*

Management is responsible for the preparation of the summary financial statements based on the audited financial statements prepared in accordance with Canadian accounting standards for not-for-profit organizations.

#### *Auditor's Responsibility*

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

**May 29, 2024  
Regina, Saskatchewan**

**VIRTUS GROUP LLP**  
**Chartered Professional Accountants**

# Summary Statement OF FINANCIAL POSITION

## Community Health Services Association (Regina) Limited

Summary Statement of Financial Position			
March 31, 2024 with comparative figures for 2023			
	2024		2023
<b>Assets</b>			
Current assets	\$	1,324,858	\$ 912,803
Investments		1,393,159	1,636,846
Capital assets		249,330	280,800
	\$	2,967,147	\$ 2,830,449
<b>Liabilities and Deferred Contributions</b>			
Accounts payable and accrued liabilities	\$	576,772	\$ 444,587
Deferred contributions		41,126	24,143
<b>Net Assets</b>			
Externally restricted fund - Health Funded Surplus		329,485	358,728
Invested in capital assets		249,330	280,800
General funds: Growth Fund		105,153	132,063
Unrestricted reserve		1,665,281	1,590,128
	\$	2,967,147	\$ 2,830,449

Summary Statement of Operations			
Year ended March 31, 2024 with comparative figures for 2023			
	2024		2023
<b>Revenues</b>			
Externally restricted fund	\$	5,765,406	\$ 5,263,305
General funds*		264,011	349,571
		6,029,417	5,612,876
<b>Expenses</b>			
Externally restricted fund	\$	5,862,525	\$ 5,124,152
General funds*		179,362	260,329
		6,041,887	5,384,481
Deficiency (excess) of revenues over expenses*	\$	(12,470)	\$ 228,395

\* General funds includes the Growth Fund, grant funding, unrestricted reserve (which includes Loyalty payments, interest and sundry), and amortization of capital assets.

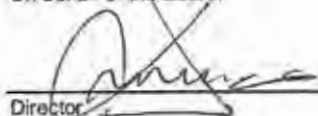
Summary Statement of Growth Fund Operations			
Year ended March 31, 2024 with comparative figures for 2023			
	2024		2023
Revenues	\$	37,788	\$ 14,906
Expenses		25,352	20,657
Excess (deficiency) of revenues over expenses	\$	12,436	\$ (5,751)
Transfer to Unrestricted reserve		(39,346)	(25,172)
Total Growth Fund transactions during the year	\$	(26,910)	\$ (30,923)

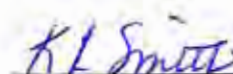
The growth fund transferred funds to the unrestricted reserve in 2024 for capital asset acquisitions.

### Note 1:

The summary financial statements are derived from the audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations. Management has prepared these financial statements to represent a fair summary of the audited financial statements. Detailed audited financial statements are available to members upon request.

On behalf of the Board:

  
Director

  
Director

# Clinic News



## ◀ Meeting with the MLAs from the Official Opposition

In December 2023, Dawn Martin, Executive Director and Jim Deane, RCC Board Chair, met in the clinic with the members of Saskatchewan's New Democratic Party.

The meeting was positive and encouraging. The MLAs learned about RCC's history and work, commitment to providing our patients with a wholistic and team-based approach to medical care, and the ongoing success of the clinic's co-operative healthcare model. We look forward to opportunities to meet again in the future.

## The Saskatchewan Government Ministers tour the Clinic ▶

The Honourable Tim McLeod, Minister of Mental Health and Addictions, Seniors and Rural Health (left), Dawn Martin Executive Director; (centre), The Honourable, Everett Hindley, Minister of Health (right).

The Ministers were provided information on our integrated primary healthcare model.



## ◀ Retired but not Forgotten!

Left: Dr. Cheryl Zagozeski (retired April 2024)  
Right: Dr. Jerry Danielson (retired 2013)

## Long Serving Staff:

Dr. Robin McMaster – 25 years  
Crystal Semple – 20 years  
Katherine Lyseiko – 15 years  
Allura Weber – 10 years  
Emilee Beatty – 5 years  
Erin Welder – 5 years  
Minu Tamang – 5 years  
Bev Liski – 5 years



***“I feel so lucky to be a member of your community clinic. I appreciate having access to doctors, labs, and programs. Everyone looks happy. Everyone is caring. Thanks so much.”***

Survey comment, Anonymous



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[reginacommunityclinic.ca](http://reginacommunityclinic.ca)

