



REGINA  
COMMUNITY  
CLINIC



*Annual Report 2022/2023*

THE NEW NORMAL

## OUR HOPE AND DREAM

*All Saskatchewan residents have access to integrated and co-operative primary health care.*

## 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 patient first*

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

*Advocacy – For patients, community, and healthcare*

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# Message from the Board of Directors

Jim Deane



**A**nother year has flown by us – it hardly seems possible! The Board has worked hard with the Management Team at RCC over the last year to move significant files and ensure the ongoing sustainability of the clinic. Much of our focus was on member engagement over the year, including a very successful 60th Anniversary and an inaugural Member Connection Forum. Part of our celebration was to create a video presentation that celebrates the history of our cooperative clinic right from its roots in 1962, to today. You can see that video presentation on our new website, which was implemented in February of this year. We also refreshed our logo this last year and you can also see it on our website and in all of our communications – we believe it pays homage to our history while providing a fresh new look for our future. We have also actively and strategically utilized our Growth Fund to support patients and members by investing in our clinic refresh, technology, and equipment.

We have sharpened our focus on our cooperative and clinic values to differentiate ourselves and promote the member and patient experience that a cooperative clinic provides. However, while we do that, we work closely with our Ministry of Health and health region partners to ensure we are aligning with their priorities and streamlining patient services while the system struggles with its own pressures. It is a delicate dance to be

sure but a critical balance all cooperative health clinics must find in order to be sustainable.

The enduring purpose of cooperative health clinics remains the same today as it was in 1962: patient care. Our physicians, nurse practitioners, nurses, and ancillary staff provide top notch care to almost 5000 patients every year. We are proud of the strong reputation the clinic has and works to maintain. That reputation, combined with some timely pressure from the clinic and public need, allowed RCC to increase its physician services this year and we will start offering services to over 1,000 new patients in the coming year. To support this care, we have renovated the clinic to provide better patient flow, privacy and infection control and expand our services.

Your Board is active and engaged with many different and experienced voices. I continue to be impressed with the level of commitment from every board member and member volunteers. As we move forward into the “new normal” of post-pandemic society, the clinic will remain as integral to care and community as it ever has been. Our Board and Staff continue to be ready to take up all the challenges we will face and remain committed to making the clinic a shining example of what health care can and should be!



*The enduring purpose of cooperative health clinics remains the same today as it was in 1962: patient care.*

# Message from the Executive Director

Dawn Martin



**P**atient-centred care. Those words are integral to our Board and Staff and we live by that simple statement every day. As the world continues to shift and change, that simple statement is a compass that keeps us heading in the right direction.

There are so many good things our team here at the clinic has achieved:

- Over 30,000 clinic visits to almost 5000 patients including many involved in specific chronic disease care programming;
- Re-aligning our FASD Program and clients with the provincial FASD Network (and sub-leasing space to their Regina staff);
- Many residents and other health provider student's support for their clinical placements at RCC;
- An employee space committee helping us complete a major renovation for better patient flow, infection control, and privacy;
- An employee quality improvement committee to address opportunities for more efficient and effective care and related processes;

- Grant funding that allowed us to promote vaccines and build education tools into our website, offer more interpretation services to our newcomers and refugees, and provide staff development education;
- A new website (with a new logo) and member database to more effectively communicate with our members and our community;
- Significant work to assess and choose an online booking and appointment reminder system (to be implemented before summer of 2023);
- Collegial and productive work between our CUPE local union and management to renew our local collective bargaining agreement; and
- A refresh of our gym and equipment on our second floor.

All of this also contributed to a renewed 3-year agreement with the Ministry of Health plus enabled us to expand access to physician and clinic services at RCC. I am tremendously proud of our team here and their commitment to patient care and the growth and sustainability of the clinic.

We look forward to serving both our new and existing patients as we move into this next year!



*Over 30,000 clinic visits to almost 5,000 patients!*

# Medical Co-ordinator's Report

Dr. Joan Hamilton, MD CCFP, FCFP

It has been a pleasure to serve as the interim Medical Co-ordinator for the Regina Community Clinic this past year.

It is exciting to be able to open our doors to new patients as there is a big demand for family physician and other healthcare services. I am proud of the team of hard-working individuals who have brought forward such positive changes to our clinic and who continually strive for more. We welcome all the new staff to our clinic, including Dr. Olivia Robertson, who joined us this May.

While Covid is not over, we are enjoying more of a 'normal' clinic practice. Thank you to Dr. Robin McMaster who has guided us through all the ups and downs of the pandemic

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“WHILE COVID IS NOT OVER, WE ARE ENJOYING MORE OF A 'NORMAL' CLINIC PRACTICE.”

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these last few years. Currently we see most of our patients in the clinic but are still able to do some follow-up appointments virtually.

The team of healthcare professionals and support staff at the Regina Community Clinic are truly dedicated to providing good quality care. We look forward to continuing this for years to come!

## Thank You!

We wish to extend our gratitude and thanks to Dr. Ali Hazari for caring for our patients during the past two years. And, to Dr. Joseph Estioco, who helped care for our patients as we transitioned to an increased patient load this spring.

We are pleased to welcome Dr. Olivia Robertson to the clinic. She opened her practice to new patients in early May. We are delighted to welcome back Dr. Loreanne Manalac (May) and Dr. Anne Kavulu (July) from their maternity leaves.



Currently we see most of our patients in the clinic but are still able to do some follow-up appointments virtually.

# 2023 AGM Guest Speaker

Dr. Dennis Kendel is the former registrar of the College of Physicians and Surgeons of Saskatchewan. He is a health policy and health services consultant.



In addition to his clinical experience as a family physician, Dr. Kendel has served in a very diverse array of health system leadership roles both provincially and nationally.

From October 2011 to December 2019 he provided professional consulting advisory services to a broad range of national and provincial agencies across Canada.

Dr. Kendel has received a number of awards and honours including the Saskatchewan Order of Merit (2004) for his service to the people of Saskatchewan.

Provincially he served as the President of the Saskatchewan Medical Association (1979-80), Registrar of the College of Physicians and Surgeons (1986-2011), CEO of Saskdocs (2014-2016), CEO of the Health Quality Council (2018-2019) and Member for the Health Services Restructuring Panel for Saskatchewan (2016-2017).

Nationally he served as President of the Medical Council of Canada and on the governing Boards of the Canadian Medical Association, Accreditation Canada, the Health Council of Canada, and the Canadian Society of Physician Leaders.

“WE ARE VERY PLEASED TO HAVE DR. KENDEL AS OUR 2023 AGM GUEST SPEAKER!”



*Dr. Kendel has served in a diverse array of health system leadership roles.*

# *Celebrating the Uniqueness of Co-operative Community Clinics*

Katherine Lyseiko MA (RLST), BA Hons (RLST), BA (Psych)  
Program and Communication Coordinator / Membership Services

There are four co-operative community clinics in Saskatchewan that not only provide wholistic primary healthcare to meet the needs of all their patients but also have the capacity/flexibility to highlight specific healthcare needs and tailor their services to meet the needs of specific populations within their locality. The populations and health needs vary. These include Indigenous health, rural health, and refugee health. Co-operative community clinics are capable of offering care and services to the most vulnerable populations which are often overlooked in our mainstream healthcare system.

The Regina Community Clinic is the only healthcare co-operative in southern Saskatchewan.

The goal is not only to provide care for the patients' physical and mental health but also services to provide social services and the well-being of their communities. Co-operative community clinics offer social and education services and programs to their members, patients, and members of the community in which they are located.

Co-operative community clinics offer multi-disciplinary team-based approach to healthcare. Most community clinics have the resources to offer professional services on-site such as counselling, exercise therapy, social work, nutrition, and laboratory and x-ray services and more.

The team-based approach supports healthcare providers and lessens the possibility of burnout and enables providers to provide timely and quality care to their patients. High quality and timely care help to reduce the stress on an already strained healthcare system, particularly as the population ages and health issues become more complex.

Physicians and Nurse Practitioners are salaried and not fee-for-service. As a result, patients receive longer appointment times along with a shorter wait time to receive a scheduled appointment and have access to different healthcare providers in the clinic. Patients have consistent healthcare which supports and increases the probability of positive outcomes. Positive outcomes reduce the stress upon an already overloaded medical system.

As a co-operative, members have input into the direction of the clinic via an elected Board of Directors. All members have a vote at annual general meetings and can become board members. There is a balanced approach to governance of these clinics: patients also have input and are partners in their healthcare.

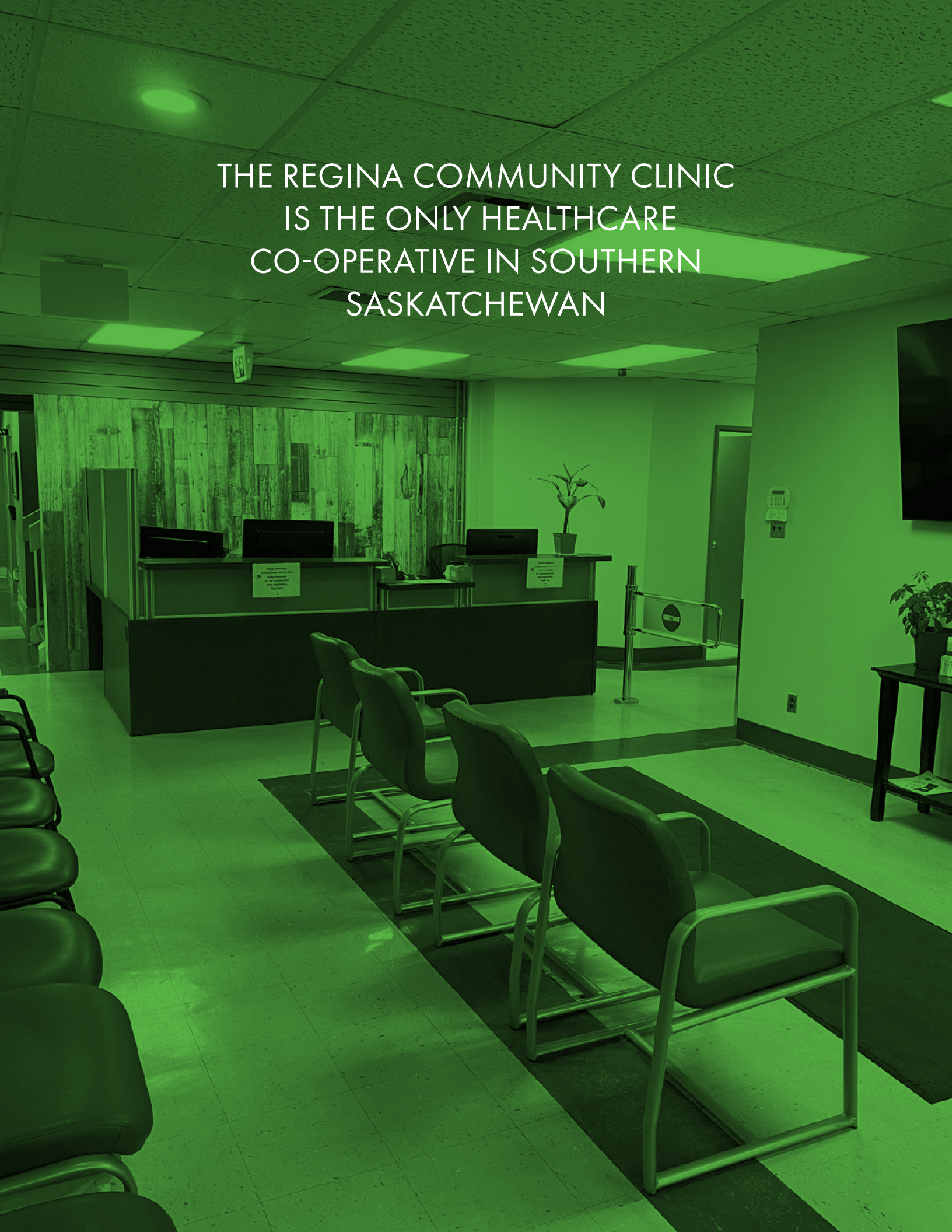
Co-operative community clinics offer a fiscally efficient, integrated approach to healthcare. They have demonstrated savings within the healthcare system by curbing demands on the larger system and providing more patient-focused care.



*Co-operative community clinics offer a multi-disciplinary team-based approach to healthcare.*



THE REGINA COMMUNITY CLINIC  
IS THE ONLY HEALTHCARE  
CO-OPERATIVE IN SOUTHERN  
SASKATCHEWAN



# Counselling Department 2023

Heather Davidson, Lindsay Gareau and Tanya Pivovar,  
Registered Social Workers and Counsellors

Over the past year, the counselling department attended the varied needs of the clients. Flexibility through phone, video, and in-person appointments have been maintained, to the benefit of clients with a variety of needs and life situations. It reinforced the client-centred focus of the Regina Community Clinic as a whole. Referrals came in steadily and were successfully managed by the counselling team.

## “GROUPS FOR CHILDREN, TEENS, AND MEN WILL BECOME MORE READILY AVAILABLE”

This year we welcomed Tanya Pivovar into the counselling department. She brings her passion, energy, and skills to her work. She has an interest in and focuses on working with the clinic's children and adolescents. Groups for children, teens, and men will become more readily available to clients who are involved in counselling. These groups have had favorable reviews from those who have participated.



The counsellors continue to mentor Social Work practicum students, investing their time and effort into supervising and building skills of the students who will soon join the career of social worker. We continue in our diligence to provide opportunities to create and meet learning objectives.



*The counselling department attended the varied needs of the clients.*

# Lifestyles Department 2023

Allura Weber, Exercise Specialist

Heather Dzioba, Registered Dietitian

The past year seems like a mixture of the old and new. Regina Community Clinic was able to bring back the Kids' Club after a two year hiatus. The participants enjoyed the cooking, active living, and mental health activities. The department is also getting busier with more people coming in for appointments and more people able to use the gym. The gym has been transformed with new paint, flooring, and best of all...new equipment!

Allura and Heather continued to mentor university students specializing in the fields of kinesiology and nutrition. Also, Allura visited the University of Regina to provide feedback on the Fieldwork Program and assisted students in mock interviews.

In January, the department organized another yearly Staff Wellness Challenge. The challenge focused on a different theme each week which encouraged different aspects of health such as exercise, nutrition, mindfulness, and workplace wellness. Congratulations to Dr. Erin Selzer and Stephanie Goodwin as the grand prize winners.

We are pleased to offer new initiatives in the Lifestyles Department. Laurel Goshawk, a registered dietitian with SHA Chronic Disease and Prevention Management Program, will consult with our clinic's patients upon referral every other Thursday. Another initiative is the partnership with the



Queen City Eastview Community Centre through which Allura teaches one exercise class on a weekly basis in their gym. This summer, Eastview will host the Kids' club. The department has been able to offer a weekly Yoga class to members of the clinic. Jayme Fenwick has been teaching the classes and the participants have thoroughly enjoyed the classes!

Congratulations to Allura who has received her Pre and Post-natal Exercise specialization! She will be starting a trial group in April and hopes to continue this program throughout the year.

We can't wait to see other initiatives and programs we will be able to offer our co-operative members and patients in 2023.

*The gym has been transformed with new paint, flooring, and best of all...new equipment!*

# Grants and Funding



Financial contribution from  
Avec le financement de



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

The clinic was successful in attaining grant funding for the creation and translation of COVID-19 vaccines and Influenza vaccinations. We are grateful to the Public Health Agency of Canada (PHAC), the Canadian Vaccine Program (CVP), and the Canadian Association of Community Health Centres (CACHC). We were delighted to participate and contribute to this project.

The content was researched and written by Katherine Lyseiko, who also administered the project. The materials were designed by Elaine Mollard, our graphic artist. Materials were translated by our clinic translators Fidaa Said, Pusay Ly, Salma Azimi, Lulia Feffahaie, and Habon Abdurahman.

Our content is available on the RCC website and nation-wide via the CVP's National Knowledge Hub. Select information about vaccines is available to our patients via electronic screens in our waiting areas. Our translated materials were shared with the Regina Open Door Society and Catholic Family Services.

## Phase I - \$15,000

The first phase of the project focussed on the creation of educational materials for COVID-19 vaccinations. The materials were translated into Arabic, Burmese (Karen), Pashto, Dari, Tigrinya, and Somali. These materials remain available in printed and digital formats.

The materials addressed vaccine related topics such as vaccine safety, benefits, temporary side-effects, common myths, and how to determine reliable on-line sources for vaccination information. Families and adults were the target audience.

A guide was written and designed for health practitioners and settlement staff to encourage vaccine confidence with vaccine resistant patients and clients. The guide incorporated Motivational Interviewing techniques.

These materials and the guide were well received by all three national agencies. Additional content focusing on COVID-19 vaccines for youth were created and designed at the request of the PHAC and CACHS.

## Phase II - \$20,000

The second phase of the project focussed on the creation of COVID-19 vaccinations for pregnant and breast-feeding women, persons undergoing IVF therapy, and adult influenza vaccines. Emphasis was placed on the promotion of COVID-19 vaccinations via social media, our website and electronic smart screens in the clinic. The phase II materials were offered to the Regina Open Door Society and Catholic Family Services.

The project's national outcomes are available:

<https://www.cachc.ca/wp-content/uploads/2023/05/CACHC-CVP-National-Summary-Report-April-2023.pdf>



*Translated materials were shared with the  
Regina Open Door Society and Catholic Family Services.*

# Growth Fund

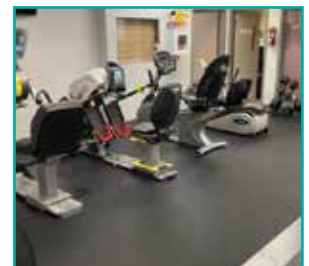
Many of the services and programs at the Regina Community Clinic are made possible by generous donations from members and supporters. Your contributions are invaluable to our clinic and help us provide our patients and members with various educational and health related services and programs, in addition 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 INVESTMENTS 2022/23:

- New logo, website and member database – \$25,000
- New exterior signage – \$3,500
- Interior signage with logo and promoting cooperatives, membership, and the clinic – \$13,000 (estimated)
- RCC gym flooring/paint and new equipment – \$35,000
- Laboratory stretcher for patients who feel faint when getting blood tests – safety and proper recovery purposes – \$6,000
- Painting refresh of 2nd floor of clinic – \$10,000 (estimated)
- Industrial floor cleaner for better infection control cleaning, and safer cleaning method for our caretakers – \$7,000

**TOTAL INVESTMENTS APPROVED BY THE BOARD – \$99,500**



To donate please visit [www.reginacommunityclinic.ca](http://www.reginacommunityclinic.ca)

# *Financial Statements*



# *Independent Auditors' Report on the Summary Financial Statement*



**VIRTUS  
GROUP**  
Chartered Professional Accountants  
& Business Advisors LLP

**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, 2023, 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, 2023.

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 31, 2023.

## *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 31, 2023**

**Regina, Saskatchewan**

**VIRTUS GROUP LLP**  
Chartered Professional Accountants

### SASKATOON

Suite 200 - 157 2nd Ave North | Saskatoon, SK S7K 2A9  
t. 306-653-6100 e. [virtus.saskatoon@virtusgroup.ca](mailto:virtus.saskatoon@virtusgroup.ca)

### REGINA

Suite 200 - 2208 Scarth Street | Regina, SK S4P 2J6  
t. 306-522-6500 e. [virtus.regina@virtusgroup.ca](mailto:virtus.regina@virtusgroup.ca)

### ESTEVAN

1210 4th Street | Estevan, SK S4A 0W9  
t. 306-634-6806 e. [virtus.estevan@virtusgroup.ca](mailto:virtus.estevan@virtusgroup.ca)

# Summary Statement of Financial Position

Community Health Services Association (Regina) Limited

Summary Statement of Financial Position				
March 31, 2023 with comparative figures for 2022				
	2023		2022	
<b>Assets</b>				
Current assets	\$	912,803	\$	2,578,740
Investments		1,636,846		344,754
Capital assets		280,800		67,822
	\$	2,830,449	\$	2,991,316
<b>Liabilities and Deferred Contributions</b>				
Accounts payable and accrued liabilities	\$	444,587	\$	816,407
Deferred contributions		24,143		41,585
<b>Net Assets</b>				
Externally restricted fund - Health Funded Surplus		358,728		500,721
Invested in capital assets		280,800		67,822
General funds: Growth Fund		132,063		162,986
Unrestricted reserve		1,590,128		1,401,795
	\$	2,830,449	\$	2,991,316

Summary Statement of Operations				
Year ended March 31, 2023 with comparative figures for 2022				
	2023		2022	
<b>Revenues</b>				
Externally restricted fund	\$	5,263,305	\$	5,030,149
General funds*		349,571		334,995
		5,612,876		5,365,144
<b>Expenses</b>				
Externally restricted fund	\$	5,124,152	\$	5,170,298
General funds*		260,329		191,793
		5,384,481		5,362,091
Excess of revenues over expenses*	\$	228,395	\$	3,053

\* General funds includes the Growth Fund, FASD 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, 2023 with comparative figures for 2022				
	2023		2022	
Revenues	\$	14,906	\$	8,703
Expenses		20,657		87
Excess (deficiency) of revenues over expenses	\$	(5,751)	\$	8,616
Transfer to Unrestricted reserve		(25,172)		-
Total Growth Fund transactions during the year	\$	(30,923)	\$	8,616

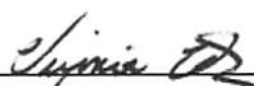
The growth fund transferred funds to the unrestricted reserve in 2023 to complete website upgrades and purchase a recovery & transport stretcher.

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



# Long Service Awards – July 2022 to June 2023

<b>Dr Razawa Marroof</b> Physician	September 2, 2003	20 years in 2022
<b>Bonnie Ast</b> Nurse Practitioner	September 10, 2007	15 years in 2022
<b>Cathy Howat</b> Caretaker	September 14, 2007	15 years in 2022
<b>Pusay Ly</b> Interpreter	September 28, 2012	10 years in 2022
<b>Shannon Bandura</b> Registered Nurse	August 28, 2017	5 years in 2022
<b>Patti Katzberg</b> Medical Stenographer	January 19, 1983	40 years in 2023
<b>Suzanne Watson</b> Licenced Practical Nurse	February 11, 1983	40 years in 2023
<b>Dr Cheryl Zagozeski</b> Physician	February 14, 2023	10 years in 2023
<b>Tracy Dunville</b> Receptionist	March 24, 2023	10 years in 2023
<b>Angela Robinson</b> Nurse Practitioner	April 4, 2023	10 years in 2023
<b>Karen Kuzyk</b> Laboratory Technician	May 27, 2018	5 years in 2023



*Congratulations and thank you for your continued service!*

AS WE MOVE FORWARD  
INTO THE "NEW NORMAL"  
OF POST-PANDEMIC SOCIETY,  
THE CLINIC WILL REMAIN AS  
INTEGRAL TO CARE AND  
COMMUNITY AS IT  
EVER HAS BEEN.

JIM DEANE







1106 Winnipeg St.  
Regina, SK  
S4R 1J6

Tel: (306) 543-7880  
Fax: (306) 543-5545  
[reginacommunityclinic.ca](http://reginacommunityclinic.ca)

