

Co-operative Health Centre Community Clinic

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58th ANNUAL REPORT 2019-2020

September 16th, 2020 - 7:00 p.m.



TABLE OF CONTENTS

1. Agenda	2
2. Minutes	3
3. Board Member Term List.....	9
4. Vision, Mission, Values	10
5. Board of Directors Annual Report	11
6. Executive Director Annual Report	13
7. Operational Statistics.....	20
8. Organizational Chart.....	24
9. Medical Director Annual Report	25
10. Community Clinic Physicians	27
11. Volunteer Foundation.....	28
12. Board Member Nomination Forms	29
13. Financial Statements - attached to docket	

AGENDA

1. **CALL TO ORDER**
2. **ADOPTION OF AGENDA**
3. **MINUTES OF THE 57th ANNUAL MEETING**
4. **BUSINESS ARISING FROM THE MINUTES**
5. **RATIFICATION OF COMMITTEES**
 - *Registration Committee*
6. **REPORTS:**
 - *Board of Director's Annual Report*
 - *Executive Director's Annual Report*
 - *Medical Director's Annual Report*
 - *Auditor's Report & Financial Statement*
 - *Discussion of Reports*
 - *Adoption of Reports*
7. **BYLAWS**
8. **DIRECTOR NOMINATION AND ELECTION REPORT**
 - *Nomination Report*
 - *Introduction of Board Members*
9. **RESOLUTIONS**
10. **APPOINTMENT OF AUDITORS**
11. **AWARDS – DOOR PRIZE**
12. **ADJOURNMENT**

57th ANNUAL MEETING
Wednesday – JUNE 19th, 2019
7:00 P.M.

IN ATTENDANCE: 51 MEMBERS 4 GUESTS

Betty Bauhuis was appointed by the Board to be the Chair for the meeting and introduced the special guests.

❖ **Greetings from the City of Prince Albert – Councilor Don Cody**

Councilor Cody thanked the membership for their invitation and it was his pleasure to attend the annual meeting. Councilor Cody touched on the long history of the board members and physicians that have made this Health Centre so successful. He recognized the recent renovations in Minor Surgery and the ongoing services that are provided to the community. On behalf of Councilor Lennox-Zep who was in attendance as well and his colleagues at City Hall he sends his congratulations for continuing to flourish and best wishes in the future of the Health Centre.

❖ **Greetings from the Saskatchewan Health Authority – Brenda Abrametz**

Ms. Abrametz brought greetings from the Board of the Saskatchewan Health Authority. Ms. Abrametz is the Prince Albert Board Representative and was pleased to be invited to speak to the members of the Health Centre.

The SHA has amalgamated services across the province and continues to provide high quality, timely health services to the people of Saskatchewan.

Working together with partnerships like the Co-operative Health Centre, allows a full spectrum of services to be provided to the community by the interdisciplinary team approach that is presently here at the Health Centre. Their vision is Healthy People, Healthy Saskatchewan.

.....

1. CALL TO ORDER

- B. Bauhuis called the annual meeting to order at 7:07 p.m.

2. ADOPTION OF AGENDA

Additions: None

MOTION: L. FLADAGER / J. FINCH

MOVE TO ADOPT THE AGENDA AS PRESENTED.

CARRIED.

3. MINUTES OF THE 56th ANNUAL MEETING

- Minutes from the 56th annual meeting are included in the docket.

MOTION: C.THEBAUD / J. BEAR

MOVE TO ACCEPT THE MINUTES OF THE 56TH ANNUAL GENERAL MEETING AS PRESENTED.

CARRIED.

4. BUSINESS ARISING FROM THE MINUTES - None

5. RATIFICATION OF COMMITTEES

- Registration Committee – Connie Dochylo / Bonny Peneff
- C. Dochylo announced the attendance of members and guests.

MOTION: P.GAUDET / J. PERKINS

MOVE TO RATIFY THE REGISTRATION COMMITTEE.

CARRIED.

6. REPORTS:

- **Board of Director's Annual Report - Lena Yeo**
 - Report was included in the docket.
 - Lena read her report to the membership.
 - No questions were raised regarding her report.
- **Executive Director's Annual Report – Renee Danylczuk**
 - Renee's report was included in the docket.
 - The Executive Director thanked everyone for attending the meeting.
 - Renee reviewed the highlights of her report and thanked the board, physicians, volunteers and staff for their support over the past nine years of her tenure.
- **Medical Director's Annual Report – Dr. Leo Lanoie**
 - Report was included in the docket.
 - Dr. Lanoie discussed the history and past changes in services that have happened over the years. Some have been painful but necessary and some very positive.
 - The present physician compliment will be at maximum after two new physicians join the Health Centre in the summer.
 - Dr. Lanoie acknowledge the confidence the partnership had in the present Executive Director and is optimistic with the next successor.

- **Volunteer Foundation Report – Nadine Locke**
 - This report was included in the docket for review.
- **Auditor’s Report & Financial Statement – Meyers Norris Penny Gordon Jahn**
 - The auditors report and financial statements was provided with the docket.
 - Mr. Jahn reviewed the statement of financial position and operations with the membership.
 - No questions were raised.
- **Discussion of Reports - None**
- **Adoption of Reports**

MOTION: J. RYBINSKI / G. KENZLE-TAYLOR

MOVE TO ADOPT THE BOARD OF DIRECTOR, EXECUTIVE DIRECTOR, MEDICAL DIRECTOR AND THE VOLUNTEER FOUNDATION ANNUAL REPORTS INCLUDING THE AUDITORS REPORT AND FINANCIAL STATEMENT AS PRESENTED FOR THE YEAR ENDING MARCH 31. 2019.
CARRIED.

7. BYLAWS – Lena Yeo presenter

- Proposed Bylaw Change
- The proposed bylaw change was included in the docket.
- A power point presentation was presented to the membership by L. Yeo.
- The motion was stated twice and presented to the membership.

MOTION: DR. L. LANOIE / J. RYBINSKI

RESOLVED THAT THE PRINCE ALBERT CO-OPERATIVE HEALTH CENTRE BYLAW AMENDMENTS AS SET FORTH BY THE BOARD OF DIRECTORS BE APPROVED.

- The membership was given opportunity for questions and comments.
- Following issues were raised:
 - staff and physician board appointments were never intended to represent designated groups.

- Numerous conflicts have been noted for the staff and physician board members, therefore they are not contributing to decision making.
- 97% of our clients reside in a 100 km. radius of the Health Centre and don't need to go beyond that area to acquire a board member representative.
- Former board member thought it was nice to have a physician and staff representative on the board.
- Board members that want to travel that distance show dedication and loyalty.
- How will this Staff Joint Committee bring forth issues to the board? How do they appoint the staff members?
- Will the board take this staff committee seriously?
- Member has sat on numerous boards and has never had a staff member hold a position on the board.
- The board as a whole will review the draft Staff Joint Committee document that was presented at the staff early day and complete the terms of reference.
- The committee would be similar to the present Physician Joint Committee. The Medical Director is invited to a portion of the meeting to give his monthly report at each board meeting.
- Discussion concluded.
- All members were given a bylaw ballot for voting purposes when they registered for the meeting.
- Volunteers for Scrutineers were A. Thomas, J. Shymchuk and S. Harnett.
- Ballots were collected and counted by the scrutineers.
- Ballots were counted and the final count was announced by B. Bauhuis that the bylaw motion was passed and motion carried.

MOTION: DR. L. LANOIE / J. RYBINSKI

RESOLVED THAT THE PRINCE ALBERT CO-OPERATIVE HEALTH CENTRE BYLAW AMENDMENTS AS SET FORTH BY THE BOARD OF DIRECTORS BE APPROVED.

CARRIED.

8. DIRECTOR NOMINATION AND ELECTION REPORT – Joe Rybinski presenter

- Joe gave a verbal report to the membership.
- Qualifications of a board member were reviewed along with the Roles and Responsibilities of a board member.
- Joe emphasized that the number one priority of a board member is their fiduciary responsibility to the Health Centre.
- Joe introduced the four candidates and invited them to speak to the membership; Margaret Boettcher, Jeff Finch, JoAnn Perkins and Craig Thebaud.
- The voting process was reviewed. Members may vote for up to 3 candidates. The ballot is not spoiled if only 1 or 2 candidates are chosen on the ballot. The candidate with the most votes will be appointed a 3-year term.
- All members that have not previously voted at the advance polls were given a ballot. (Advance voting was June 12th 8:30 am. to 12:00 p.m, June 13th 8:30 am. to 12:00 p.m. and June 14th 8:30 am. to 2:00 p.m.) Ballots from those dates remain in the lock box until the final vote.
- Scrutineers were asked to collect and count the ballots and present B. Bauhuis with the results.
- Introduction of new Board Members to the membership.
- JoAnn Perkins – 3 year term, Craig Thebaud – 3 year term and Jeff Finch – 2 year term.

MOTION: G. THOMAS / R. PAYEA
MOVE TO DESTROY ALL BALLOTS.

CARRIED.

9. RESOLUTIONS – None

10. APPOINTMENT OF AUDITORS – Lena Yeo presenter

- Lena gave information to the membership regarding the board's process of their request for proposal for auditing services back in November 2018. Ten proposals were received and 3 firms were short listed and voted on by the Board. Deloitte was the successful proposal with no significant cost savings noted.
- Membership shared issues regarding changing auditors at this time in view of a new Executive Director commencing in the fall.
- Members discussed the positive aspects to remain with our present auditor MNP. ex., 30 years past experience, good service, continuity, and familiarity with a cooperative.
- Betty Bauhuis asked the membership to vote by a show of hands.

MOTION: L. YEO / A. THOMAS

MOVE THAT WE APPOINT DELOITTE AND TOUCHE FOR AUDIT SERVICES FOR THE NEXT YEAR 2019/2020.

MOTION DEFEATED.

MOTION: DR. LANOIE / G. KENZLE-TAYLOR

MOVE THAT WE APPOINT MEYERS NORRIS PENNY FOR AUDIT SERVICES FOR THE NEXT YEAR 2019/2020.

CARRIED.

11. Door Prize Draw – Joe Rybinski
12. G. Thomas adjourned the meeting at 9:15 p.m.

**BOARD MEMBER
TERM EXPIRES**

2020

- Lena Yeo
- Brian Howell
- Joe Rybinski

2021

- Jeff Finch
- Dennis Serfas

2022

- Craig Thebaud
- JoAnn Perkins

VISION, MISSION, VALUES

BOARD ENDS

First Priority End -

The Co-operative Health Centre will provide the community access to appropriate services, delivered through a Primary Health Care Model.

Second Priority End -

Clients demonstrate healthy lifestyles throughout their life span.

Third Priority End -

The Co-operative Health Centre will support clients to take responsibility to manage their health through providing knowledge, skills and tools.



Vision: “ The Leader in Primary Health Care”

Mission: To engage people in building a healthy community through teamwork and partnerships.

Our Core Values: Courageous, Committed, Accountable, Nurturing, Growing and Caring with Integrity.

BOARD CHAIR'S REPORT



AGM Chair Report

It is my pleasure to present you with the 2019-2020 report from the Board. Year end is an opportunity to reflect on organizational shifts and successes. Following directives and guidelines from the Ministry of Health, our annual AGM has been deferred until such time it is safe to gather.

The COVID-19 pandemic has altered many courses. It is unprecedented that the Olympics, the Calgary Stampede (with a 150 year history), the NHL, even the local Prince Albert Exhibition (with a 139 year history), have implemented

postponements to keep the community safe. These are but a few events that COVID-19 has had an impact on. Every sector of society in every country is striving to keep their citizens safe. We are not alone.

True to our goals of providing optimum health care to the community, the Clinic continues to pursue our VISION of being the “Leader in Primary Health Care.” We stand by our CORE VALUES by being courageous, committed, accountable, nurturing, growing and caring with integrity. Our MISSION of engaging people in building a healthy community through teamwork and partnerships continues.

Our first priority is to provide the community access to appropriate services, delivered through a Primary Health Care model.

Our direction is evident on the exterior of our building and internally throughout our facility. We hope the decor is welcoming, this premises belongs to you. We will continue to build on our brand promise: “The Leader in Primary Health Care.”

The fall of 2019 brought changes with the resignation of our Executive Director, Renee Danylczuk. We were fortunate to have her services and wish her well in her retirement. Recruitment for a new Executive Director brought many well qualified applicants. It is our pleasure that Trina Ferguson is our new Executive Director. Over the past trying months, Trina has guided the Clinic, through constant states of change, with positivity. I will not go into changes and plans that Trina will enhance on.

Thank you to the Physicians, the Visiting Physicians, the students, the Executive Director, the Directors, and the staff for all you do. Thank you to our community, our community partners, our clients, and our donors for your continued support. It is a team effort to provide quality care. As the Board, we have utmost confidence that our duty to our members and affiliates is being met as the focus remains on the delivery of quality care.

Respectfully submitted on behalf of the Board,

Lena Yeo, Board Chair





KEY RESOURCES:

Annual Budget: \$7,821,290.00
Members: 3277
Physicians: 10.4 FTE
Staff: 110
Total # of FTE's: 56 and 7 Out of Scope
Practicum Placements: 16
Medical Students: 15

The Co-operative Health Centre's key initiatives, goals and Operational Plan are focused on ensuring coordination and integration of health service delivery initiatives that are consistent and in alignment with the vision, goals and direction of the Saskatchewan Ministry of Health and the Prince Albert Co-operative Board of Directors Ends policies.

We are dedicated to delivering responsive, integrated and efficient health services that put the patient first and helps people achieve their best possible health by promoting healthy choices and responsible self-care.

The organization is in a constant state of change as we develop and implement strategies and processes to:

- Advance the Primary Health Care model of service and team based care
- Expand and enhance current programs and services, improve access and identify new opportunities to meet the community and client needs and provide patient centered care;
- Identify opportunities to integrate and enhance current mental health and addictions services into primary health care;
- Enhance health promotion and disease/injury prevention activities to help people make healthy choices and create a healthier environment;
- Develop innovative and alternative service delivery approaches which are focused on positive health outcomes.
- Health Promotion and Prevention Events.
- Staff and Patient Safety

Physician Services

Physician services are provided through a contract with the Prince Albert Community Clinic Physician Group. This is a group of physicians who, through a partnership, provide services to the Co-operative Health Centre and other community organizations. The health centre is funded by the Ministry of Health for 10.4 Full Time Equivalent (FTE) physicians

The health centre management and staff enjoy a good working relationship with the Physician Group and work closely together to achieve our goals in the delivery of health services.

The FTE includes contracted physicians to provide services to the Recovery (harm reduction) Program on site and two days a month to the Ahtahkakoop harm reduction program.

Services to the community of Canwood continue and is supported by the Physicians and Nurse practitioner (NP). The Co-operative Health Centre leases building space and provides staffing. Services to the community include physician and NP support for the CHC clients at the Whispering Pines Nursing Home.

Specialists and Surgeons

There are a number of visiting specialists and surgeons who utilize the Health Centre for the provision of health services. There were 1413 clients who received services from these providers from April 1, 2019 to March 31, 2020.

Stroke Prevention/Neurology Clinic –Supported by Dr. Voll, Neurologist from RUH, Stroke Prevention Clinic and consists of a bi monthly stroke clinic.

Respirologist Clinic – Supported by Dr. Skomro, Respirologist, from the University of Saskatchewan Division of Respirology, Critical Care and Sleep Medicine. There were 11 clinics held via onsite visits or telehealth. With support from his colleagues, Dr. Skomro supports the interpretation of Spirometry and Full Pulmonary Function Tests. The Respiratory Therapists provided the community with a total of 354 Pulmonary Function Tests.

Endoscopy Procedures – Endoscopy procedures are performed in the minor surgery department by nine surgeons Dr. Friesen, Dr. Royeppen, Dr. Olsen, Dr. Pillay, Dr. O'Carroll, Dr. Mabadeje, Dr. Grobler, Dr. Lumb and Dr. Hunter. In addition to endoscopies these surgeons also perform other minor surgery procedures. There were a total of 786 procedures performed.

Human Resources

There are 110 employees at the Co-operative Health Centre consisting of seven Out of Scope Positions and 52 FTE unionized positions plus 4 FTE in the Recovery Program funded by SHA for a total of 56 FTE union positions.

Volunteers – Volunteer Coordinator, Nadine Locke retired in January 2020 after 17 years of service. Her dedication and commitment to the Volunteer Group and Health Centre is greatly appreciated and we wish her well in her retirement.

Horizon Consulting – Laurence Thompson - Laurence Thompson, Horizon Strategies Consulting (horizonstrategies.ca) was contracted January 2019 to conduct an operational review and strategic planning, focusing on program evaluation and measurement, program models and indicators for monitoring and reporting.

The goal of this ongoing initiative is to improve data collection, analysis, and program evaluation to demonstrate alignment with the provincial funding mandate, link reporting to Board Ends, and develop a focused approach to outcome measurement to ensure our programs and services are meeting the needs of our clients and community.

Partnership with the Unified Medical Group (UMG) Quality Improvement Learning Collaborative– we are supporting the Community Clinic Physicians UMG Quality Improvement Learning Collaborative. The first Quality Improvement Learning Collaborative was held in January 2020 and consisted of introduction of Quality Improvement (QI) concepts, to have input on the focus of the learning collaborative and to develop our QI learning community, which consists of; patient and family advisors, UMG members, SHA and MOH colleagues, SMA colleagues, Health Quality Council staff and PA/Shellbrook area clinic/office staff. Quality improvement goals were established, the key aims were Access & Flow, which have three key components: no delay for care, continuity for patients and providers and doing today's work today. The first step to achieving these aims is to establish our current state and this will be done with gathering specific measurement statistics. This QI initiative started in February 2020 and will be significant organizational/partnership activity for the Cooperative Health Centre/Community Clinic until June 2021.

Chronic Disease Management

We continue with our Foot Care program which has been a long-standing service provided by the Nursing Department. Our focus is on diabetic clients and we continue with our routine foot screening. The Physician Group continue to encourage enrollment of clients into the Chronic Disease Management Program.

The program encourages and supports physicians, and other health care providers, to share and use the best medical practices to provide the very best care for their patients living with chronic conditions.

The program covers the following conditions: Diabetes, Coronary Artery Disease (CAD), Heart Failure (HF), and Chronic Obstructive Pulmonary Disease (COPD).

Electronic Medical Records

We continue to optimize the use and capabilities of the EMR to improve the efficiencies of our workflows, improve the ease and management of our clinical documentation and enhance our ability to identify patients who need to be recalled for follow up care of chronic disease management.

Health Promotion and Prevention

Our Health Promotion activities are aimed toward empowering people to improve their health and quality of life, promote healthy living to reduce chronic disease and injury, provide information, education and resources, develop partnerships, support and promote healthy policies and work towards creating sustainable initiatives.

Activities include workshops, groups and programs, media campaigns (website, radio ads, print media, and community newsletters), working in partnership with schools or community, groups/agencies, development of surveys to determine local needs and support of healthy policies

2019-20 Education Event stats:

Number of Education Events	85
Number of participants	793

An annual Health Promotion and Prevention calendar has been developed for 2020 focusing on a variety of health care themes and topics, including healthy aging, smoking cessation, heart health, nutrition tips, suicide prevention, and mental health awareness.

Live Well with Chronic Conditions & Live Well with Chronic Pain

We have two trained Live Well with Chronic Conditions & Live Well with Chronic Pain Facilitators who offered LWCC classes in March & October of 2019 and the first LWCP class was started in March 2020 but had to stop due to the pandemic. The LWCC classes had 8 participants with great feedback from participants on the overall program. There was a 100% yes response to the questions, "Compared to BEFORE you took the program how confident are you that you can better manage your chronic disease(s)?" There were 5 participants in the LWCP program.

Planning of these sessions are in partnership with the SHA Prince Albert Area Coordinator.

Public Relations - The Health Centre and board have partnered with Precision Marketing Consulting to assist us with our ownership-linkage initiatives. Precision Marketing will provide support with our website management, Google account management, social media and management of traditional public relations methods such as radio, on line newspaper and other print ads and branding.

Partnerships

As a Primary Health Care clinic, we recognize the value of partnerships with community organizations and the Saskatchewan Health Authority to meet client & community needs and to build knowledge of external agencies and services/supports needed and provided.

Representatives of the Health Centre are members of SHA committees including, lab utilization, infection control and ethics committees. Managers and providers liaise with community and regional programs and services.

Program and service delivery provided in cooperation with the SHA are the Endoscopy Program, Community Mobile Lab, Full Pulmonary Function Testing, Co-operative Health Centre Recovery Program (Harm Reduction) and support to the Rapid Access Addiction Medicine (RAAM) Program.

The Health Centre nursing/ minor surgery department works collaboratively with the Saskatchewan Health Authority ambulatory care department to assist with IV therapy and transfusions that are complex, ongoing and time consuming, freeing up time and space at the hospital for other procedures and treatments. The increase in the number of IV therapy stations has increased capacity to provide service. The minor surgery staff also provides dressing changes and works with home care to provide this service to clients with complex needs.

We partnered with the YWCA by providing physician intake assessments and lab testing for over 100 refugees.

On October 23, 2019, CHC hosted a workshop that included six participants and Jimmy Joy, Instructor from the Respiratory Therapy School of Health and Public Safety at Southern Alberta Institute of Technology (SAIT). The workshop was held to assist Respiratory Therapists be better preceptors for the Respiratory Therapy students coming from SAIT and to ensure they cover all the important points with the students.

Research Projects

A Methadone Coordinator participated in the “Exploring the Needs for and Developing Interventions for Families Affected by Addiction in Prince Albert, Sask. Research Project - lead Geoffrey Maina- U of S College of Nursing.

A Physician Resident conducted the Research Project "Experiences and Barriers to Accessing Harm Reduction Services and Opiate Replacement Therapy in a Regional Centre".

Two Methadone Coordinators are participating in the “Point in Time Count of Homelessness in Prince Albert” organized by the River Bank Development Corporation.

September 19, 2020 will mark my first anniversary as the Executive Director with the Co-operative Health Centre.

We had some Director vacancies in the past year that provided us with an opportunity to review the organizational reporting structure of the Leadership Team and the roles and responsibilities. In September, the review was complete and the revised structure was implemented.

It has been a year filled with many challenges and changes, which we took as opportunities to learn and grow. We are committed to continuing with the great work that was established by our previous Executive Director, Renee Danylczuk, as we strive to be The Leader in Primary Health Care.

I am incredibly grateful to our dedicated Board of Directors, Leadership Team, Staff and Physicians for the vital role they play in the Health Centre's continued success and am excited and looking forward to continuing to provide our services to the clients and community we serve.

Respectfully Submitted by,
Trina Ferguson, Executive Director
Prince Albert Co-operative Health Centre



PACHC Student Practicums

PACHC hosted 16 students this year from the following programs:

- ❖ University of Saskatchewan College of Medicine and Physical Therapy
- ❖ Saskatchewan Polytechnic – The Collaborative Nurse Practitioner Program, Psychiatric Nursing Program and Office Administration
- ❖ Southern Alberta Institute of Technology– Respiratory Therapy Program

Affiliations and Partnerships:

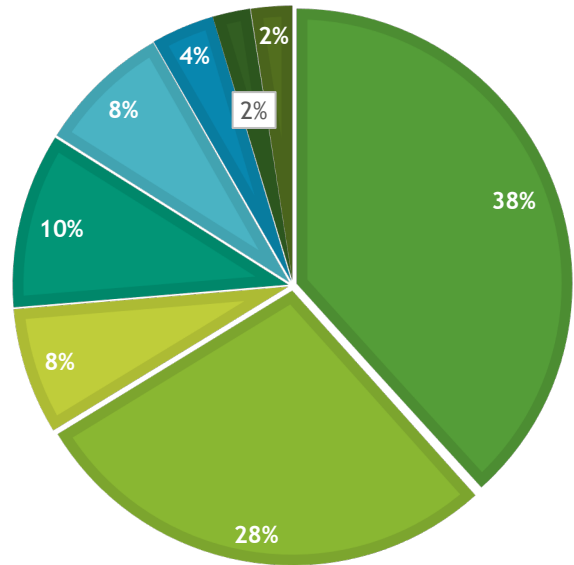
- ❖ Health Care Cooperatives Federation of Canada
- ❖ Saskatchewan Cooperatives Association
- ❖ Saskatchewan Alzheimer’s Society - First Link Program
- ❖ 3S Health
- ❖ University of Saskatchewan Division of Respirology, Critical Care and Sleep Medicine
- ❖ Royal University Hospital – Stroke Prevention Clinic
- ❖ Saskatoon St. Paul’s Chronic Kidney Disease Outreach Program
- ❖ Canwood and District Health Services Co-operative
- ❖ CO-OP Pharmacy – leased space
- ❖ College of Pulmonary Standards of Alberta
- ❖ YWCA
- ❖ Homeward Bound
- ❖ PA Housing Authority
- ❖ Prince Albert Community Alcohol Strategy Steering Committee
- ❖ Prince Albert Food Coalition
- ❖ Family Futures
- ❖ Food Bank
- ❖ SOS Safety Magazine – sossafetymagazine.com

Saskatchewan Health Authority

TB Clinic – leased space
 Methadone Recovery Program – SHA funded
 Endoscopy Program – SHA purchase of 350 procedures
 Saskatchewan Cancer Agency
 Home Care, Fit Life Program, Diabetes Centre, Live Well Program,
 Access Place, Detox Centre

PACHC APPOINTMENT COUNT BY PROVIDER

- Physicians, Nurse Practitioner - 33113
- Lab Tests - 24116
- Client Services - 6403
- Minor Surgery, Specialists, Nursing Services , Immunizations - 8854
- Recovery Program - 6729
- Transportation - 3190
- Physiotherapy - 1869
- Respiratory Therapy - 2075

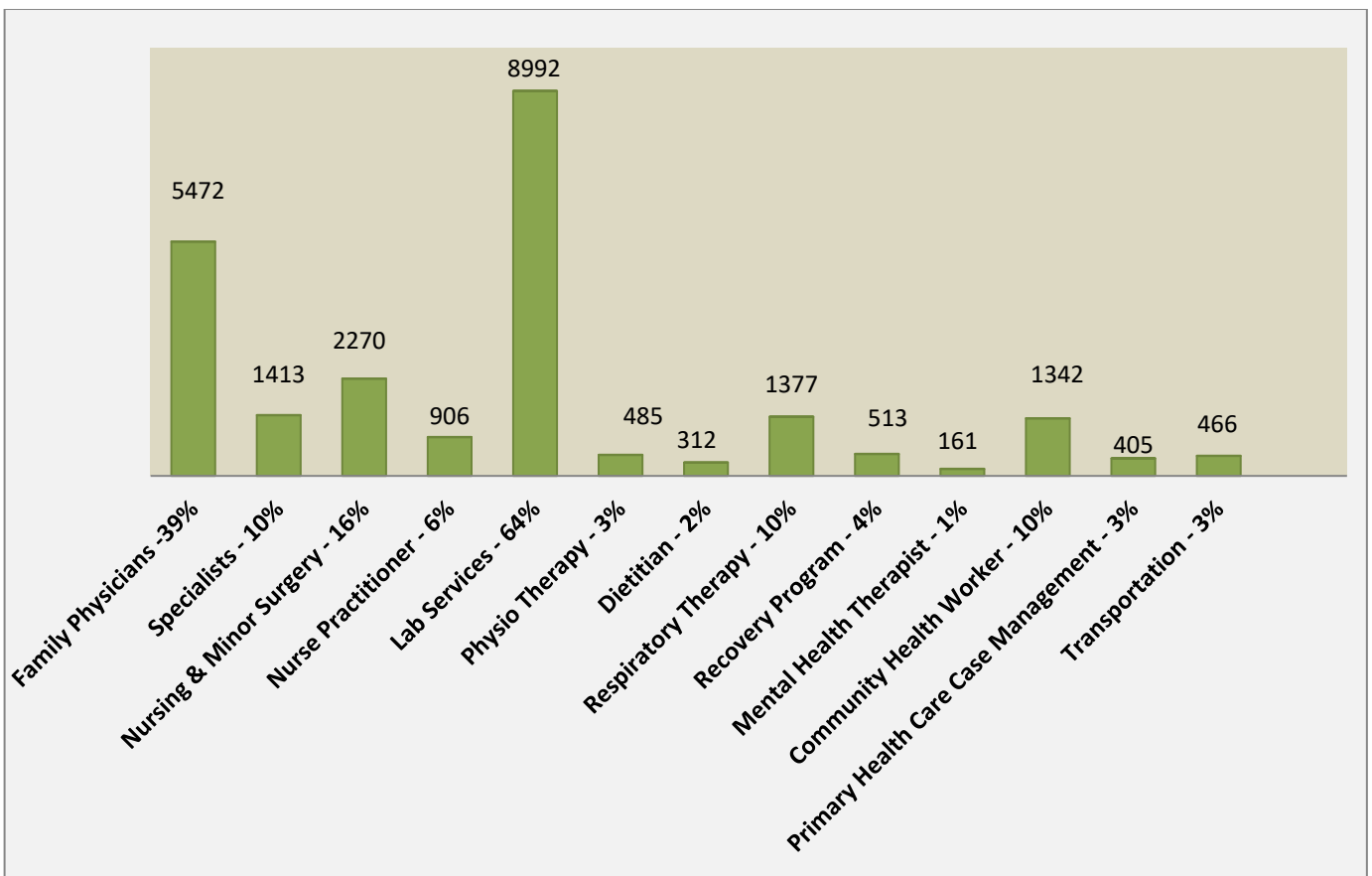


Note:
Client Services includes: Community Health Workers, Dietitian, Mental Health Therapist and Primary Health Care Provider. Numbers do not include Canwood. Includes face to face appointments, phone appointments and clinical tasks related to patient care.

PACHC DISCRETE COUNT BY PROVIDER

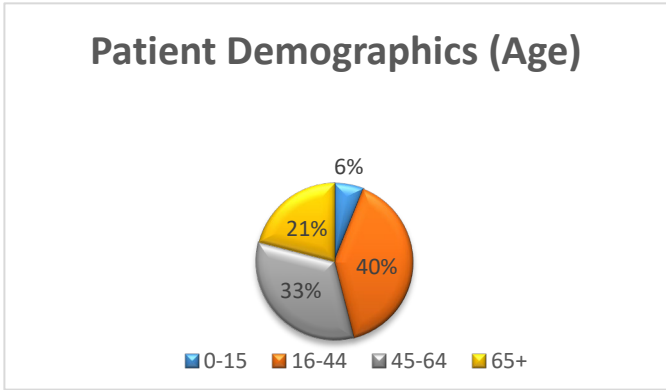
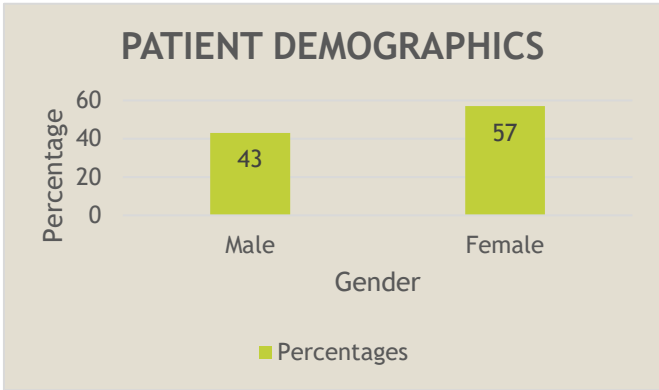
Total Discrete Count All Providers = 13,997

The total discrete count increased by 882 individuals over the prior year with an increase of 997 clients over the past 2 years



Note:

The discrete count of each provider service is defined as the number of different patients receiving at least one service from the individual provider in a year. Numbers do not include Canwood.



Note: The discrete count of each provider service is defined as the number of different patients receiving at least one service from the individual provider in a year. Numbers do not include Canwood.

PRACTITIONERS, PROGRAMS, SERVICES

➤ Family Physicians and Nurse Practitioner	➤ Administration
➤ Physical Therapy Services	➤ Environmental Service Workers
➤ Community Respiratory Therapy Program	➤ Finance
➤ Mental Health Therapy	➤ Office & Health Information Management
➤ Registered Dietitian	➤ Health Records
➤ Primary Health Care Case Management	➤ Maintenance
➤ Chronic Disease Management	➤ Medical Office Assistants
➤ Community Health Workers	➤ Purchasing / Sterile Processing

<p>Nursing Services</p> <ul style="list-style-type: none"> - Foot Care - IV Therapy - Immunizations - Injections - Dressing changes - Nursing Procedures 	<p>Diagnostics</p> <ul style="list-style-type: none"> - Laboratory Services - Mobile Lab - ABI – Ankle Brachial Index - ECG - 24 hr. blood pressure and holter monitor - Full pulmonary function testing
<p>Wellness and Client Support Programs</p> <ul style="list-style-type: none"> - Education Events and Support Groups - Seniors Community Kitchens - Seniors Socialization and Mobility - Counselling - Social Services application and form completion - Transportation 	<p>Specialized Clinic and Programs</p> <ul style="list-style-type: none"> - Pain Clinic - Methadone Recovery Program - Respirology Clinic – visiting Respiriologist - Stoke Prevention/Neurology Clinic – visiting Neurologist - Endoscopy Procedures – visiting surgeons

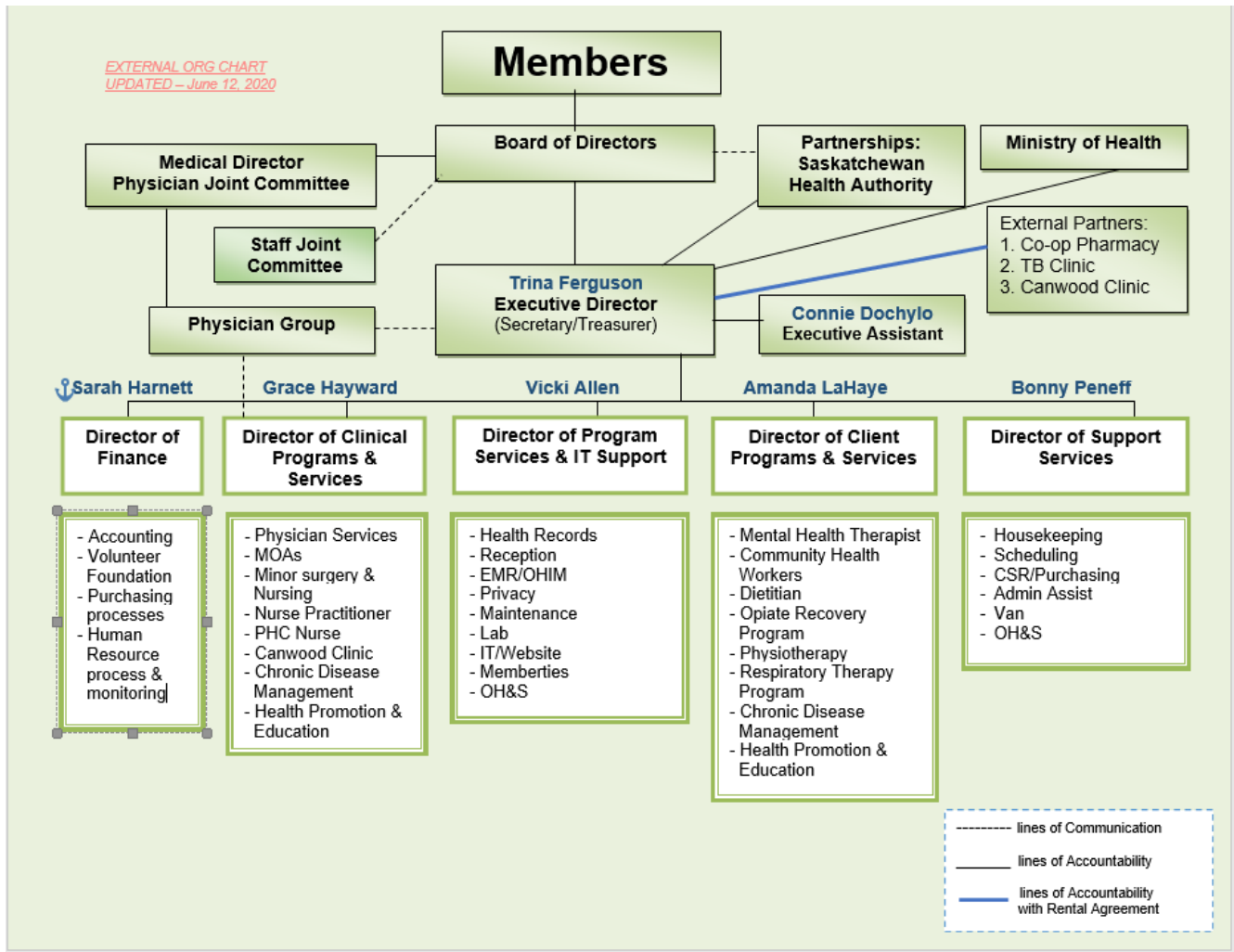
TB Clinic - Saskatchewan Health Authority - Leased Space

Co-op Pharmacy - Leased Space

Canwood Clinic

ORGANIZATIONAL CHART

Current Organizational Chart:



CURRENT LEADERSHIP TEAM	
Executive Director.....	Trina Ferguson
Executive Assistant	Connie Dochylo
Director of Clinical Programs & Services	Grace Hayward
Director of Program Services and IT Support.....	Vicki Allen
Director of Client Programs and Services.....	Amanda LaHaye
Director of Support Services	Bonny Peneff
Director of Finance.....	Sarah Harnett

It has been another interesting and eventful year at the Co-operative Health Centre. I first joined the Centre in January 1997. I had just finished residency and wasn't sure where I wanted to practice. I thought about moving to the USA or to a big city in Canada, but my home was calling so I decided to work in Prince Albert for 1-2 years before moving on. Twenty-Three years later and I am still here. I think the fact I am still here speaks to the fact of how rewarding it is to work here. I feel very attached to both the clinic and the community and I don't see that fact changing any time soon.



Much has changed in my 23 years at the clinic. When I first came we had an Internist and an Orthopedic Surgeon on staff. Every physician in the clinic worked shifts in the ER and made rounds on his or her patients in the morning. The vast majority of us did our own obstetrics and we often assisted on cases in the OR. Now only a few of us do ER shifts and even less do obstetrics. I don't think any of our doctors assist in the OR any longer. However I think the care we give our patients is as good now as it ever was. I believe we pay much more attention to the dynamics of work and family on a patient than we ever did in the past. We are more likely to address mental health concerns than we were in the past. We have many physicians on staff who participate in training medical students and residents and we have a steady flow of learners through our clinic.

The last year has seen the departure of Renee as Executive Director of our Health Centre. She will be sorely missed as she was a great resource and well respected by all who worked with her. I speak for all in the medical group when I say that we were very appreciative of our time working together. We now welcome Trina into the role of Executive Director. We have known Trina for many years and are sure she will not disappoint in her new role.

We have had 2 new doctors join our clinic in the past year. Dr. Mira Pavan trained in Prince Albert for the past 2 years and actually had the misfortune to be assigned to me as her preceptor. Dr. Heather Ferguson also did her residency in Prince Albert. Unfortunately she decided to work at the Crescent Heights Clinic after the completion of her residency. She has now come to her senses and has joined us here at the Community Clinic. Needless to say we are very excited for them to bring their skills and clinical acumen to the Health Centre.

They are already fitting in very nicely and we hope that they choose to stay with us for many years. We now have a full complement of physicians. I have been here for 23 years, and it is not often that we are not trying to recruit a physician of some shape or form. It is a nice change to be able to relax our efforts in that area for a while.

We now have Dr. Lanoie and Dr. Kolawale providing chronic pain and addictions care. Dr. Rousow and Dr. Robertson continue to practice addiction medicine here in addition to their regular shifts in the emergency department. Dr. Crawford is still going strong and is now attending clinics at Ahtakakooop and Whitefish reserves. Dr. Parekh, Dr. Owonikoko and myself provide care here and occasionally at the Emergency Department at Victoria Hospital. Dr. Parekh, Dr. Pavan, Dr Owonikoko, and Dr. Ekpineke help with addictions medicine care in addition to the regular family medicine clinics. Dr. Van Heerden, Dr. Veith, Dr. Ferguson and Dr. Balingit are providing comprehensive family care. Last, but not least, Dr. Parekh has taken over the role of the Department Head of Family Medicine for the area. As you can see we have a diverse and busy group of physicians.



PRINCE ALBERT COMMUNITY CLINIC PHYSICIANS

GENERAL PRACTICE

- Dr. B. Ekpenike
- Dr. G. Obrigavitch
- Dr. H. Ferguson
- Dr. J. Balingit
- Dr. L. Lanoie
- Dr. M. Pavan
- Dr. M. Van Heerden
- Dr. O. Owonikoko
- Dr. S. Veith
- Dr. V. Parekh

ASSOCIATE PARTNERS

- Dr. D. Crawford
- Dr. R. Kolawole
- Dr. F. Rossouw
- Dr. N. Roberstson

VISITING PHYSICIANS

- Dr. R. Friesen
- Dr. A. Hunter
- Dr. E. Royeppen
- Dr. R. Skomro, Respiriologist, Saskatoon
- Dr. K. Lumb
- Dr. R. O'Carroll
- Dr. O. Mabadeje
- Dr. Grobler
- Dr. Y. Pillay
- Dr. C. Voll, Neurologist, Saskatoon



Volunteer Foundation Annual Report For Year Ending March 31, 2020

The Volunteers' Foundation had a successful year. Events that were held include;

- Volunteer Appreciation & Recognition Luncheon
- Pancake Breakfast at the Seniors Heritage Centre
- Yard Sales/Bar-B-Q Luncheons (held throughout the summer/early fall months)
- Raffles and 50/50 draws
- Christmas Extravaganza Craft and Bake Sale

These events create a sense of community spirit and fundraising opportunities for the health care needs of the community served.

In January 2020 our staff member Nadine Locke retired from her position of part time Volunteer Coordinator after many years of service. An appreciation farewell tea was planned in her honor and held on January 29, 2020.

Her support and guidance to the Volunteer Foundation and their fundraising initiatives has truly made a lasting impact at the Co-operative Health Centre and she will be missed.

The health centre looks forward to the continued partnership with the Volunteer Foundation and supporting the executive with their events and activities.

Prepared by: *Bonny Peneff*, Director of Support Services



BOARD MEMBER NOMINATION - Lena Yeo



BOARD MEMBER NOMINATION FORM

Please Note: This Form is a Public Document and will be included in the Annual General Meeting Docket

The Prince Albert Co-operative Health Centre (PACHC) is a not-for-profit health organization providing a variety of inter-disciplinary health services within a "Primary Health Care Model". The PACHC has a rich medical history; being the pioneer for Medicare in Canada. The PACHC is a cooperative that elects from its' membership, Directors to the Board, to act on behalf of its' membership. This Board utilizes the Governance Model to provide policy-making practices to assure the Goals and Vision of the Co-operative Health Centre are met. Candidate Board Members must be able to meet requirements as outlined in Governance Policies, GP 1, 2, and 3, (attached). New Board members are required to provide the Board Chair with a "Criminal Record Check" within two months of accepting a position on the Board.

Name: Lena Yeo.
 Address: 488 Riverside Dr. Prince Albert, SK.
 Postal Code: S6V 2X3
 Occupation: _____ E-mail Address: lenay@sasktel.net
 Phone: Day 306-764-3705 Evening: _____
 Fax: _____ Cell: 306-961-6122.

Please provide information about yourself and your organizational affiliations, if any, as requested below.

1. Education and/or Professional Accreditations:
2. Personal Skills and Strengths:
3. Special Interests:
4. Volunteer Work: Service Clubs; Other Community Organizations

Please include CV/Resume along with this Nomination Form. Please refer to previous nomination form!
 Prince Albert Co-operative Health Centre Board of Directors:

Describe the contribution you plan to make toward the work of the Co-operative Health Centre Board of Directors:



Expectations of the Directors of The Co-operative Health Centre are as follows:

A. Attend Meetings:

1. Regular Board meetings on the first Tuesday of each month, excluding July and August: meetings are generally three hours duration, commencing with supper at 5:00 p.m.
2. Annual General Meeting in June.
3. Board of Directors meeting is required within fifteen (15) days of the Annual General Meeting (AGM). Current practice is to have this initial meeting immediately following the AGM.
4. Approximately three (3) special Board sessions (i.e., Policy Review, Strategic Direction Planning, Board Education); are generally four to five (4-5) hours duration.
5. Directors are expected to contribute to the meetings by reviewing information prior to the meetings.

B. Commit to professional development by attend educational courses and conferences as required to ensure the Board of Directors is knowledgeable and competent in carrying out their responsibilities and duties.

C. Commit to keeping informed on current issues and trends relevant to the community health sector.

I understand and I am willing to fulfill these expectations to the best of my ability.

Signature: *Conchylo (for)* Date: *April 16, 2020*

Lena Yeo.

** Please refer to email attached .*

From: Lena Yeo <lenay@sasktel.net>
Sent: April 16, 2020 2:00 PM
To: Dochylo Connie
Subject: Board nomination form

Because of the constraints of free movement during Covid 19 , I request Connie Dochylo submit a Board Nomination form on my behalf. I have authorized her to duly sign the form on my behalf.

Lena R Yeo

Sent from my iPad

Name: Lena Yeo

Occupation: Retired Nurse

Education and/or Professional Accreditations:

- Registered Nurse

Personal Skills & Strengths:

- Organized, creative

Special Interests:

- Reading, sewing, gardening

Service Clubs:

Other Community Organizations:

- Global Neighbours, Prince Albert
- Volunteer with Prince Albert Parkland Health

Contribution you would like to make towards the work of the Co-operative Health Centre Board of Directors:

- As a previous employee, Director and present Board Chair, I would like to continue to observe and partake in the ongoing success of the Health Centre.

BOARD MEMBER NOMINATION - Joe Rybinski



BOARD MEMBER NOMINATION FORM

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Name: Joe Rybinski
 Address: RR2, Site 9, Comp. 13 Prince Albert, Sask.
 Postal Code: S6V 5P9
 Occupation: Retired Health Care E-mail Address: jopa@sasktel.net
 Phone: Day 306-940-7528 Evening: same
 Fax: _____ Cell: same

Please provide information about yourself and your organizational affiliations, if any, as requested below.

1. Education and/or Professional Accreditations:
2. Personal Skills and Strengths:
3. Special Interests:
4. Volunteer Work: Service Clubs; Other Community Organizations

Please refer to what is currently on file @ PACHC

Please include CV/Resume along with this Nomination Form.

Prince Albert Co-operative Health Centre Board of Directors:

Describe the contribution you plan to make toward the work of the Co-operative Health Centre Board of Directors: I would continue to assure good governance with a focus on our fiduciary responsibility of making decisions in the best interest of the organization and membership. I would work diligently on a strategic direction that would assure PACHC is a valued, sustainable leader in the delivery of Primary Health Care.



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3. Board of Directors meeting is required within fifteen (15) days of the Annual General Meeting (AGM). Current practice is to have this initial meeting immediately following the AGM.
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5. Directors are expected to contribute to the meetings by reviewing information prior to the meetings.

B. Commit to professional development by attend educational courses and conferences as required to ensure the Board of Directors is knowledgeable and competent in carrying out their responsibilities and duties.

C. Commit to keeping informed on current issues and trends relevant to the community health sector.

I understand and I am willing to fulfill these expectations to the best of my ability.

Signature: _____

Date: April 15, 2020

My post-secondary education was specific to health care to include:

Registered Radiological Technician, Human Resource Management – U of R, Health Care Administration (Acute Care, Long Term Care, Community Services) U of S, Certified Human Resource Professional (CHRP)

My career included: Hospital Administration, Long Term Care Administration and Vice President of Human Resources over a period of 33 years of continuous employment in the Saskatchewan Health Care system. Upon retirement, I started a private business providing Human Resource consulting and have provided services to provincial and municipal businesses in Prince Albert and area.

I have a clear understanding between operations and governance and have facilitated Strategic Planning sessions for several organizations at both a staff and governance level. I understand and appreciate co-operative values and sit on the governance structure of a local co-operative.

BOARD MEMBER NOMINATION - Larry Fladager

Larry Fladager, B. Admin. ProDir

R.R. 5, Site 16, Box 145, Prince Albert, SK S6V 5R3

Phone: 306 961-4355 Email: fladager@sasktel.net

Professional Profile

A highly skilled director with over 30 years of senior management experience in post-secondary education and corporate governance. A capable project manager with extensive training and experience in many diverse industry settings. Possesses a proven track record in delivering projects on-time and on-budget. A visionary leader and change agent in meeting the needs of multiple stakeholders and moving modern organizations forward. Demonstrated leadership in community through participation in a wide variety of community-based organizations. Efficiently able to adapt to new environments and take on any organizational challenge, from finance to information technology and beyond.

Employment

Prince Albert and District Chamber of Commerce

Chief Executive Officer

2015 - Retired December 2017

- As CEO I was responsible to an elected Board of Directors from a diverse Chamber membership base of approximately 450 businesses; primarily in Prince Albert and across Saskatchewan
- Directed and managed all the activities of the Chamber from the development of the strategic plan to specific operating plans that delivered value to the membership
- Liaised with the provincial and national Chambers on business initiatives.

Prince Albert Parkland Health Region Board of Directors

Appointed Board Member

2015- 2017- Appointed by order in cabinet to the Board of Directors of the Prince Albert Parkland Health Region with 2400 employees and an operating budget of \$240M

BOARD MEMBER NOMINATION - Bernice Bergstrom



*Received via mail
March 25, 2020*

BOARD MEMBER NOMINATION FORM

CONFIDENTIAL

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Name: Bernice Bergstrom

Address: 1312 Longworth Place Prince Albert sk.

Postal Code: S6V6E3

Occupation: Retired E-mail Address: Bernice.bergstrom@outlook.com

Phone: Day 306 7645657 Evening: same

Fax: — Cell: 306 980 8728

Please provide information about yourself and your organizational affiliations, if any, as requested below.

1. Education and/or Professional Accreditations:
2. Personal Skills and Strengths:
3. Special Interests:
4. Volunteer Work: Service Clubs; Other Community Organizations

Please include CV/Resume along with this Nomination Form.

Prince Albert Co-operative Health Centre Board of Directors:

Describe the contribution you plan to make toward the work of the Co-operative Health Centre Board of Directors:

as per attached



Expectations of the Directors of The Co-operative Health Centre are as follows:

A. Attend Meetings:

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I understand and I am willing to fulfill these expectations to the best of my ability.

Signature: Bruce Repton Date: March 20, 2020

First of all, thank you for giving this opportunity to let my name stand for a position on the Prince Albert Co-operative Health Centre Board of Directors.

My name is Bernice Bergstrom. I have lived in Prince Albert all of my adult life.

I am married with three adult children and 6 grandchildren of which two have special needs.

- My oldest granddaughter has a chromosomal abnormality of which there are very few cases in North America
- My grandson was born with Cerebral Palsy as a result of in-utero stroke

My work history is as follows:

- 1972 – 1977 Prince Albert Credit Union now known as Conexus Credit in the accounting department
- 1977 – 1987 Stay at home mother to raise out three children
- 1987 - CompuCollege – Diploma in Business Admin with Honors
- 1987 – 2016 Prince Albert Co-op now known as Lakeshore Co-op
- 2016 Retired from my position of Credit Manager

I started at the Prince Albert Co-op in 1987 and held many positions during my years employed there. I worked as the accountant for the Birch Hills Co-op and the Kinistino Co-op for a number of years.

I held the position of Credit Manager for 17 years. I am very proud of the accomplishments made in this department over the years. I had the opportunity to work with a diversified number of members. This took in all aspects of personal and commercial credit. From the senior citizen needing their prescriptions charged to their account so they can get them delivered to their home to hundreds of thousands of dollars from farmers, contractors and loggers. I was able to work with this diverse community and have open conversations and honest working together to be able to get the accounts paid in a timely manner.

I like working with children.

For the last two years I have been doing noon hour supervision at the kindergarten level at St Micheal Community School. I love the interaction with the children and feel like I am contributing to the community, by being there for the children.

I would like to take the time to listen to the Co-operative Health members and others from the area voice their concerns and needs. My skills of listening, compassion and problem solving in a fair and ethical way will be my contribution to the Board.

BOARD MEMBER NOMINATION - David Knouse



BOARD MEMBER NOMINATION FORM

CONFIDENTIAL

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Name: DAVID KNOUSE

Address:

3132 EAGLE CRES.
PRINCE ALBERT, SK

Postal Code: S6V 7W6

Occupation: RETIRED E-mail

Address: KNOUSEHOUSE@SASKTEL.NET

Phone: Day 306-932-8559 Evening:

306-932-8559

Fax: NONE Cell:

306-961-9344

Please provide information about yourself and your organizational affiliations, if any, as requested below.


1. Education and/or Professional Accreditations:
2. Personal Skills and Strengths:
3. Special Interests:
4. Volunteer Work: Service Clubs; Other Community Organizations

Please include CV/Resume along with this Nomination Form.

Prince Albert Co-operative Health Centre Board of Directors:
Describe the contribution you plan to make toward the work of the Co-operative Health Centre Board of Directors:

2. Annual General Meeting in June.
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 5. Directors are expected to contribute to the meetings by reviewing information prior to the meetings.
- B. Commit to professional development by attend educational courses and conferences as required to ensure the Board of Directors is knowledgeable and competent in carrying out their responsibilities and duties.**
- C. Commit to keeping informed on current issues and trends relevant to the community health sector.**

I understand and I am willing to fulfill these expectations to the best of my ability.

Signature:  Date: _____
MARCH 12, 2020

March 12, 2020

Co-operative Health Centre Nominations Committee
Attn: Jeff Finch

Enclosed please find the completed nominations form as requested.

Regarding the information requested in the nominations form:

1. I have a grade twelve education, plus have taken a number of classes at the University of Regina, including Commercial Law, Commerce and Accounting.
2. My work experience began in 1970 at Federated Co-op in Regina in the retail accounting department. In 1973 I transferred from FCL to Estevan Co-op as their accountant, and was promoted to the positions of Office Manager and Controller. In 1984 I transferred from Estevan Co-op to Prince Albert Co-op as their Controller. I retired from the Co-operative Retailing System (CRS) in 2016 after 46 years of service. My employment in the CRS has provided an opportunity for me to gain experience in a broad range of work experience. As Controller I have prepared the annual budget for the Co-operative, plus feasibility studies for major construction projects, as well as post audits on projects to analyse the return on investment. While most of my career was focussed in the areas of management, accounting and administration, I have been involved in numerous construction projects, acting a project manager, reviewing site plans and drawings, and dealing with sub-trades in all aspects of construction and maintenance. I have also had the opportunity to work on committees at Federated Co-op in the development of the CRS Accounting, Computer and Point of Sale systems. I have worked to develop Environmental Risk procedures to mitigate the impacts of contamination for petroleum, chemical or fertilizer spills at the petroleum and agro sites.
3. Special interests revolve around my family. Linda and I have three children and four granddaughters. We love spending time with the little ones and look forward to an annual family vacation taking them boating and tubing. I enjoy gardening and maintaining our yard, as well as time spent curling, golfing and going for walks on the Rotary Trail.
4. I have served as a board member of the Prince Albert Credit Union, and served on the Stewardship Committee at Calvary United Church. I have volunteered as a Jackrabbit Cross Country Ski leader and as a Beaver leader.

Our family moved to Prince Albert in 1984, and we have been using the services provided at the Co-operative Health Centre ever since. I have worked in the CRS for over 46 years and believe in the co-operative principals and its ability to provide services to local communities that may otherwise not be available. The Co-operative Health Centre provides numerous health care services, if elected as a Board Member I would work to ensure the Co-operative Health Centre stays relevant and provides quality health care services to Prince Albert and area into the future.

Regards,
David Knouse