YOUVILLE is a multi-sector community health care and social services organization. We deliver integrated, people-centered services and programs that reflect the needs and priorities of the diverse communities we serve. Youville is a not-for-profit, registered charity, community health centre located on Treaty One Territory, in the heart of the Metis Nation, in Winnipeg, Manitoba.

While our look has changed, our commitment to providing compassionate services & supports that work for you, remains the same.

But what else continues is the importance of sharing our stories; and how our work connects us to each other, to our hearts and to our spirits.

In this year’s Annual Report you will find thoughts and stories from staff and clients on building capacity, partnerships, special projects, Teen Clinic and Board development. We highlight our accomplishments for 2018—2019, and the goals we are working towards, to help better our communities.
Youville Centre is named for Sister Marguerite d’Youville, founder of the Grey Nuns in Canada. Marguerite spent a lifetime giving to those in need. Her legacy is her unyielding determination, her insight and her courage to move forward in the face of change.

Youville Centre was established in 1983 by the Sisters of Charity of Montreal, the Grey Nuns of Manitoba. The first site, located in St. Boniface, began operation as a nurse-managed community health resource centre promoting child health, healthy family life and parenting. In 1985, a Diabetes Education Resource Program was added to provide persons with diabetes and their families the necessary education for self-management. In 1996, the first Community Nurse Resource Centre in Manitoba was officially opened in the community of St. Vital in Winnipeg, under the governance of Clinique Youville Clinic Inc.

Both Youville sites continue to operate and provide a place where individuals and families can work to promote, maintain and improve their health with health and social service professionals and with others who have shared experiences. Youville focuses on the strengths and gifts, as well as the needs of the community, striving for the most efficient and caring delivery of its services and programs.

**O N E  O R G A N I Z A T I O N  —  T W O  S I T E S**

**O U R  M I S S I O N  A N D  V A L U E S:**

To enhance the health of the individuals, families and communities we serve. Our values are guided by Saint Marguerite d’Youville’s spirit of compassion and hope.

**Respect** - We respect all dimensions of a person.

**Support** - We offer a nurturing environment to support people in helping themselves.

**Collaboration** - We collaborate with community members and other agencies to build on community strengths and answer unmet needs.

**Innovation** - We seek innovative ways to improve the quality of life through education and research.

**Accountability** - We are accountable and responsible to our clients, our partners and each other.

**O U R  V I S I O N:**

To become a Centre of Excellence that pioneers capacity-building techniques and programs used by communities throughout Manitoba.
“This centre listens to the needs that have been identified by the members of our community and develops services that meet these needs.”

— review on our Facebook page

WORKING WITH YOU FOR BETTER HEALTH

Our Sponsor, The Catholic Health Corporation of Manitoba, believes in serving the community by offering innovative services to help meet unmet needs. Through their leadership and encouragement the Board, Staff and Volunteers at Youville strive to ensure our programs and services are guided by these five accountabilities:

* have a spiritual purpose
* respond to an unmet need
* have a consistent ethical framework
* be sustainable
* have a demonstrated commitment to quality and excellence
YOUVILLE COMMUNITY HEALTH CENTRE

The Community Health Centre (CHC) is located at 6-845 Dakota Street. Youville St. Vital Community Health Centre is a place where clients are listened to and can work to promote, maintain and improve their health with a knowledgeable team of health professionals. Whether clients need health care, wellness education or counseling and support, we help our clients to become healthier. We also work with the community to make it a healthier place to live.

One Organization — Two Sites

YOUVILLE DIABETES CENTRE

Youville Diabetes Centre (YDC) at 33 Marion street is a regional community based centre of excellence dedicated to helping people affected by diabetes and complex issues, live healthier lives. YDC provides education and resources to adults living with Type 1 and Type 2 diabetes who take medication, and to women with pre-existing diabetes who are pregnant and who develop gestational diabetes. Youville Diabetes Centre is the only diabetes self-management education centre in Winnipeg that provides regular one-on-one day and evening appointments for clients. The Centre also provides group diabetes education sessions.

COMMUNITY HEALTH CENTRE (CHC):
Providing a continuum of health services & supports to the St. Vital community.

OUR SERVICE IS:

Compassionate.
We work with you in a caring, and helpful way.

Respectful.
We treat you as an individual, with your own values and beliefs.

Courteous.
We welcome you warmly and help you feel at ease. We are friendly and sincere. We work to go beyond what you expect.

Empowering.
We help you get the knowledge, skills, and support you need to help yourself.

YOUVILLE DIABETES CENTRE (YDC):
Providing diabetes education & resources to all of Winnipeg.

WORKING WITH YOU FOR BETTER HEALTH!
EXECUTIVE DIRECTOR PERSPECTIVE

Another exciting year at Youville which bought more changes inside and outside our organization. We have worked hard this past year building our capacity so we can provide effective and sustainable services and supports that match what our community is telling us they want and need us to be, to work with them and to help promote and protect their wellbeing!

Capacity building is not often well defined and can mean many things, depending on the context. For us it is not easy to define singularly. We seek to build our capacity as an organization, the capacity of community members as individuals and the capacity of communities as a whole.

At Youville, we have been creating and engaging in processes that increase our ability to do well, what we are entrusted to do (service provision), in good, informed and humble ways (person-centered, socially just, culturally safe, anti-oppressive) and by learning and by partnering along the way – everywhere and anywhere we can. In a nutshell this is capacity building.

Over the last year we have continued to work across many avenues to build and promote a reciprocal environment that increases the potential for everyone involved to get the information, knowledge, skills, support and opportunities to be healthy and well.

Throughout this report, you will see stories, examples and other evidence and anecdotes highlight our capacity building efforts this year. The efforts cut across the organization, from the backroom functions to the direct service provision, we have been working on:

- **Continuing to improve our Human Resources systems; IT systems, (technology); leadership capacity (throughout all levels of the organization – board, management, staff, volunteers, students and community members; organizational structures and our external relations (including media relations)
- **Increasing our understanding of our organizational culture** and enhancing it through the Psychological Health and Safety in the Workplace initiative.
- **Increasing our capacity to be a culturally safe employer and service provider** through the development of a cultural safety organizational change framework, rooted in anti-racist and decolonial theory and thinking.
- **Understanding our relevance, responsiveness and effectiveness** by increasing our evaluation and monitoring capacity.
- **Maintaining a focus on environmental learning and understanding** what is happening around us. Through partnerships we are trying to connect more deeply with community members, service users and build bridges where system gaps exist.
- **Programmatic learning** - how to best understand what individuals need from us and how we can build on their strengths.

As an organization we are honoured to provide support, information and a variety of services to our communities and to partner with such amazing colleagues. I want to extend my thanks to the amazing staff, volunteers and students who choose to be a part of this team, who continue to challenge themselves to improve and innovate, learn and grow. Thank you to the Youville Board members who guide the organization with passion and compassion.

Lastly, thank you to the all individuals, families, and communities who continue to trust us with their wellbeing and courageously share their stories.

Toni Tilston-Jones
Executive Director

Follow us: [facebook](https://www.youville.ca)

With the assistance of our Executive Director, Youville’s tremendous administrative team, our sponsor CHCM and of course all of the Youville Staff working together to carrying on and fulfilling the Grey Nun’s visions and mission, the Board of Directors was able to focus on and complete some very important work this year including:

😊 Completion of a comprehensive Terms of Reference Review:
* Governance and HR Committee
* Finance Committee
* Board Terms of Reference

😊 Networking and developing unique partnerships and opportunities for collaboration – joining the Wellness Transformation Network with Sci-Mar and partners.

😊 Dialoguing and engaging with complementary service providers to find ways to strategically augment services/supports for those living with Diabetes as well as the St. Vital Community Area

😊 Commitment to and preparation for our Strategic Plan Review in 2020 – Involving staff, community and Board members

😊 Commitment to ongoing and completion of our first Board and Staff meet and Greet ensuring there is a meaningful connection between the staff teams of Youville and the volunteers who are responsible for governance of the organization.

BOARD OF DIRECTORS 2018 -2019

Darren Peters, Chair
Kathleen Gannon, Vice-Chair & Treasurer
Michelle Dedieu
Jennifer Gustafson
John Guttormson
Tony Kwong
Kathleen Messner

A special thank you to outgoing Board Members:

Barb Ebbeling
Martin Desilets
Al Roney

WORKING WITH YOU FOR BETTER HEALTH!
do what you love
be what you do
COMMUNITY HEALTH STRATEGIC PRIORITIES:

- To align health care services using community assessment process:
  - Offer services that match the needs of the community
  - Offer services that maximize impact, are established as evidence-based and regularly evaluated

- To build a healthy community:
  - Be an active participant in community development in St. Vital
  - Have strong and positive relations with all other community agencies and groups
  - Collaborate with our partners to develop and maintain health services for the community
  - Be vigilant in tracking trends and issues so we can respond in a timely fashion
  - Broaden our funding base to include new partners

SUCCESS STORIES……..

“We created a community garden on the greenway this past summer which brought out past participants of Baby & Me. It helped them not only learn about gardening and enjoy fresh food that they grew themselves, but it also reconnected or kept the connection between the participants and their families. We learned that there is a group of moms who met in our Young Expectations prenatal classes 6 years ago and continue to connect and support each other. They meet regularly with their 5 year old children to do activities, like going to the Zoo. They also created their own Mom’s online chat group to support each other through their parenting challenges.”
- Youville staff

“One participant who struggled with anchoring to the practice of mindfulness and self-compassion has happily reported success with the practice in significantly reducing his anxiety and stress and has also been able to successfully set clear limits and boundaries in his life, as he is now pausing to ask himself, “what is it that I need?”
- Youville staff

Youville St Vital Community Health Centre is a place where you are listened to and can work on your health concerns with a knowledgeable team of health professionals. We believe that health includes the physical, emotional and spiritual aspects of life. Factors such as shelter, education, food and income impact on your health. Whether you need health care, wellness education, or counselling and support we will help you become a healthier you. We also work with the community to make it a healthier place to live.

As a community health centre Youville is a multi-sector healthcare and social services organization. We deliver integrated, people-centered services and programs that reflect the needs and priorities of the diverse communities we serve. We offer the following services/programs:

Ask a Nurse  Baby & Me / Young Ex  Counselling  PATHways for Diabetes
Seniors Programs  Teen Clinic  Foot Care  Mindfulness Self-Compassion

WORKING WITH YOU FOR BETTER HEALTH!
TEEN WELLNESS

“Youville? Teen Clinic? Ya of course I know about it ….. I’ve even been there a bunch of times, but I’ve never actually gone in the door….. you know …. it’s scary having to talk to people!”

Hearing this from a student at one of the local high schools during a Wellness Fair was the impetus for us to develop a new and innovative way to reach out to youth in the community. What about a welcoming space for youth to access health information and resources, pick up some free condoms, get a snack or just hang out?

And so…. The Youville “Knowledge Nook” was born!

Inspired by The NorWest Youth Hub and an initial gift from students of the Youth in Philanthropy committee at Dakota Collegiate, we started small. Some space in our front lobby was reallocated for “the Nook”, and some existing furniture and resources were recycled and put to good use! We purchased some new furniture and supplies, bought some brightly-coloured “inexpensive” poster paper to throw up on the walls and borrowed some family and friends to transform our new space into something a little more inviting! At that point, after receiving a Healthy Together Now Grant, we had the opportunity to hire a coordinator to get things started, install a phone charging station and add some more furniture. With the help of students from Nursing, Social Work and Kinesiology, as well as numerous volunteers, we held several events with food demos, visiting presenters from partnering agencies such as SERC, Rainbow Resource Centre and Youth Employment Services. And to top it all off, we were able to have staff from Dakota Collegiate offer their time to finalize our space with a beautiful paint update!

The Knowledge Nook has numerous resources on health related topics available – with a focus on 10 topic areas that were chosen directly by the youth themselves! These topics include such things as mental health, finding employment, recreation, spirituality, LGBTQ health, newcomer resources, just to name a few. We are very proud of our Knowledge Nook and what it has become over the past few months. It continues to be a work in progress, but our unwavering goal is that youth feel comfortable at Youville Centre and know we are a safe place to access the information and services needed to make informed decisions about their health and well-being.

“I like the fact that it’s here for teens so if they are feeling nervous and don’t know who to talk to, they can come here.”  - Teen Client

Read more in the Winnipeg Free Press or The Lance
Through our innovation we are able to build a wider scope of partnerships, participate in evaluation and help to build capacity of others, not only in our community, but cross provincially!

It has been a busy year for Mindful Self-Compassion (MSC) with helping to build capacity of others. Our team facilitated a workshop for 35 teachers of College Jeanne Sauvé, resulting in a newly developed partnership with future plans to participate in a Mental Health event with students next. They also trained teachers in MSC who attended the Grand Rounds hosted by CHCM, and, did a presentation on MSC inner resilience building to a parents group from Victor Wyatt School.

The team developed written and audio content (Mindfulness and Self-Compassion focus) for an App: Caregivers caring for people living with Dementia in partnership with the Alzheimer’s Foundation of Saskatchewan and the University of Saskatchewan.

Meetings continued with CHCM and consultations with Dr. Christopher Germer (co-creator of MSC) to help gather information and direction regarding MSC and Grief for the development of a teaching manual.

“I feel overall more calm and present. I see myself standing close to my center. I am able to sit back quietly and experience a moment.”

- Client

Youville partnered with Red River College and Dr. Wendy Tretiak to provide a clinical placement, for the first time, for registered nurses working towards becoming Authorized Prescribers in the area of sexual and reproductive health. The Registered Nurse Authorized Prescriber (RNAP) program nurses were able to meet their placement requirements and appreciated the variety of experience available at Youville.

PATHways (Youville Community Health Clinic -CHC) and Youville Diabetes Centre (YDC) teams worked with the WRHA Chronic Disease Collaborative to develop standardized diabetes education modules that were rolled out to be used at all Access Centres and community health agencies. This involved Access Centre developing their own fitness program modeled after our FITT Smart. The PATHways Diabetes education class content on behavior change/goal-setting and psychosocial support was adopted into a WRHA diabetes session called Mind and Body Wellness. This content was seen as a welcome addition to the usual education on diabetes basics and nutrition and we are proud to help the build capacity of our peers and partners.

PATHways increased access to programming this year by removing barriers such as postal code and streamlining self-referral processes via the Ask a Nurse program. We are continually modifying how clients can attend programming that best suits individual clients. CHC plans to further reduce access restrictions by collaborating more with YDC.

“ I learned I am not alone. Many others are in the same situation as me.”

- Client

To help build capacity of others, a facilitator’s manual was created around the Building Bridges Older Adult Anti-Bullying program. Our staff who co-developed the Building Bridges Program and Manual facilitated two days training to our new partners, Saskatoon Council on Aging (SCOA) and University of Saskatchewan Professor Dr. Donna Goodridge, Director, College of Medicine, Division of Respirology, Critical Care and Sleep Medicine. Results are currently being compiled and collated for an interprovincial research pilot project looking at effectiveness of the Building Bridges program in a seniors block in Saskatoon.
BUILDING CAPACITY OF A RECORD AMOUNT OF STUDENTS THIS YEAR!

Total Student Hours at St. Vital this year was 2686! That is equivalent to 1.5 FTE positions at CHC!

This year, a record breaking number of 27 students continued to build their capacities through Youville Centre.

Youville had Social Work and Kinesiology students work on community development projects, including Teen Clinic Knowledge Nook, Healthy Together Now community grant funding initiative, and LRSD Canada Learning Bond sign up event for qualifying low income families. We connected École Varennes with U of M for nursing students with their community practicum placement. We have three schools in Louis Riel School Division, plus Marlene Street Resource Centre, who now work regularly with nursing students.

Our students came from Social Work, Kinesiology, Nursing, Psychiatric Nursing, Registered Nurse Authorized Prescriber and Midwifery Programs and our Post-secondary partners were Université de Saint-Boniface, University of Manitoba, Brandon University, Red River College and McMaster University.

“Our students continue to report positive experiences at your site. I recently had the privilege of hearing a student creatively reflect on a very meaningful experience where she felt she learned about the importance of taking initiative, relational caring and reconnecting/following up with clients at a deeper level by observing nurses in practice at your site.”

- Comment from RRCC placement coordinator
WE ARE THANKFUL FOR ALL OF OUR COMMUNITY PARTNERS!

Partners makes us stronger! Youville has formed relationships with community members, community-based organizations and business to provide individuals and families with access to a wide range of resources.

Adolescent Parent Interagency Network
Appleton Estates
Barbara Mitchell Family Resource Centre
Bishop Grandin Greenway
Brandon University- Psych Nursing Program
Canadian Agency for Drugs and Technology in Health
Centre Flavie Laurent
Centre de Santé
Councillor Brian Mayes, St. Vital
Dakota Community Centre
Diabetes Canada
Diabetes Education Resource for Children & Adolescents (DERCA)
Division scolaire franco- manitobaine
EDGE Skills Centre
Elspeth Reid Family Resource Centre (Brandon)
Fort Richmond Youth in Philanthropy
Healthy Child Manitoba
Honorable Rochelle Squires, MLA Riel
Honorable Colleen Mayer, MLA St. Vital
Louis Riel School Division
Manitoba Association of Community Health
Manitoba Centre for Nursing and Health Research
Manitoba Housing
Manitoba Partnership Dietetic Education Program
Marlene St. Community Resource Centre
McMaster University Midwifery Program
Morrow Ave. Child Care Programs for Families
Neighbourhood Immigrant Settlement Workers - St. Vital
Red River College- Nursing Program
Sara Riel
St. Mary Magdalene Church
St. Vital / St. Boniface My Health Team
St. Boniface Parent Child Coalition
St. Vital Community Action Network
St. Vital Evangelical Mennonite Church
St. Vital Parent Child Coalition
Sobey’s – St. Vital
Teen Stop Jeunesse – Centre 24/7
The Birth Centre (Women’s Health Clinic)
The Lawson Foundation
The Winnipeg Foundation
United Church of Meadowood
Université de Saint-Boniface Nursing Program
University of Manitoba- Nursing, Social Work, Kinesiology & Nutrition programs
Winnipeg Breastfeeding Network
Winnipeg Promise Initiative
Winnipeg Regional Health Authority
Woodydell / St. Anne’s Road Family Resource Centres
And referring Health Care Providers and Specialists. You are truly our community partners!

“Thank you for helping to make this possible! Healthy Together Now provides so much of a difference for our community!”
- Healthy Together Now grant for St. Vital recipient

“You have been such a solid source of support. You’ve made my final student experience a memorable and happy one.”
- Comment from BSW student

WORKING WITH YOU FOR BETTER HEALTH!
“Thanks so much for continuing to partner with us. The students really have good experiences. For instance, one student in my last group reflected very well on her experience at Youville observing a nurse working with a depressed teen client and was able to share her learning very articulately with other students.”

Comment from placement coordinator re: RRC Nursing student observational placements

Free money for your child’s post-secondary education? Who knew??

In October, Youville Centre partnered with Winnipeg Promise Initiative and Louis Riel School Division to help low income families access free money for their child’s education by opening a Canada Learning Bond account. During this “1-day blitz,” accounts were opened for a record 265 children, with an estimated total value of $235,000 deposited by the Government of Canada to be used toward future post-secondary education expenses. Families were also assisted in getting free Birth Certificates and Social Insurance Numbers for their children. A 2nd event is planned in 2019.

Our partnership with Sara Riel continues to grow. A mental health counselor from Sara Riel now works with the Youville nurse and dietitian for the Health Matters program. Sara Riel continues to support the program and connects their clients to Youville for health information and support. St. Anne’s Sobeys continues to provide funding for healthy meal and snack demonstrations and the Barbara Mitchell Family Resource Centre also provides support to the program by providing a peaceful safe location for the program. A true community collaboration to provide services to the public targeting those with mental health concerns.

Youville continues to have strong partnerships with Career Edge by providing health information and education to people looking for work and preparing to enter the workforce. We also continue to offer education and support to Rene Delorme and recent newcomers to Winnipeg. Providing information on Youville Services and nutrition information.
Nobody’s Perfect (NPP) is a facilitated parenting program for parents of children from birth to age five. The program aims to improve participants’ capabilities to improve the health of their children. It is a Canadian best practice, with clear measured impacts on positive parenting which can be adapted for all cultures. NPP was developed by Health Canada and is funded by Healthy Child Manitoba for the provincial coordination by a part-time coordinator. Youville Centre administers the provincial office and facilitator training at the Diabetes Education site.

NOBODY’S PERFECT MANITOBA

Nobody’s Perfect Manitoba co-created, in partnership with Dad Central Ontario, the NEW Nobody’s Perfect Tip Sheets for Fathers for the Public Health Agency of Canada (PHAC).

Over the past year, PHAC has been working collaboratively with NPP Manitoba and Dad Central Canada to create a series of 10 parenting tip sheets for fathers with young children on a variety of topics such as the experience of being a new dad, father’s role in play and exploration, bullying, screen time, self-esteem and single or step parenting. The release of these tip sheets were launched by Dr. Tam, Canada’s Chief Public Health Officer at the Side By Side National Dad Central Canada Conference in Ottawa in March.

These tip sheets can be found at https://www.canada.ca/en/public-health/services/health-promotion/childhood-adolescence/publications/nobody-perfect-parenting-sheets.html#fathers

I would say the greatest Success was the impact this program made on the participants and the impact it has on the community. There was nothing but positive feedback from the individuals and some said they looked forward to attending the class every week as it was a “day out” for them. Running this program in a family resource center made it a safe and comfortable place for participants to voice their concerns and problems when it comes to parenting and everyday life.”

- facilitator

2018—2019 NPP MANITOBA HIGHLIGHTS:

- Manitoba program delivery numbers is 21% of the total National program delivery numbers!
- We have double the amount of fathers attending our Manitoba groups than the National average does!

Based on requests from NPP facilitators, we offered My Tween and Me facilitator training this year. By providing this training to facilitators, not only builds capacity of others, it adds value and sustainably to their work being done. Agencies now are able to broaden the scope of programming to meet the needs of their own communities.

My Tween and Me (MTM) is a parenting program for families with children 7–12 years. The program is evidence-based and is intended to strengthen the confidence and ability of parents to positively influence the lives of their school aged children. MTM uses empathy based experiential learning opportunities and asks parents to see how their children see the world. The program is not prescriptive, but is a guide to support parents and children transition to adolescence, similar to Nobody’s Perfect and works well with all cultures. BC Council for Families (BCCF) identified NPP Manitoba as a leader in training and asked us to partner. Their intent is to expand MTM nationally and across the United States, using the same training standards model as NPP. BCCF is building a community of practice with their facilitators. Manitoba will act as a partner with BCCF to collect data to evaluate the effectiveness of the program. We are a partner in BCCF’s application for the Mental Health Promotion Innovation Fund from the Public Health Agency of Canada.
"A client said how she enjoyed coming here. She said that the atmosphere here was much warmer than other clinics she goes to. She said that we are not indifferent towards her when she has questions and we don’t ignore her like most do. These comments made me feel even more compassion for her."

- Youville staff member
DIABETES MANAGEMENT & EDUCATION STRATEGIC PRIORITIES ARE:

⇒ To establish the unique identity as a diabetes management and education centre
⇒ To align health care services using the community assessment process
⇒ To help build capacities province wide by sharing our expertise with other healthcare providers

YOUVILLE DIABETES CENTRE (YDC) provides diabetes education/management for clients with Type 1, Type 2 on prescribed medication or insulin and to women with pre-existing diabetes who are pregnant or who have developed Gestational diabetes (GDM). YDC focuses on complex diabetes cases which includes all diabetes technology (insulin pumps, CGM’s). This site offers a specialized Young Adult Program (YAP) for 16-25 year olds with Type 1 diabetes that are seen by an endocrinologist and educators. YDC staff consists of nurses and dietitians who are certified diabetes educators (CDE’s), a foot care nurse, counsellor, pharmacist, and a podiatrist. The Youville Diabetes team provides holistic care in collaboration with the referring Primary Care Provider or Specialist.

A SUCCESS STORY…..

"With permission from a client I wanted to share a success story. A young adult began seeing us in the fall. They were newly diagnosed with at that time and their A1C was around 20. They were struggling with a lot emotionally (suicidal thoughts and depression) and one of the dietitians referred them to counselling. They had been seeing me on average once every 2-3 weeks and was also accessing nursing and education services. In January they shared, with a huge smile, that their new A1C was at 6 and that the endocrinologist could not believe it. I was so proud of them and I asked what their secret was. They said “some exercise, eating well and going to Youville”. They also shared that they could not get over how good their own progress was.

Since attending Youville, our client no longer has suicidal thoughts, is more positive, feels strong and hopeful, is less negative, has more self-awareness and indicated for the first time they feel happy. They are in control and has achieved many goals in their life”. - Counsellor at YDC
“Very appreciative of the education I received. I feel it helped me with how to maneuver the challenge of diabetes” - client
By building upon our partnerships, by providing guidance on evaluation and helping to build the capacity of others, YDC has had a busy year!

This past year the YDC team worked very diligently at building capacity on several different fronts. For example, through establishing mentorship and evaluation with dietetic interns from the Manitoba Partnership Dietetic Internship Program. The YDC team also participated in providing current evidence based practices and education for WRHA Rapid Response and Homecare nurses. In April 2018 the YDC team attended a follow up meeting to Diabetes Canada’s Manitoba Stakeholder Roundtable held in October 2017, where key policy issues affecting people with diabetes and prediabetes was discussed. This follow up meeting was to identify action and next steps to move these key access and care issues forward.

The YDC team also met with a group of U of M Physiotherapy students to provide information about Diabetes programming at YDC and Diabetes Self-Management Education, with a focus on physical activity. The Physiotherapy students in turn developed a needs assessment for YDC with a focus on Physical Activity and diabetes (best practices, safety etc.).

This year the team successfully engaged two new volunteers who are U of M Nutrition students who were able to assist in facilitating and running the classes. As well, the YDC team did a presentation to the Youth in Philanthropy (YIP) group from Fort Richmond Collegiate in February 2018 as this group was providing a grant for A1C cartridges. This presentation was a success and the YIP group was very excited and thankful for the informative and inspiring presentation that the YDC team gave. The team has since purchased DCA analyzer cartridges which are an essential part of the Young Adult Program.

YDC is proud to have volunteers that help prepare and facilitate their integral quarterly cooking classes.

YDC has initiated meetings with other diabetes educators from complex care teams along with developing a stronger working relationship with our sister Youville St. Vital PATHways program.

As part of the strategic priorities YDC engages in many partnerships. Some that the team would like to highlight include actively participating in the working group that drafted and developed the WRHA diabetes self-management facilitator guides. The team also continues to attend and value the community development collaborative meetings with Public Health and Centre de Santé.

YDC has proudly carried on their partnership with TeleCARE under the Chronic Disease Collaborative. YDC also initiated and created a robust partnership with Marian Attia. Marian is a local community pharmacist and is contributing to the multi-disciplinary team through client care.

Youville Clinic as a whole has recently taken on the integral task of implementing the calls of action from the Truth and Reconciliation Commission specifically in regards to Health (specifically calls 18-23). In order to begin to move towards this important work the counsellor from YDC participated in Circles for Reconciliation in the community over a course of a couple of months, once per week. These circles consisted of 5 Indigenous participants and 5 non Indigenous participants. Each week held a new theme such as; residential schools, intergenerational trauma, the sixties scoop, Indigenous Spiritual practices, misconceptions about Indigenous peoples and so much more. The vision for these circles is to establish trusting and meaningful relationships between Indigenous and Non-Indigenous peoples.
"The programs at Youville have helped me to be in touch with all aspects of life. Thank you for your guidance and compassion."

- MSC client

DO YOU KNOW WHAT OUR LOGO MEANS?

It is a representation of a caring community with the holding hands. The different colors represent diversity.

The 4 people also represent the aspects of our whole selves; emotional, physical, mental and spiritual self.
COMMUNITY HEALTH CENTRE

Our Impact in 2018 - 2019

Health Promotion 5,429 visits
3,681 Accessed Health Services
2,065 Community Development activities*
1,858 Families impacted by Parenting Support

Total of 12,373 client visits to CHC

*We had an increase of 50% more community development activities this year over last yr!

DIABETES CENTRE

Our Work in 2018 - 2019

561 New Client visits

Total of 5,240 client visits to YCDC

ONE ORGANIZATION— A LOT OF WORK BEING DONE!

Working with YOU for better health!
2018—2019 FINANCES

Statement of Operations

Year ended March 31, 2019, with comparative information for 2018

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<tr>
<td></td>
<td><strong>$ 2,940,660</strong></td>
<td><strong>$ 2,932,840</strong></td>
</tr>
<tr>
<td><strong>Excess of revenue over expense</strong></td>
<td><strong>$ 15,404</strong></td>
<td><strong>$ (47,515)</strong></td>
</tr>
</tbody>
</table>

A more detailed financial report is available upon request.

“Thank you for your information, patience, and friendliness. It has helped me adjust to my challenges”

“Good location, parking, good facilities, trained, personal.

“Thank you, very good! I am much more informed. I am not as afraid. I was very freaked out about things. You made me feel empowered to change my life. Thanks!

- clients

We hope you have enjoyed our Annual Report!

Please note that although the content of the stories are from real client / staff feedback and experiences, some personal details may have been adjusted to ensure anonymity.
THANK YOU TO OUR DONORS!

The following are donors that have contributed more than $500 in this fiscal year, allowing Youville to enhance existing or offer new programs to help meet the needs of the community.

We sincerely thank all of our donors, no matter how small or large the contribution to our cause and belief in helping others.

Because of your gifts, our work can continue!

All Charities Campaign
Cosmopolitan Club of Winnipeg
Filles De La Croix
Les Missionnaires Oblates St. Boniface
St. Boniface Kiwanis Club
The Wawanesa Mutual Insurance Company

YOUVILLE

Staff are:

⇒ Knowledgeable. We have the education and skills needed to provide high quality care.
⇒ Innovative. We offer programs and services that are up-to-date, and based on current research.

Facilities are:

⇒ Welcoming. We keep our centre comfortable, safe and clean.
⇒ Easy to access. We work to make our buildings and services barrier free.

WORKING WITH YOU FOR BETTER HEALTH!
COMMUNITY HEALTH CENTRE
6 - 845 Dakota Street
Winnipeg, MB  R2M 5M3
P: 204.255.4840

DIABETES CENTRE
33 Marion Street
Winnipeg, MB  R2H 0S8
P: 204.233.0262

Youville is located on Treaty One Territory
in the heart of the Metis Nation.

WORKING WITH YOU FOR BETTER HEALTH!