

The logo for youville, with 'you' in green and 'ville' in a light beige color, set against a background of orange and green abstract shapes.

youville



Annual Report 2021 – 2022

A new year, same pandemic:
Stories of our journey and growth

Working with YOU for
better health

Youville

is a community health resource established by the Grey Nuns in 1983.

It is named for Sister Marguerite d 'Youville, founder of the Grey Nuns in Canada. She spent a lifetime giving to those in need.

Youville operates in two sites with their own distinctive programs and characteristics. Both focus on supporting individuals' and families' holistic health in a compassionate and caring environment.

YOUVILLE COMMUNITY HEALTH CENTRE (CHC) provides a continuum of health services & supports to the St. Vital community. CHC is a place where clients are listened to and work on their health concerns with a knowledgeable team of health professionals, including nurses, dietitians, counselors, and a doctor.

YOUVILLE DIABETES CENTRE (YDC) provides diabetes education & resources to all of Winnipeg. YDC provides diabetes education and management for individuals with T1 diabetes, T2 diabetes on prescribed medication or insulin, pregnant with T1 or 2 or with Gestational diabetes. YDC is the only diabetes self-management education centre in Winnipeg.

A new year, same pandemic: Stories of our journey and growth

This 2021-2022 annual report reflects another different year. The pandemic was still a major factor in everyday life, yet our staff continued to move ahead in their personal and professional journeys. Some had growth and learnings as it relates to solidarity work and equity, some looked to personal growth to enhance the work they do to meet the needs of the community.

The staff were asked to share their journey, growth and to celebrate and acknowledge their team members this year. This report is all about the people at Youville and is dedicated to the hard work our staff put in day in and day out.

Thank you.



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33 Marion Street
Winnipeg, MB



6-845 Dakota Street
Winnipeg, MB

Our Vision

Achieving optimal individual and community health and well-being together.



Our Mission

Youville creates safe spaces for the delivery of health supports that address health inequities and nurture healing.

Our Values

RESPECT	We respect all people and work together with those we serve.
SUPPORT	We offer a safe and supportive environment where people can strive for wellness as they define it.
COMPASSION	We journey alongside those we serve in a spirit of compassion by seeking to prevent and alleviate suffering.
COLLABORATION	We collaborate with those we serve and other agencies to build on community strengths, as well as identify and address unmet needs.
INNOVATION	We seek innovative ways to support individual and community wellness through health service, education and research.
ACCOUNTABILITY	We are accountable and responsible to those we serve, our partners and communities.

Youville acknowledges that we are on original lands of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and the homeland of the Métis Nation. We respect the treaties that were made on these territories and acknowledge the history and legacy of settler colonialism, the harms of the past and that continue today. We are committed to taking transformative actions now, on this sacred land, to contribute to reconciliation and equity in any and all ways that we can. In solidarity.

FOLLOW US:



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As part of the Réseau Compassion Network, we are guided by their strategic themes of:

Serving with intention
Communicating our mission
Moving towards reconciliation
Unleashing potential to respond to unmet needs
Securing our future





As Chair, and on behalf and with the Board of Directors, 2021-22 was a year in which we developed a further appreciation for the opportunities and challenges of living in a mostly virtual world. We worked diligently regarding ongoing education in our understanding of our governance role and in relation to the ongoing implementation and evaluation of Youville's 5-year Strategic Plan regarding Meeting the Needs of Priority Groups, Enhancing Excellence in Diabetes Care, Supporting Mental Wellness and Supporting Growth.

I thank the engagement and commitment of the board regarding the work of the Governance/HR and Finance sub-committees. Reflective moments at the commencement of each meeting by volunteer directors were, and continue to be, a means to further build our trust and enhance our ongoing learning objectives. The Board's workplan/calendar has become a living document, and, following this year's board survey, now incorporates a clear reference to the Réseau Compassion Network's Sponsorship Accountability Framework and Youville's Strategic Pillars and Objectives. This is fundamental to allow for a clear purpose of our role and we trust it will be an asset throughout the coming years.

In support of our Mission, “Youville creates safe spaces for the delivery of health supports that address health inequities and nurture healing” and, with a focus on the Truth & Reconciliation Commission’s call to action “to adopt the United Nations Declaration on the rights of Indigenous Peoples as a reconciliation framework”, governance oversight continues to work to incorporate these important concepts in all our work. The support of our Executive Director, Toni, is instrumental in guiding us along this path. The goal of “Growing anti-oppression and decolonizing approaches” is a primary focus for the board. This focus was supported by the Indigenous Canada online course that created meaningful discussions at meetings. The board continued to focus on enhanced equity regarding the recruitment of new board directors this spring. We look forward to meeting the new Reconciliation and Equity Coordinator and are confident this position will be instrumental in our growth. The Board of Directors are also extremely proud of the launch of the Youth hub in this upcoming year.

Monthly meetings for Toni and I have continued and allowed for further relationship building, great planning for board meeting agendas and learnings and discussion on how to advance important opportunities and mitigate challenges. Staff meet and greets have been invaluable and allow for connections and enhanced understanding of the work by staff as it relates to the Strategic Plan and the role of the board.

We are humbled as directors to be able to participate in the work of Centre Youville Centre and our journey together regarding Truth and Reconciliation. The work of all staff to support Youville's Mission and the Strategic Plan to continue to deliver existing, as well as new programs over the past year in many non-traditional and innovative ways, is a testament to the ongoing commitment of those who compromise the Youville team and make it a community health centre we are all proud to serve. We trust that together our efforts with the leaders, staff and community will continue to contribute to improved understanding, equity, inclusion and anti-oppression.

Most respectfully -Kathleen Messner, Chair

Most respectfully -Kathleen Messner, Chair



“Youville adapted through each wave of the pandemic and considered safety as a priority for all clients and staff. And yet continued to provide quality service to our clients”

"I feel solidarity with the staff. I have always felt equity has been valued here at Youville."



2021 – 2022 Board of Directors

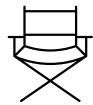
Kathleen Messner, Chair
Troy Woods, Vice-Chair
Anumeha Baldner
Kimberley Chambers
Jacklyn Desharnais
Nicole Gautron
Gisele Hadaller
Eric Lafrenière
Chelsie Lindsay
Yaza Shapata
Loriebeth Quileza



Outgoing Members

John Guttormson
Marcie MacDonald
Ryan McCormack
Jessica MacIntyre
Cory Pisiak

A message from the Executive Director



Another year has passed and as always, we have many feelings, thoughts, and stories to share with you in our annual report! We are aware of not focus too much on the pandemic, but, in 2021-2022 COVID 19 continued to be significant every day in the lives of the people we serve and the communities in which we work, so we will honour it as well.

Across the world there were significant events that shook us this year. More than 1100 unmarked and mass graves have been found in Canada just this past year. First of 215 children in Tk'emlúps te Secwépemc First Nation, then Cowessess First Nation with over 600 near Cranbrook BC, 182 from the Ktunaxa nation, graves found in Keeseekoowung First Nation, William's Lake BC and 104 estimated near Brandon Manitoba. *This is part of the truth that we cannot forget, we must acknowledge and take meaningful action - in all ways that we can - to work towards reconciliation and walk in solidarity with Indigenous communities.*

We honor the life and death of George Floyd and all Black individuals who have died and suffered at the hands of police and other government entities because of systemic violence and racism. We honor the Black Lives Matter movements and communities and honor the courage of all the people who put their own safety and freedom at risk to protect and stand up for justice and equity. *As a settler organization, we have much work to do. We are committed to doing it.*

It is our goal at Youville to be an organization that can walk in solidarity with racialized communities who have been, and continuing to be, systemically marginalized and oppressed. It is our commitment to not solely be seen as allies, but as an organization that takes meaningful action and risks to truly promote equity and reconciliation -to be accomplices and co-conspirators in the fight for justice for all. *We have much work to do.*

This past year, we began to focus internally on our organization to create spaces where equity and reconciliation work can happen. We worked to build trust, understanding and to hold each other accountable. Our new strategic plan, with a focus on decolonizing and anti-oppressive practices, was key to guiding this and all our operational work. We continued to shift the infrastructure of our organization to decolonize. Our policy committee continued to apply an anti-oppressive and equity-based analysis tool to key policies and developed new policies to promote and sustain equity in the organization. We restructured positions to create a Coordinator of Reconciliation and Equity development role – to ensure the implementation of our Reconciliation and Equity Framework remained our priority and was actioned. The Board worked diligently to revise By-Laws and policies to align them with the spirit of our strategic plan, our commitment statement, and the work to be done in 2021-2022. Thank you to the Board Directors who showed leadership and a strong commitment to Youville and the communities we serve here in Treaty 1 territory.

Despite the pandemic creating physical distance between us, we came together more often this year. We continued to focus on the needs of our communities and fill service gaps when they opened. This required a lot of teamwork. We worked on enhancing programming for community members who live with diabetes by working more closely across sites and opening our referral processes so folks could self-refer. We re-allocated resources to better support new parents/caregivers to feed their newborns through breast/chest feeding. We continued to expand our harm reduction programming including supply distribution at all our sites as well as offering Naloxone training to community. We brought new programs to the province to fill a need with caregivers struggling to connect with their tweens. My Tween and Me was a huge success as it landed and expanded across Manitoba. Lastly, an effort across Youville and our partner organizations, we lead the development of a third site providing a myriad of services to young people ages 12-29 – Huddle South Central, one of 6 integrated youth hubs across Manitoba.

Our Youth advisory board were so important to the making of Huddle South Central. They gave input on space, hours, activities, classes, and so much more! They rock!



Staff



Thank all the staff, volunteers and students of Youville. This last year was very difficult yet each team member showed up daily with a truly inspiring level of dedication, to learn, to unlearn, to reflect, to grow, to reach out to a co-worker or a community member who needed support or lend an ear, or to sit on one more committee so we can keep moving forward. It was a long year full of difficult lessons and truths, as well as beautiful ones.

Thank you to our partners who support us and, most importantly, thank you to the community members who trust us to provide health and social services to you and your families. We are honoured to walk with you. Enjoy the stories in this year's report!

-Toni Tilston-Jones, Executive Director (she/her)



In April 2021, the Board & Management of Youville released this Statement of Commitment Equity, Inclusion, Diversity & Anti-Oppression

The wellbeing of all people connected to Youville Centre is extremely important to the Board of Directors and Management of Youville Centre. We believe that we cannot understand health and wellbeing, nor foster it, without an explicit acknowledgement of the social, political, and economic contexts in which we all exist as humans, in which we operate as an organization and the impacts these factors have on health and wellbeing.

Our commitment is to cultivate and sustain an anti-oppressive, inclusive, diverse, and equitable workplace. We are committed to developing our critical consciousness as individuals and as an organization and taking concrete actions to achieve equity, inclusion and diversity throughout all levels and processes of the organization. This will include the composition of the Youville Board, by-laws, staff composition, policies, processes, procedures, practices, resource allocation and structures. At Youville, we are committed to doing the work of anti-racism and anti-oppression, which includes acknowledging and addressing ongoing colonialism and the way it manifests within healthcare institutions. We believe diversity and equity makes our organization and our world stronger, more vibrant, and beautiful and is fundamental to our vision and our mission.

The Board Directors of Youville acknowledge that colonialism, racism, sexism, ageism, able-bodied-ism, homophobia, transphobia, Islamophobia, xenophobia, discrimination and other forms of oppression are ever present in Canadian society and institutions and are harmful. Additionally, we acknowledge privilege in all its forms and the impact power and privilege dynamics have on how individuals and Groups experience the world.

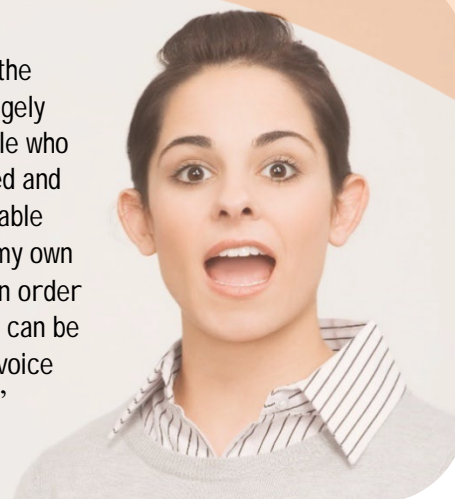
An Anti-oppressive Youville will respect the unique and intersecting identities of staff and of those we provide service to and address the unique historic and current impacts of oppression faced by individuals, groups, and communities. Every individual within an organization has a role to play in creating and sustaining a culturally safe, anti-oppressive workplace. All organizational members share in these efforts, and we will require collective commitments to action.

The Youville Board also recognizes the importance of the explicit commitment and endorsement to equity, diversity and inclusion of the governance members and management teams. To this end, Youville Board of Directors is excited to sign this commitment statement to collaboratively take action to co-create and sustain an organization that delivers anti-oppressive, equitable services and supports.



“Recognizing that the pandemic has had a hugely negative impact on people who are already marginalized and been through unspeakable trauma, I work through my own privilege on a daily basis in order to be the best advocate I can be and speak up when my voice needs to be heard”

 staff



Messages from Staff on growth



"The pandemic resulted in a redistribution of health care services throughout the province which resulted in a significant reduction in breast/chestfeeding support for all families. Although we were able to continue to provide some lactation consultant services, there was no way 1 person could take on the work of a whole community. I had never stopped to think about how children being sent to residential schools would mean that they would not have the opportunity to witness breastfeeding or how mothers who had their children taken away from them would not have had a chance to feed their baby human milk. The ripple effect from these policies/practices has significantly impacted access to human milk for Indigenous babies today. Although 91% of mothers initiate breastfeeding, there is a higher incidence of discontinuation of human milk feeding among BIPOC families, families with low income, as well as families experiencing food insecurity because of the barriers they encounter. These learnings and realizations have led me to seek innovative ways to support BIPOC families so that they can reach their infant feeding goals."

- Roxanne Myslicki BScN, RN (she/her)



"I think Youville has moved leaps and bounds since I started in 2016. I now feel comfortable to express some of the things in our workplace in response to equity, and reconciliation, which has also helped me in my personal growth. For example, I join in or lead cultural ceremony and feel that I won't be judged. I can smudge at my desk (which is the best feeling) and I used the 'special leave' policy to engage in ceremony for the first time this year. This was so exciting, and I feel so supported by Admin. I have added the orange handprint to my email signature along with my pronouns and all languages I speak. I sometimes sign off an email or introduce myself in a meeting in my traditional language or use my spirit names given to me. Now, as the new Huddle South Central Youth Hub Coordinator, I have started to create safe spaces for my staff to connect with their culture easily and frequently too."

- Mirella Edwards (she/her/kwe/elle)



"Youville has taken an active approach to really becoming more inclusive as an organization by reviewing our policies and procedures through a more critical lens"

Staff

The icon is a small square with a person silhouette and a document icon.




"This past year I have been able to see clients with more complex health concerns because I was supported in my personal growth by Youville. I was able to take a course from Michener Institute on intense insulin management. And, I feel safe to request support in building my capacity learning more about coping skills. I am able now to provide support in some of our mental health group sessions.

I have seen Youville make more of a shift to stand alongside the people we serve as well as the staff. Learning more about diversity, equity and inclusion (DEI) has been very eye opening. This is not information that was provided when I worked in the hospital setting. Not only are we changing our organizational policies to be more inclusive for the people we serve, but to support staff as well. Learning the different terminology helped me to understand some the nuances of DEI. We have had some tough, but needed, conversations in the policy committee meetings and this has resulted in a greater understanding of different points of view which demonstrates why the work is needed.

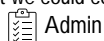
I love that Youville is prepared to be a leader in putting into practice the TRC calls to action as it relates to our work and making this a space more accessible for those who need our services. Our team really appreciates the creation of the Community Liaison role which has been invaluable to supporting the work we do with our clients. Hiring a Coordinator for Reconciliation and Equity Development too is helping Youville to be more effective at the solidarity work.

Because of my own growth this year, I now spend more time listening to the stories from Indigenous people and their struggles with the healthcare system, rather than pursuing my own agenda in their appointments.

To show my solidarity, I have included the orange handprint in my emails."

- Kaydi-ann Borgersen RN BN CDE

"Congratulations to our amazing front end staff (Reception and Entry Point Screeners) for their perseverance and flexibility to meet the changing needs of the organization. They have played a pivotal role in keeping our staff and the people we serve safe so that we could continue to offer services through the pandemic!"



Admin

"I made a commitment to continue to learn, reflect, challenge myself to be part of change, and to be a better ally in solidarity with the BIPOC communities"

"Youville always makes me feel comfortable and safe. Management asks for my feedback and comfort levels around changes in the pandemic and I really appreciate that"



Staff



"Navigating the pandemic was incredibly stressful from a management perspective. Trying to accommodate and keep staff safe, while keeping our operations running, was a balancing act not for the faint of heart. I was very impressed with the resiliency of Youville through those times. The staff wanted to see clients and continued to be dedicated to our organizations vision despite all that was going on in the external world. Even though our darkest moments through the pandemic left some scars and we suffered losses (as an organization and personally) we also pulled together and remained committed to doing our work in a dedicated way. We figured things out and put our best selves forward for the sake of the people that we serve. *This is kudos to the staff.* They did great work and I feel honoured to have walked beside them.

This year we started doing ceremony (traditional pipe ceremonies, feasts, smudges) as an organization and opened it to staff. This opportunity is an incredible gift and has been rich and meaningful in our journey towards reconciliation. It has also been remarkable to watch staff grow this year and move through their discomfort in their personal journey towards reconciliation and cultural safety. We have had some difficult conversations and moments and yet we are all still committed to moving forward in a positive way. I am excited for the journey that Youville is on and I feel blessed and honoured to be a part of it."

- Kim Stitt BSW RSW Wabaske Migizii Ikwe



“The Huddle Peer leaders always have a smile on their faces. They are always willing to help others, take on new projects and lend a helping hand. They are kind, friendly and have a passion for helping youth in our community”



Our Impact

- Teen Clinic
- Ask a Nurse
- Pap Clinic
- Counsellor

41 %
Accessed Primary
Care

“DER (Diabetes Education Resource) team continues to support, collaborate, and keep each other going through all the changes”

“My co-workers at St Vital offer excellent advice and help an anxious person feel at ease in their workplace. Everyone at Youville is kind, but they especially have gone out of their way to help”



2021-2022 statistical
reporting of services:

9187 total contacts

- Prenatal
- Breastfeeding support
- Baby & Me
- My Tween & Me
- Nobody's Perfect Parenting

8 %
Accessed Parenting
Support

6 %
Accessed Health
Promotion/Community
Development

- Seniors health/housing education
- Mindful Self Compassion
- PATHways
- All about Food
- Community presentations
- Students

45 %
Accessed Diabetes
Education

- Type 1 Clients
- Type 2 Complex cases
- Young Adult Type 1
- Gestational

Diabetes
Education Site

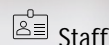
Community
Health Site

Notable target increases in services in
2021-2022:

Breastfeeding support **by x7 times**

Diabetes education (both sites) **137%**

“Since the pandemic we all have been really flexible about jumping in where needed and making sure things stay a float at a time when things are changing minute to minute. The client's recognize this and appreciate our efforts to maintain quality services and programs during this time. I think that we are a place that people could rely on to be available in some capacity when other places were shut down.”





In 2021 – 2022 we started working on our new Strategic Pillars & Objectives

Meeting the Needs of Priority Groups

- Identifying & Engaging Priority Groups
- Growing Anti-Oppression & Decolonizing Approaches
- Creating Opportunities for Experiential Voice
- Fostering Strong Partnerships

Enhancing Diabetes Excellence

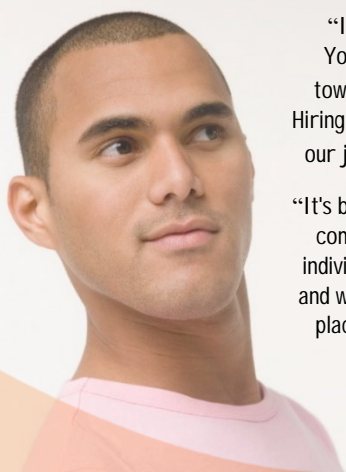
- Minimizing Barriers to Diabetes Care & Self-Management
- Enhancing System Capacity Through Supporting Agencies & Health Care Practitioners
- Providing Learning Opportunities

Supporting Mental Wellness

- Enhancing Substance Use Supports & Harm Reduction
- Making Mental Wellness 'Universal'

Supporting Growth

- Building Youville's Human Capital Through Engagement, Retention and Development
- Supporting Growth & Innovation by Strategically Seeking Funding Opportunities



"I am hopeful in our future for Youville as we journey together towards Reconciliation and Equity. Hiring of staff with dedicated roles for our journey for solidarity will help."

"It's been really great to be apart of a community focused on supporting individuals with outside the box ideas and who are willing to advocate in the places where the system is failing these individuals"



Staff

Our New Strategic Direction

Youville's Theory of Change

↕ Youville practices a people-centred approach to service delivery which helps break down barriers and provide access to all. By providing a multi-disciplinary team approach within a community health centre model, Youville Centre builds respectful and compassionate relationships with individuals, families, and community partners. Supporting diverse populations through clinical, health education and promotion, and chronic disease self-management and prevention programs and services, Youville fosters enhanced health, well-being, and capacity building at the individual and community level.

Youville staff work were recognized by the Réseau Compassion Network in their online newsletter this year

Stepping Up During the Pandemic Breastfeeding feeding support stopped as many public health nurses were called away with other tasks related to Covid-19. "When we realized what had happened to services, we knew we had to do something" (**Angela Blouin**) "As a team here at Youville, we reorganized our workloads so I could start providing more support" [read more](#)

Supporting Tweens and Their Families Through an Inspiration Grant "I want to thank Compassion Network for encouraging risk. Having that money and being able to do this important work means everything. We know we've had the opportunity to change families in a positive way, and that will have a ripple effect throughout our communities." (**Carmen Paterson-Payne**) [read more](#)

Better Health Through Nutrition - "This type of program is more important than ever" (**Veena Gorkoff**) "Especially post-pandemic, with food prices skyrocketing, this helps to lessen participants' grocery bill while also providing more knowledge on how to shop for and cook healthy meals." [read more](#)

“Thank you to the Admin team (management, HR, and Finance) for their ongoing strength and leadership in navigating this pandemic journey.”



Staff

Our Finances

Statement of Operations

Year ended March 31, 2022, with comparative information for 2021

	2022	2021
Revenue:		
Winnipeg Regional Health Authority	3,140,530	3,017,230
Other	65,191	60,138
Insurance Recoveries	6,434	2,272
	\$ 3,212,155	\$ 3,079,640
Expenses:		
Salaries and Benefits	2,535,692	2,464,920
Other	618,311	620,885
	\$ 3,154,003	\$ 3,085,805
Excess of revenue over expense	\$ 58,152	\$ (6,165)



Thank you to the following who donated \$500 or more to Youville Centre in 2021 - 2022

Filles de la Croix
Réseau Compassion Network
St. Boniface/Vital Kiwanis Club
The Canada Life Assurance Company
Wawanesa Insurance
Winnipeg Cosmopolitan Club

“My personal journey through the pandemic had been so inspiring for me, despite the increase workload and stress. I had to rely on virtual collaborations much more and I am able to do my work in a variety of ways to meet the needs of the community I work with. That, I find exciting!”

“The staff are really great here! It is what has kept me at Youville for so long! Supportive and friendly - they go the extra mile!”



Staff





Looking Ahead

“The Board is looking forward to the Naming Ceremonies for both Youville sites to acknowledge the rights and traditions of Indigenous Peoples. The openness of the Indigenous community to lead us on the path of Truth and Reconciliation is inspiring.”

 Board Chair

We are excited for the year ahead!



Our focus will be on enhancing our connections to our communities and understanding how best to provide services and supports.



We will continue work on our organization change framework and stay focused on our strategic plan as we continue to decolonize from the inside out.

We are looking forward to:

- ☐ The establishment of our staff advisory council to guide the Reconciliation and Equity work
- ☐ Continued policy development and analysis
- ☐ Receiving our traditional Indigenous spirit names for 2 of our Youville sites and understanding the gifts of these sites.
- ☐ Continued inclusion of spirit work into our organization as we look to include ceremony more regularly into our daily work and routines
- ☐ New pilot programs that focus on developing peer-based models as a key component of service delivery
- ☐ The official opening and operation of Huddle and providing youth centred services when and how youth want them!
- ☐ Developing community advisory councils
- ☐ Working more closely across all our sites and in solidarity with one another!



Thank you to all of the staff and board of Youville Centre who contributed to making of this Annual Report

“I’m continuing to take any and all learning opportunities that come my way to become more aware of how I can examine my own biases and learn more about equity, diversity and inclusion”



Staff



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Working with YOU for better health

