



ANISHNAWBE  
**MUSHKIKI**

COMMUNITY HEALTH & WELLNESS  
*Aboriginal Health Access Centre*

STRENGTH  
THROUGH  
CHANGE

ANNUAL **20-21** REPORT



# ABOUT ANISHNAWBE MUSHKIKI

## MISSION

Anishnawbe Mushkiki's mission is to provide culturally safe, comprehensive care empowering patients through their health and wellness journeys by offering health promotion, primary and traditional approaches to patient and family centred care.

## VISION

*Patients First; Exceptional Care*

## SENIOR MANAGEMENT TEAM

**Micheal Hardy**  
*Executive Director*

**Kim Hopkins, CPA, CA.**  
*Finance/Administration Manager*

**Jennifer Bean, RN, HBScN**  
*Health Services Manager*

**Cynthia Gomez**  
*Community Services Manager*

## BOARD OF DIRECTORS



**Audrey Gilbeau**  
*President*



**Crystal Pirie**  
*Vice-President*



**Tim Pile**  
*Secretary/Treasurer*



**Corinne Fox**  
*Director*



**Celina Reitberger**  
*Director*

# MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR

To begin, we would like to thank the Creator for this blessing of life. On behalf of Anishnawbe Mushkiki, we are pleased to present our 2020/21 Annual Report and theme “*Strength Through Change*”.

The past year has been one of significant change, and we cannot speak highly enough of the incredible teamwork that went into our commitment of delivering safe, quality healthcare. Despite the many challenges brought on by the COVID-19 pandemic, we commend our staff for their strength and resilience while navigating uncharted waters. Whether it was in-person with careful health protocols or through the newly adopted virtual service delivery, our staff's dedication throughout this unprecedented time has been an inspiration. We say Meegwetch.

In partnership with the Thunder Bay District Health Unit and the Ministry of Health, our clinic was among the first in the province to deliver Indigenous-led COVID-19 rapid testing, enabling our clients to receive culturally-safe service at a challenging and uncertain time. By the year's final quarter, in partnership with Nokiiwin Tribal Council, Anishnawbe Mushkiki began to operate Thunder Bay's Urban Indigenous Vaccination Clinic to help remove barriers for our community members to COVID-19 vaccination and education.

While the end of the pandemic is in sight, thanks to the availability of vaccines, the threat is not over. We must remain vigilant and do everything in our power to limit the risk of

spread in our community. We must recommit to protecting ourselves, our families and our patients' health from the threat of COVID-19, knowing that better days are ahead.

We would like to thank our Board of Directors, the Ministry of Health and Long-Term Care, Thunder Bay District Social Services Administration Board, Indigenous Services Canada, Ministry of Education, Ministry of Children and Youth Services, the Indigenous Primary Health Care Council, the Alliance for Healthier Communities, the Registered Nurses' Association of Ontario and our community partners who support Anishnawbe Mushkiki and enable us to continue with our promise of providing exceptional care to our clients and community.

This past year was the 20th Anniversary for Anishnawbe Mushkiki, and due to public health restrictions, celebrations were put on hold. Anishnawbe Mushkiki has metamorphosed from a small grass-roots organization established in 2000 to the active, growing, Indigenous-led primary healthcare organization, vital to the Thunder Bay community, that it is today. We continue to gain strength through changes initiated by purposeful, thoughtful leadership, the dedication and spirit of our staff, and despite worldwide health crises.

Change can be challenging at the best of times, but the strength we gain through this change is what ultimately makes us grow.



**Audrey Gilbeau**  
President, Board of Directors  
Anishnawbe Mushkiki



**Micheal Hardy**  
Executive Director,  
Anishnawbe Mushkiki

# HEALTH SERVICES

## TRANSITION TO VIRTUAL CARE

The impact of COVID-19 on primary care was monumental this past year. As soon as the COVID-19 pandemic was declared, steps were taken to protect both clients and staff, while maintaining essential services. The transition to virtual care enabled us to continue providing safe, comprehensive care to our clients while minimizing the risk of exposure. Where a virtual connection would not suffice, Anishnawbe Mushkiki offered safe and secure transportation to the clinic for essential medical appointments.

Following public health protocols such as physical distancing, hand washing and mask wearing have kept us safe and has become our 'new normal' as we continue to navigate these unprecedented times. As long as COVID-19 continues to be a risk, we will continue to approach service delivery with safety as our utmost priority.

## COVID-19 RESPONSE – VACCINATION & TESTING

Our organization identified the need to better support Indigenous access to COVID-19 testing and, with the help of Ontario Health, was able to deliver and continues to operate a free COVID-19 Rapid Testing clinic to ensure quick, culturally-safe access for our community members. In our final quarter, Anishnawbe Mushkiki collaborated with the Thunder Bay District Health Unit

and Nookiwin Tribal Council to open the Urban Indigenous Vaccination Clinic, successfully administering first doses of the COVID-19 vaccines to Indigenous people residing in the city. The clinic continues to support vaccination efforts, lending nursing staff to other organizations and advocating for youth vaccination during appointments and through social media.

## CLINIC OPERATIONS

The access to walk in clinic all day, every day continues to reduce Emergency Department use and hospital readmissions through greater care coordination and collaboration. The introduction of virtual and telephone care has significantly impacted the rate of missed appointments, bringing our no-show rate down to 4.3%. We continue to support self management of chronic conditions such as diabetes, supporting shared decision-making between care providers and clients, and providing technology such as personal blood pressure monitors to engage clients in their care from home.

Despite the pandemic affecting in-person access to our clinic, Anishnawbe Mushkiki saw rapid growth in 2020, increasing our roster size by 21%. This demonstrates how great the need for culturally-safe primary care is in Thunder Bay, and how vital our services are in keeping our Indigenous families well.





# COMMUNITY PROGRAMS AND PARTNERSHIPS

## **SUPPORTING FAMILIES WITH VIRTUAL PROGRAMMING**

Program services are an integral part of primary care, as they promote health and wellness by engaging our clients through activities that are driven by community needs. Over the past year, our Community Programs staff have continued to provide virtual outreach to our clients in innovative ways. Our team drew on creativity and learning as they adapted and shifted to offer virtual Diabetes, EarlyON and Healthy Eating Active Living connections with children, youth and families to stay connected in a way that best met clients' needs. We formed new relationships with partners like The Creative Company, and were able to deliver woodland art kits to families across the city. With a strong focus on our social media presence, Anishnawbe Mushkiki was able to help keep our community engaged and participating in available programming. From the meditative reminders of Mindful Mondays, to Seeds to Table, a weekly learning event centered around teaching children about planting, growing and harvesting, we have embraced this new forum of connection and continue to look after each other with a robust series of programming.

## **FIGHTING FOOD INSECURITY**

The COVID-19 pandemic has had a massive impact on the health and wellness of everyone in our community. In response to this, Anishnawbe Mushkiki provided weekly

deliveries of healthy and nutritious food to its most vulnerable clients through our Food Resource Program. Each week, upwards of 50 families received an assortment of fresh fruit, vegetables, protein, canned goods and grains along with healthy recipe ideas based on what was delivered. As of March, 2021, 280 unique families were supported on a regular basis with this program.

The reception of this program from our community members has been tremendous. The food boxes have increased access to fresh fruit, vegetables and healthy eating options, provided financial relief to families, prevented high-risk individuals from breaking isolation to visit the grocery store, and showed our most vulnerable community members that they are not forgotten and that someone is reaching out to ensure they are well.

## **ENABLING DIGITAL EQUITY**

The shift to virtual primary care and programming over the past year exposed the gaps in digital equity for some community members. With access to affordable plans and free services such as libraries not available, Anishnawbe Mushkiki saw this as an opportunity for improvement. With funding from the Ministry of Health and in partnership with Roots to Harvest, we were able to provide clients in need with a cell phone and basic plan to enable them to connect with their care providers.

# MEET GORDON PIKE

## A PATIENT STORY

*All information in this profile was provided by the patient and was published with his knowledge and consent.*

Gordon was born in Thunder Bay and has called the city his home for 78 years. He has been a client of Anishnawbe Mushkiki for nine and half years, and has utilized many of the clinic's services from primary care, footcare, community programs and diabetes care.

He raves to everyone about how much Mushkiki has done for him over the years. "I am very happy with the care I have received; it is always a good experience."

Many of our programs have helped him get his health in check, especially the Diabetes Management Program. Gordon found the in-person diabetes program educational and allowed him to connect with others living with the disease. Sharing lived experiences with others in the group made a real difference in his life.

*"With help from the Dietitian Kathleen, I was able to get my diabetes under control."*

When the pandemic hit our community, Gordon felt hesitant to go out like many others with underlying health concerns. As someone living with COPD, Type II Diabetes and other health concerns, the risk of contracting COVID-19 was scary. Many of Mushkiki's patients were similar to Gordon, so we pivoted our model of care to offer patients virtual and over-the-phone appointments. This approach to care ensured patient safety remained our number one focus. Being able to access health care while not leaving his home was imperative to Gordon, and his physician was able to provide care for Gordon via phone-in appointments.

*"Dr. Laakso was always very thorough during our phone appointments; she took the time to explain everything, which I appreciated."*



Gordon has also visited the clinic during the pandemic every five weeks for footcare. He said he always felt very safe and welcome when coming to the clinic.

In addition to his appointments, Gordon was able to take part in the Good Food Box Program. Introduced to the program as part of Diabetes Care, he describes it as "a Godsend." Healthy recipes and necessities like bread, eggs, milk, fresh fruit, and vegetables allowed Gordon to maintain a healthy diet.

Throughout the pandemic and moving forward, the team members at Anishnawbe Mushkiki are happy to continue to provide holistic care in a welcoming and safe environment. We continue to provide our clients and community members with the COVID-19 Vaccine, helping many, like Gordon, get fully vaccinated.

# FINANCIAL POSITION

## WORKING CAPITAL

	<i>March 31, 2021</i>	<i>March 31, 2020</i>
Current assets	\$ 6,432,999	\$ 4,892,100
Current liabilities	<u>4,780,205</u>	<u>3,560,941</u>
	<u>1,652,794</u>	<u>1,331,159</u>
Investment in capital assets	241,565	195,333
Accumulated surpluses	<u>1,332,123</u>	<u>1,182,916</u>
	<u>\$ 1,573,688</u>	<u>\$ 1,378,249</u>

## RESULTS OF OPERATIONS

	<i>For the year ended March 31, 2021</i>	<i>For the year ended March 31, 2020</i>
<b>REVENUES</b>		
Ministry of Health	\$ 5,848,611	\$ 5,075,559
Other	724,615	864,202
Repayable grants	<u>-1,363,126</u>	<u>-268,399</u>
	<u>5,210,100</u>	<u>5,671,362</u>
<b>EXPENDITURES</b>		
Primary care	4,327,896	4,593,475
Prevention and promotion	1,003,936	1,319,145
Administration expenditures (recoveries)	-60,456	-313,448
Capital outlays included above	<u>-169,305</u>	<u>-222,876</u>
	<u>5,102,071</u>	<u>5,376,296</u>
<b>EXTRAORDINARY ITEMS</b>		
Missappropriated Funds (recoveries)	-44,338	-3,600
Loss on disposal of capital assets	0	1,752
Legal settlement	<u>0</u>	<u>-260,000</u>
Excess of revenue over expenses	<u>\$ 152,367</u>	<u>\$ 556,914</u>



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*Aboriginal Health Access Centre*

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*Thank you to our  
funding partners.*



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