

# HEALTHY PEOPLE HEALTHY COMMUNITIES

## THE ROLE OF COMMUNITY HEALTH CENTRES (CHCs)

Community Health Centres are not-for-profit organizations that provide primary care together with health promotion, community programs and social services in one-on-one and group settings.

### Five ways CHCs put people and community *first*



**CHCs ARE A COST-EFFECTIVE APPROACH TO INTEGRATED HEALTH AND SOCIAL SERVICES, PROVEN TO IMPROVE PEOPLE'S HEALTH AND BUILD STRONG COMMUNITIES.**

#### PROTECT PUBLIC HEALTH AND COMMUNITY SAFETY

CHCs effectively respond to medical, social and environmental issues impacting the community through integrated programs and strong community connections.

#### REDUCE COSTS, BUILD THRIVING COMMUNITIES

CHCs reduce costs like preventable hospital emergency room visits and they generate local economic development and opportunity.

#### FILL THE GAPS IN PRIMARY CARE

CHCs are structured to provide important services like dental care and mental health care that are typically excluded from primary care.

# A SNAPSHOT OF COMMUNITY HEALTH CENTRES IN ACTION

## PROVIDE CUSTOMIZED CARE

A team of over 60 healthcare providers and program staff at **Boyle McCauley Health Centre** (Edmonton, AB) collaborate on care and support. They include family physicians, nurse practitioners, nurses, medical office assistants, psychiatrists, health advocates, outreach workers, dentists, dental assistant, client support worker, housing support workers, occupational therapists, social workers, peer and program support workers.



## CHAMPION HEALTH FOR ALL

**Chigamik CHC** (Midland, ON) has designated positions for Francophone, First Nations, Metis and Inuit community representatives on its board of directors to shape the CHC for its 3,000+ clients, over 650 of whom identify as Francophone, and 1160 as Indigenous people. In 2018, the CHC provided 17 French-language programs and 49 culturally-relevant programs for Indigenous clients.

## PREVENT FUTURE ILLNESS

In a study of health promotion programs at **Saskatoon Community Clinic** (Saskatoon, SK), 100% of group participants agreed the programs helped them learn skills to take care of their own health; added to their overall wellbeing; and, reduced their sense of social isolation.

## BREAK DOWN BARRIERS TO HEALTH

In 2018 alone, **Victoria Cool Aid Society** (Victoria, BC) provided 43,755 primary and dental care visits. They also provided 1,415 hours of community health programming; matched 103 clients with housing; created 92 new affordable apartments; matched clients with 536 jobs; and served over 360,000 healthy meals for vulnerable community members.

## RESPOND TO LOCAL NEEDS

Opened in 2016, **Our Health Centre** (Chester, NS) was planned, built and is governed by local residents. Services and programs at the CHC were determined through extensive community consultation at seniors residences, schools, daycares and a range of other local organizations.



In urban and rural Canada, CHCs are putting people and community first



## PROTECT PUBLIC HEALTH AND COMMUNITY SAFETY

**South Riverdale CHC** (Toronto, ON) adapts its harm reduction model to emerging issues in the community, including the opioid and overdose crisis. In 2017, they opened the first supervised consumption service fully embedded in a CHC, connecting overdose prevention to ongoing primary care and social services.

## REDUCE COSTS, BUILD THRIVING COMMUNITIES

In 2018, **Gateway CHC** (Tweed, ON) achieved 6,225 emergency room diversions in this rural community through their extended hours of operation, same-day urgent care access, home visits, on-call visits, and walk-in services. The CHC's comprehensive approach achieved an opportunity cost saving to the system of \$3,666,525.

## FILL THE GAPS IN PRIMARY CARE

**Klinic Community Health** (Winnipeg, MB) has integrated mental health care/support through a range of services such as drop-in counselling, post-trauma counselling, and provincial crisis lines in areas such as suicide prevention and responding to sexual assault. Klinic's crisis lines operate 24/7/365 and average 50,000 calls a year.