

Nine Circles Community Health Centre

# ANNUAL REPORT 2022 – 2023

**ninecircles**  
COMMUNITY HEALTH CENTRE

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# Vision, Mission, and Values

## Strategic Plan for 2023-2028

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### VISION

We envision a future where all Manitobans who live with, or are vulnerable to HIV and other sexually transmitted and blood born infections, receive equitable health and social services that fully meet their needs.

### MISSION

To provide low barrier, culturally safe prevention services, comprehensive care, advocacy and education for key populations susceptible to, or living with, HIV and other sexually transmitted and blood born infections, while working to eliminate stigma and advocate for health equities.

### VALUES

Nine Circles is deeply rooted in the values below, which are built upon our founding values.

#### 1. BELONGING

We recognize that the relationship between HIV and structural violence directly impacts health access, engagement, and outcomes. It is essential to create an environment where everyone who enters Nine Circles is treated with empathy, are welcomed, and embraced as members of our shared community.

#### 2. CLIENT CENTERED

We believe in safe, non-judgmental care that is client-centred and where clients and care providers make decisions together. We recognize the inherent strengths of our team, the community, and the individuals we serve. We meet people where they are at. We encourage clients to be active in their care, ask questions, share their stories, discuss their needs and put their health and harm reduction first. We understand that healthy therapeutic relationships require inclusion, transparency, and support to ensure decisions are made collaboratively, utilizing a strength-based approach. Our approaches recognize the impact of trauma, racism, social stigma and exclusion.

#### 3. SAFETY

It takes courage for people to come to Nine Circles for the first time and to shift the systems that hold systemic harms in place. We provide a safe and welcoming environment by employing anti-stigma and anti-racism approaches, and ensuring the physical and psychological safety of clients and staff.

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### 4. INTEGRATED

We use an integrated team approach, where health and social care professionals work together to ensure each client has access to the services they need. There should be no wrong doorways to access. All of our activities are linked with each other and with other community services, drawing on the knowledge and skills of health and social care professionals across a multi-disciplinary team.

### 5. CULTURALLY SAFE

We can achieve our mission and vision only by contributing to an improved understanding of how harms in the community are rooted in colonization and racism. We acknowledge our role in the systems of colonization and to an ongoing effort to dismantle them. We commit to treat each client as an individual with respect to their culture, customs, language, and spiritual beliefs. Our staff interacts with clients so that those who receive care define it, recognizing the importance of lifestyle, culture and religion and tackling the adverse impact of poverty, social exclusion, and stigma.

### 6. DEVELOPED IN PARTNERSHIP

We plan, and develop policy and evaluation in collaboration with the community, including affected groups, community agencies, funders, health planners and especially clients. The principles of greater and more meaningful Engagement should be at the forefront of planning and development. In our work, we draw on the skills of a multi-disciplinary team and employ practical communication, collaborative planning and information sharing.

### 7. OUTCOME ORIENTED

Each program is guided by a work plan linked with the long-term strategic objectives of Nine Circles. We operate from a harm reduction approach, empowering clients to make informed choices based on accurate information and various options. We evaluate our services and programs based on achievable and measurable objectives.

### 8. EXCELLENT STANDARD OF CARE

We strive for excellence in everything we do from a personal and organizational perspective. We align our services with the community's needs through continuous evaluation and the use of best practices. In this effort, we acknowledge the many ways of knowing, including lived experience expertise, Indigenous ways of knowing and promising practice.

# 2022-2023 in a Glance

## A LETTER FROM THE EXECUTIVE DIRECTOR MIKE PAYNE

I am thrilled to present our 2022-2023 annual report, showcasing the remarkable achievements and progress we have made together in our mission to provide comprehensive care, education, and support to individuals and communities affected by HIV and other STBIs. This past year has been one of growth and our commitment to delivering essential services and raising awareness has never wavered.

Thanks to your generosity and compassion, we were able to expand our reach and make a profound impact on the lives of those living with HIV. Our medical clinics provided essential care, our prevention programs empowered individuals with knowledge and resources, and our frontline support services offered comfort and solace to those facing daily challenges. Together, we launched innovative initiatives, strengthened advocacy efforts, and reached new communities to create a world where every individual receives the care they deserve.

None of this would have been possible without your steadfast support.

Your financial contributions, volunteer hours, and advocacy efforts have been instrumental in driving our organization's success.

As we look to the future, there is still much work to be done. HIV remains a provincial health issue, but with your continued support, we can overcome any obstacles that come our way.



Thank you for believing in our vision and sharing our commitment to making a difference. Together, we can create a world where everyone affected by HIV can live with dignity and hope. With heartfelt gratitude - Mike Payne, 2023

## PRIMARY CARE SERVICES

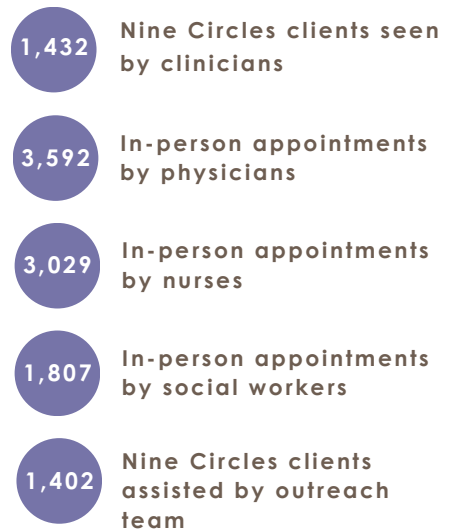
The Nine Circles clinic team has spent the last year navigating increasing caseloads of clients and learning to work in different ways to be able to accommodate and advocate for their clients and continue to provide quality healthcare.

The team has created infrastructure to increase time available for in the moment care to respond to community needs, and are working to improve and increase this work into the future.

The team has also worked to streamline their work to respond to community needs and to provide a low barrier and positive client experience. We are learning to work together and integrate a multidisciplinary team, including cultural support.

## PRIMARY CARE QUICK STATS

- In the last year, our 3-month total of 118 same day or walk-in clinic appointments **increased to 737**.
- Last year, we provided a total of 1877 same day appointments. **In 2023-24, we have projected a total of 3000+** same day appointments.



# Operational Support Services

## WHO IS OSS?

The Operational Support Services (OSS) team consists of 4 Administrative Secretaries (AY2/3) and an Operations Manager, as well as the IT Advisor, Community Engagement Coordinator (CEC), Research & Evaluation Coordinator, and the Primary Care Assistant team.

## HIGHLIGHTS FROM APRIL 2022 TO MARCH 2023

**Adam Groves**, our Facility Assistant was awarded the Worker SAFETY Award. This award goes to an individual who is committed to safe work and is not a safety professional. The nominee should be a safety champion who goes above and beyond to make others aware of workplace safety and health. Nominees should strive every day to make their workplace safer for themselves and their co-workers. Congrats Adam!



The OSS team continued to complete objectives within their departmental workplan which ends September 2023. The team's focus throughout the 2022-23 year included attention to simplifying Payworks procedures and implementing HR tracking within the application. The team also continues to clean up the organization's Shared Drive to allow for easier navigation of Nine Circles documents.

OSS also continued to review the building's space utilization process as Nine Circles inches closer to creating a second staff-dedicated space that encourages psychological health safety.

In December 2022, OSS entered a project management partnership with volunteer students from PMI Manitoba. The first project included the creation of a Cultural History publication, which depicts the history of the Round room and mural creation at Nine Circles. The second project was the development of an Orientation Manual which --

-- would outline clear processes for a smooth onboarding experience for both new hires and their managers. Expected completion for both projects is May, 2023.

## CEC QUICK STATS

- 1,306 Volunteer Hours Used
- 7,538 Users Keeping Up With Us Online
- 3 In-Person Events Hosted
- 1 New Annual Fundraiser Introduced

**Thank you to our 2022 – 2023 Volunteer Team:**  
Adi Keynan, Marro Tumaca, Tosin Omole, Diane Saramaga, Emily Burlock, Elizabeth Dasari, Keanna Colles, Kevin Boyd, Aly Cameron, Timi Ogunlami, Anisa Baker, Steve Cyr, Kemi Omole, Chris Ladd, Umeh Chioma, Tina Tremblay, Abosede Okoduwa, Amanda Outhwaite, Carole Yan Fook Cheong, Stacie St. Goddard, Sydney Coopland, Susan Mac, Laura Jackson, Omar Tejada Perez, Maura Fournier, Berrigan Miller-Harms, Vero Rey, Katy Murray, Taiwo Gbadero, Alicia Vachon, Charlie Fraser, Marnie Viera, Joel Baliddawa, Maddy Wery, Colleen McCaulsky, Kati Barrios Avila, Signy Brownell, Martin Pike, Andy Vaile, Travis Hibbert, Claire Henrick, Dennis Persowich, Mili Modi, Ellie Penner, Mel Crait, Leslie Kretai, Wren Holland, Priya Sharma, Alexander Fernandez, Nessa Guidorizzi, France (Grandma Franny) Croteau, Umar Enesi, Amos Bridgman, Jill Peters-McGillivray, Alex Beasse, Megan McKay, Joey Moore, and all of our special events volunteers, friends, and family that constantly lend a hand to achieve our mission day after day.

 Thank you to Tina Sorensen for her help in the statistical work for our Annual Report

# Prevention, Testing, & Wellness

## A LETTER FROM DIRECTOR KIM BAILEY

The Prevention Test and Wellness team spent the last year emerging from COVID pandemic restrictions. Staff and community members came into the newly renovated Pit Stop area, groups and community education sessions re-emerged, one on one mental health and OT services moved to a client-centred hybrid model of service delivery, and cultural programming moved back into the Round Room and the Gathering Place.



108 INDIGENOUS CULTURAL SUPPORT GROUPS WITH 572 ATTENDEES

While harm reduction services and Food Bank were active throughout the pandemic, in this past year the Pit Stop services finally settled into the newly renovated space. The new Pit Stop area is adorned with a beautiful mural and is a welcoming open space for folks who need harm reduction supplies, nursing services, a washroom, service navigation, and referrals. In addition to Pit Stop nursing, the nursing team provides routine (...)

(...) STBBI testing and treatment, PrEP services and PEP follow up for communities in Winnipeg. Meeting the Moment was given a one-year funding extension, Pit Stop and Food Bank volunteers continue to play an important role in our service provision and members of the PTW team provided learning opportunities for numerous medical, nursing, and social work students.



## PIT STOP QUICK TAKES

- 14,403 ACCESSED PIT STOP
- 244,900 SYRINGES DISTRIBUTED
- 14,756 SAFER SMOKING KITS
- 1,551 NALOXONE KITS



## PIT STOP NURSING

Our Pit Stop nurses are truly remarkable providing **284 appointments** to those accessing our Pit Stop harm reduction services!



## HEALTH EDUCATION

We are pleased to present the achievements of our health education team as part of this year's annual report. Throughout the year, we conducted a total of 17 community workshops, which included engaging sessions on vital topics such as HIV 101, Everyday Sexual Health, and Harm Reduction 101. These workshops reached an impressive attendance of 154 individuals, demonstrating our commitment to disseminating crucial knowledge within the community. Additionally, our team organized 8 Standing Strong sessions, catering to the specific needs of those living with HIV+ individuals and their supportive friend, family member or partners with a total attendance of 44 participants.

Lastly, we hosted the highly impactful Dream Big session, which brought together 8 motivated individuals eager to explore their aspirations.

These statistics reflect the dedication and effectiveness of our health education team in empowering individuals and fostering a healthier community.

## PTW HIGHLIGHTS

- Our HIV Food Bank services have made a significant impact, with a total of **929 visits**, including both on-site and delivery services. Additionally, we provided **109 emergency food kits** to those in immediate need.
- Our dedicated Occupational Therapist, Gina, conducted **483 appointments**, offering invaluable support to individuals in need of specialized care.
- Our Mental Health Therapist team, comprising Rosa and Sandra, delivered **1,207 one-to-one appointments** through various mediums such as in-person meetings, Zoom sessions, and phone consultations.
- **260 nutrition appointments** were conducted by our dedicated Dietician Sarah.
- We extend heartfelt congratulations to **Sandra Robinson, our Mental Health Therapist, who celebrated her remarkable 20-year anniversary** with our organization this year! Thank you Sandra for everything.

# Partners and Project Highlights

## MEETING THE MOMENT

Meeting the Moment, funded by Health Canada, integrates street health, addictions medicine, and primary care interventions.

In partnership with Nine Circles Community Health Centre, Meeting the Moment provides acute, episodic care beyond the bounds of traditional health care settings. The program seeks to engage community members who are unsheltered, who use drugs, and who experience social exclusion, with barrier-free primary care.

Meeting the Moment offers a wide variety of interventions such as STBI testing and treatment, addictions medicine, harm reduction supply distribution, advocacy and mental health support, and system referrals. *Here's how we met the moment this year:*

863 CLIENTS SERVED

259 NALOXONE KITS

1,548 HARM REDUCTION SUPPLIES

1,065 STBBI CARE

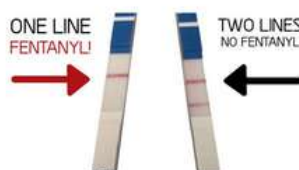
254 CULTURAL SUPPORT

## TEST THAT SHIT!

People who use drugs (PWUD) in Winnipeg have reported changes to the availability of substances since the onset of the COVID-19. Anecdotal reports indicate price fluctuations and scarcity of meth and crystal meth with more street opioids available than before.

The Test That Shit! study set out to:

1. Evaluate the acceptability of take-home fentanyl test strips (FTS) use among PWUDs in Winnipeg;
2. Determine a rough estimate of the presence of fentanyl in Winnipeg's illegal drug supply;
3. Determine if take-home drug testing results affect an uptake in safer drug use practices among PWUDs.



The study found the use of FTS was acceptable among participants.

Overall, this project allowed for the distribution of FTS and for engaging with program participants accessing harm reduction supplies into a conversation on the local drug supply, drug toxicity, and prevention strategies for drug related harms.

## MANITOBA HIV PROGRAM

The Manitoba HIV Program provides information, specialized care, treatment, and support to approximately 1700 people living with HIV across the province.

The Program objective is to ensure that everyone who tests positive for HIV in Manitoba has the same standard of care and treatment regardless of where they live in the province.



## Manitoba HIV Program Report 2018 - 2021 Launches



The Manitoba HIV Program published its first report since COVID-19 and features information about people diagnosed with HIV who were referred to the Manitoba HIV Program between 2018 and 2021.

## Key Findings from the report:

- An increasing trend of HIV in Manitoba
- Heterosexual sex and injection drug use were the most common modes of HIV acquisition
- The proportion of females diagnosed with HIV grew over time. Females were also more likely to experience houselessness, self-report injection drug use, have a prior diagnosis of sexually transmitted and blood-borne infections (STBBIs), and enter HIV care with a mental health diagnosis.
- 7 in 10 people diagnosed self-identified as Indigenous
- 68.7% of people diagnosed with HIV reported drug use; 70% of which reported using methamphetamine
- Nearly 50% of females and 25% of males experienced houselessness
- Over 80% of people had at least one other health condition at entry into care with the most common conditions being STBBIs and mental health
- The epidemiology of HIV in Manitoba is very different than the epidemiology of HIV in Canada

Find the full report at [www.mbHIV.ca](http://www.mbHIV.ca)





# THANK YOU!

## Thank you to our partners & supporters:

- Rosa Muller
- Brielle Dorais Fleming
- Tanice Houston
- Trina Larsen
- Santana Lee
- Sandra Cohen
- Annick Carstens
- Shelley Anderson
- Rhiannon Frost
- Pamela Harmer
- Bryan Harmer
- Monica Flett
- Bonni O'Hara/Gis for Glasses
- Dianne Palles
- Victoria Weir
- Sharon Costello
- Laure Ringaert
- Mike Payne
- Teri Stevens
- Jared Star
- Joan Helms
- Emma Rafferty
- Theresa Moore
- Caitlin Keyzer
- Allan Gray
- Nadie Damphousse
- Bev Kaufmann
- Caiden Bircham
- Cal Cheney
- Janie Colvinson
- Erik Thoradarson
- Lucas Glad
- Alana Fikis
- Andee Penner
- Huimin Wu
- Kirstie Lindsay
- Anne Russell
- Jami Neufeld
- Fred Carstens
- Gayle Restall
- Sonya Bertoncello-May
- Jim K.
- Lisa Naylor
- Megan Mckay
- Stephanie Arthur
- Tasha Waite
- Mike Ambrose
- Linda Julia Paolucci
- Trina Larsen
- DJ Lucky Sharms /Karen Sharma
- Hellen Bedd
- Kymera
- Gayle Pruden
- Rosa Colavito-Palao
- Nadine Clement
- Mike Muirhead
- Sara Van Wallegghem
- Heather Reid
- Karyn Glass
- Jolanta Gronowski
- Richelle Ferguson
- Francisca Igbedion
- Phil Proctor
- Brian Labossiere
- Ryan Ammeter
- Anna Rothney
- Joey Moore
- WAG-Qaumajuq
- Manitoba Museum
- Festival Du Voyageur
- Réseau Compassion Network
- The Hive Climbing
- FortWhyte Alive
- Canada Museum for Human Rights
- True North Sports & Entertainment
- City of Winnipeg
- ArtsJunktion
- Jenna Rae Cakes
- The Winnipeg Foundation
- G is for Glasses
- Sisters of Fire
- Winnipeg Blue Bombers
- Winnipeg Jets
- The Mayor's Office of Scott Gillingham
- Fort Whyte Centre
- Art by Angela Taylor
- Rainbow Stage
- Adam & Eve
- Total Flooring
- Manitoba Liquor & Lotteries
- Jones & Company Wine Merchants
- Payworks
- Westland Construction
- QHR/Accuro
- Tanja Doerksen
- Booke & Partners
- Clear Concepts
- MB Federation of Labour
- BB Artistry
- Pole Revolution
- Vantage Vintage
- Modo Yoga Winnipeg
- Broadway Dental Clinic
- Academy Dental
- Westminster Family Dental Clinic
- Kerri Rotzien
- Shoppers Drug Mart 2533 Portage Avenue
- North End Womens Centre
- Crowbar Skates
- The Other Skaters
- Vans Canada
- Rude Girls Banff
- Rainbow Resource Centre
- Manitoba Pork
- Good Neighbour Brewing
- Purple Haze
- Lemon Bunny
- Oyate Tipi Cumini Yape

# Stay in Touch!

**Stay connected with Nine Circles to be a part of our inspiring journey!**

Follow us on social media for exclusive updates on our programs, services, and special events.

Visit our website to learn more about our volunteer and membership opportunities! Let's drive the change together.



## FOLLOW US



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Stay up to date on all things Nine Circles!

## GET INVOLVED

There are so many ways to get involved with Nine Circles!



Learn how:

[ninecircles.ca/getinvolved/](https://www.ninecircles.ca/getinvolved/)

## BE A LEADER



Be a leader in your community by joining our membership program!

Drive the change at Nine Circles and apply at:

[ninecircles.ca/getinvolved/membership-program/](https://www.ninecircles.ca/getinvolved/membership-program/)