

ninecircles
COMMUNITY HEALTH CENTRE

ANNUAL REPORT 2021-2022

PARTNERS FOR POSI+IVE CHANGE



AND YET THEY PERSEVERED



On behalf of the Board of Directors and Executive Director of Nine Circles, thank you to our members, supporters, and neighbours for your contributions over the past year.

This year we were faced with some of the most challenging times but our staff continued to deliver high-quality care in an ever changing landscape. The Nine Circles team worked tirelessly to ensure that clients, patients, and neighbours continued to receive equitable and essential community care in the face of COVID-19. We continue to work with the community and our stakeholders to keep our services relevant and safer for all those who enter our space.

From Broadway into the new Nine Circles

Nine Circles Community Health Centre saw a year of renovations to its historic building here at 705 Broadway. With the addition of the Pit Stop program, a new community clinic space, a new education space, and a lot of team work, we completed Phase II of construction with our next phase well underway.

There has been a lot of positive feedback from staff, members, clients, patients, and neighbours about the new

space. We look forward to the next phase of construction that will beautify our new front area.

We thank everyone for their patience, flexibility, and understanding as we reopen with open arms and welcome you to the new 705 Broadway.



MANITOBA HIV PROGRAM

Introducing Manitoba's New "HIV Testing and Prevention Guidelines for Primary Care Providers"

The Manitoba HIV Program developed and launched the Testing and Prevention Guidelines webinar on December 8th, 2021 which saw:

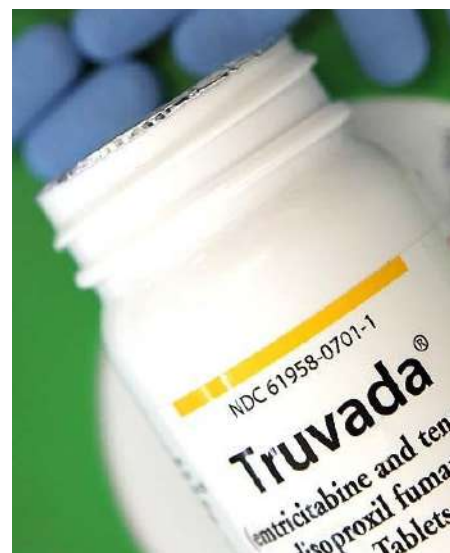
- 155 participants attended the webinar (including 50 physicians and 16 nurse practitioners)
- Attendance was from 10 rural locations outside of Brandon and Winnipeg
- 17 participants indicated they wished to become PrEP prescribers

PHARMACARE EXPANDS PREP COVERAGE

In Fall 2021, Manitoba announced that it will now be covering the Pre-Exposure

Prophylaxis (PrEP) drug under Manitoba Pharmacare or Employment and Income Assistance for those who meet the eligibility criteria. Nine Circles is pleased and relieved to see PrEP finally be added to the formulary after working for years with partner organizations and community leaders on this important change. Adding PrEP to the formulary allows Manitobans to use all the tools available to help combat the spread of HIV and help us move towards a Manitoba free from new HIV infections.

Clinics interested in becoming PrEP prescribers or who would like to advertise their HIV care and PrEP services can now promote their services on the Manitoba HIV Program HIV Services Map at: www.mbhiv.ca/services-map/clinic-registration/



A MESSAGE FROM MIKE PAYNE

Executive Director for Nine Circles Community Health Centre

Nine Circles has received a commitment from the Public Health Agency of Canada to continue the Manitoba HIV/STBBI Collective Impact Network (CINetwork) allowing Nine Circles to continue to advance efforts on meaningfully engaging folks with lived experience, collaborating with a broad sector of health, research, education and social service partners to identify and tackle systemic issues that feed stigma, harm prevention efforts and limit access to testing and linkage to care; We celebrate as well that the Nine Circles team, in collaboration with our HIV Program partners and the CINetwork achieved a significant success in the inclusion of PrEP on the formulary in Manitoba – an important step forward in access to this game changing prevention resource.

Nine Circles staff have committed to continue to work towards low threshold access to services in innovative ways and to advance our efforts to be a culturally safe service provider. We are proud of our team for their efforts thus far and their commitment to continue this work.

Nine Circles leadership team has shown exceptional leadership through COVID and in efforts to advance program improvements within an austerity environment. We also acknowledge the additional leadership roles they have played throughout the system including in West Broadway, Downtown/Point Douglas, Regionally, Provincially and Federally.

Finally, an acknowledgement to the broad team of board, program and event volunteers who support our work everyday.

Nine Circles Primary Care

The Primary Care program has worked above and beyond this year to regularly adapt and adjust service delivery approaches and integrate new technologies to be as accessible as possible to clients through COVID. These learnings have been diligently applied to our future challenges as the rates of HIV increase, complexity of social determinants relating to HIV expand and the demand for Nine Circles' harm reduction rooted services grows beyond the provision of HIV care.

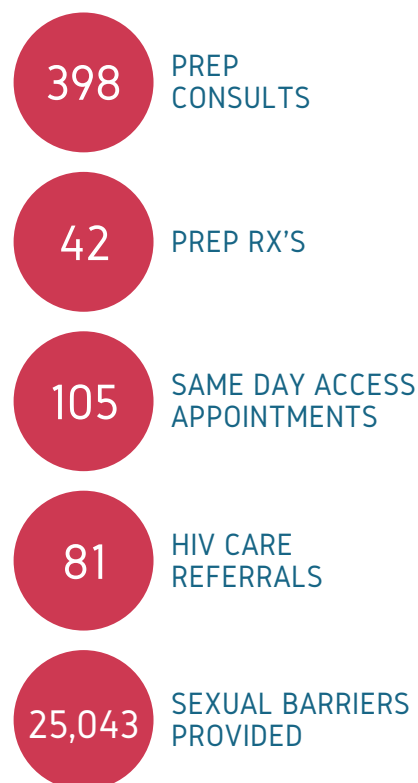
The Primary Care team has an ambitious vision for providing low barrier services, reducing wait times to access care providers, increasing access to participants of internal programs such as the Pit Stop and advancing cultural safety goals. Emerging collaborations with community partners to better engage Manitobans living with HIV who are lost to care or struggling to connect to care is, and will continue to be a priority for the program going forward.

Resources are a significant barrier here, as they are in many primary care venues.

Nine Circles will continue to advocate for individual increased supports for our primary care program, other HIV Program partner venues while continuing to adapt our existing resource to achieve the goals above.



Primary Care Quick Stats



OPERATIONAL SUPPORT SERVICES

In 2021, the former "Corporate Support Services", now "Operational Support Services" (OSS) saw changes to its leadership with the addition of Operations Manager Jordon Ottenson (he/him), and a new name! OSS consisting of newly created positions, Administrative Secretaries (AY2/3) and Operations Manager, as well as the IT Advisor, Community Engagement Coordinator, Research & Evaluation Coordinator, and the Primary Care Assistant team.

HIGHLIGHTS FROM THE OSS TEAM

OSS was responsible for the creation and implementation of Departmental Workplans, a 2-year workplan document, shared internally to ensure collective direction, and integrity to Mission, Vision, Values and Strategic Plan. Current Workplans run until September 2023 and are regularly reviewed amongst departments and shared with All-Staff via monthly meeting.

OSS team brought 'Payworks' to Nine Circles in November 2021, an integrated Payroll, Time Management and Human Resources software that has revolutionized the way in which Nine Circles employees interact with their own Timecards and Attendance Management, as well as providing tools, analytics, and lessening administrative burden on the OSS team.

OSS was instrumental in a large-scale renovation at Nine Circles, that has given us beautiful new space to work in, and to provide to clients. Working with Shared Health and Westland

Construction, Nine Circles initiated changes that allow for more client access, safe and open shared spaces, and functional flow of folks thru the building. The major renovations are complete, and Nine Circles looks forward to developing the space with community partners, elders, and the Winnipeg Foundation via Synonym Art Consultation to bring beauty and final touches of art, photos, and design.

COMMUNITY ENGAGEMENT

Nine Circles welcomes its new permanent Community Engagement Coordinator Chance Dupuis (he/him). Chance comes with a wealth of experience in community work and joins OSS from the Prevention, Testing, and Wellness team!



BIPOC MENTAL HEALTH WORKER LIST'S NEW HOME

Winnipeg's resource for Black, Indigenous, and Person of Colour identified mental health workers finds its new home on Nine Circles Community Health Centre's website! Visit <http://ninecircles.ca/news-events/welcome-the-bipoc-mental-health-worker-list-to-nine-circles-community-health-centre/> which is updated monthly!

OUR FIRST BID, BUY, OR BYE SALE!

Nine Circles hosted its first garage sale fundraiser to benefit the Pit Stop program efforts through online bidding over Instagram, buying in-house, or saying good bye for free through our "pay what you can sale!"

SAY IT FROM THE HEART MARCH 2022

Nine Circles Community Health Centre holds many stories within its walls. This March, our community, members, and staff shared their "from the heart" stories with our new social media campaign.

With over +100 entries internally and externally, there are so many stories that our team and community have built inside these walls at 705 Broadway and we hope to shed light on every single one.

CEC Fast Takes



Over 100 entries into our first "Say It from the Heart" Campaign!

18 new volunteers welcomed into 4 programs!



6,491 total social media followers keeping up to date with Nine Circles!

Our Volunteer Manual was created with the entire program seeing a revamp!



A LETTER FROM KIM BAILEY

Director of Prevention, Testing, and Wellness

The amazing PTW team has powered through the many changes brought about by the COVID 19 pandemic. They have managed to continue to offer services safely in a variety of ways. They mastered the art of offering mental health, dietician and occupational health services remotely, have continued to safely offer in person harm reduction and nursing services, they adapted the food bank services to allow for safe food pick up, offered virtual community education and peer led support services to include providing pizza to folks at home while they were able to meet together virtually. In addition, cultural programming including bead work and drumming sessions were offered off site while we completed our renovations to the Clinic.

The Meeting the Moment project forged many new partnerships with community-based organizations and was able to offer primary care, cultural supports, and peer engagement services in the Downtown and Point Douglas communities. They worked with Pit Stop staff and peers to provide outreach harm reduction supply distribution and a hot cup of cocoa and snacks to folks living in encampments on some of the coldest days of the year.

Over this past year, The Pit Stop has adapted to three different spaces due to the renovations. Pit Stop staff eagerly adapted each space to best serve the needs of our community. In May 2022, the new space has opened

and they are now busily settling in and adapting once again. The new space is designed to ease access, provide improved visuals for safety purposes and to create a warm and welcoming spot for our neighbours. Included in the renovations is a new space adjacent to The Pit Stop. The room is outfitted with a sink and an exam table so that the nursing team can more easily meet the health needs of the folks who come in for harm reduction supplies. Starting in June Pit Stop nurses will be available for 3 hours every afternoon.

Cultural support services continue to grow and thrive. While it has been a challenge to offer these services in the Clinic due to COVID 19 restrictions and renovations, they have continued offsite nevertheless. Community members have had opportunity to meet regularly and engage in traditional beading and drum circles. Nine Circles has purchased its own drum and other cultural items to facilitate ceremony. Staff and community members are looking forward to returning to our new space in June.

The newly established “Wellness Team” consisting of the mental health therapists, dietician, occupational therapist and the cultural support worker have in addition to their individual client support have been busy planning for group sessions when the renovations are complete. They have surveyed and listened to their clients and are planning a number of sessions

relating to resiliency. It has been a hard number of months for many people and folks are looking forward to supporting one another and being together once again.

Some of us have also been contributing to community initiatives supporting a safer drug supply, supervised consumption sites and advocating for the decriminalization of drugs. We have participated in webinars, conferences, and numerous partnership meetings. We continue to work together with our neighbours and many organizational partners to help shape a more caring and just community.



REDUCING THE HARMS

The Pit Stop (Harm Reduction) Program

The Pit Stop saw many changes as it moved from our front area, to the MPR, back to the Broadway entrance to a brand new renovated space. However, our Health Education Facilitators Chris T. and Tasha never stopped providing life-preserving services and care to our neighbours in West Broadway.

MAKING LEARNING FUN

The Pit Stop offered a learn and win "spin the wheel game" offered over 21 days with 222 unique individuals who participated in the game.

Survey results:

- People who learnt something from the game = 179
- People who didn't learn anything = 14
- Unsure if they learnt something = 16
- Declined to fill out survey = 13



NEW FACES IN THE BUILDING

Our Pit Stop program grew exponentially this year and we welcomed 8 new volunteers into our growing harm reduction program.



HITTING THE STREETS



The Pit Stop, its volunteers, and the SUAP program hit the streets this year taking safer substance use supplies, safer sex items, wound care, cultural support, food, and drinks to our homeless neighbours in the North Point Douglas area all year long.

FOOD SECURITY IS HARM REDUCTION

We held 26 food bank dates that yielded 967 visits from our participants. As the cost of food skyrockets, insecurity increases. We will continue to ensure that our participants are able to access food bank items here at Nine Circles Community Health Centre to increase quality of life.



LISTENING TO OUR NEIGHBOURS

The Pit Stop has seen many changes to its supplies added since its creation in early 2021. Starting with the basics, the Pit Stop now offers:

- Wound care kits
- Lotion and sunscreen
- Rain ponchos
- Safer meth use kits
- Various snacks and beverages
- Cold drinks/freezies

and so much more. Thanks to our HEF's for continuously auditing their supplies with the community, we are able to keep items relevant to our neighbour's needs.

PIT STOP QUICK STATS

- 7,153 PIT STOP SERVICE UTILIZERS
- 174,340 SYRINGES DISTRIBUTED
- 2,714 SAFER CRACK USE KITS
- 2,823 SAFER METH USE KITS
- 1,100 NALOXONE KITS

COMMUNITY HEALTH

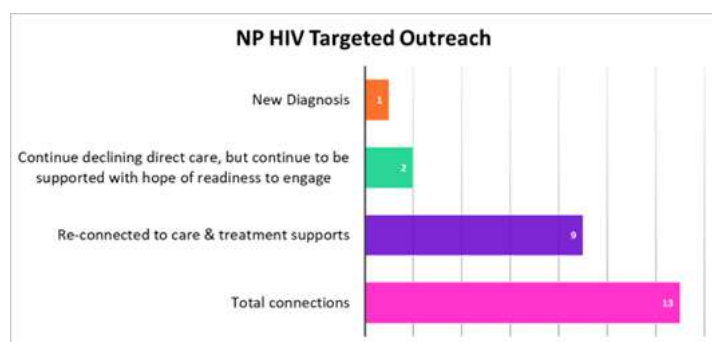
Meeting the Moment and Pit Stop Nursing Services

MEETING THE MOMENT

Winnipeg's core inhabitants are seeing increasing concerns related to poverty, homelessness, street involvement, and STBBI's related to injection drug use. The priority population for MTM includes people who use drugs (PWUD), or who are unstably housed, or experience social exclusion/isolation, in Winnipeg's core neighbourhoods. This population is often unable to attend a health care setting for an appointment due to varying structural barriers

HIV TARGETED OUTREACH

Due to high barriers for many who have been lost to care, SUAP nurse practitioner (NP) partnered with the Winnipeg Regional Health Authority for "HIV Lost to Care Clients". NP's met individuals where they were at in the community whether it be in a shelter, community centre, or on the street to provide care with a highly successful rate of 13 contacts over 4 months.



MEETING THE MOMENT QUICK STATS

- 684 TOTAL CLIENTS
- 1/2 USED SUBSTANCES
- 218 USED SOCIAL WORK SERVICES
- 19% NEEDED ANTI-BIOTIC RX
- 31% NEEDED STBBI CARE/INFO
- 9 CONNECTED TO HIV CARE

TEST THAT SHIT! STUDY

MTM spearheaded a pilot study of fentanyl strip drug testing in Winnipeg, MB, which came to completion in 2022. This study tested whether fentanyl test strips would be a useful harm reduction tool in a city where the primary substance of choice is methamphetamine, which is largely used in Winnipeg. A report on the results has been drafted and we are presently working on methods of publication.

PIT STOP NURSING SERVICES

The Registered Nurses from the Prevention, Testing, Wellness (PTW) Team are embarking on exciting, long-awaited and meaningful changes to their program. These unique program changes offer heavy focus on Pit Stop Nursing services, PrEP, and PEP. Our routine STBBI testing services have been scaled back in order to make this happen, with comfort in knowing other partner agencies in the community remain available for routine testing services.

The year prior to the pandemic the Nurses in the PTW program began offering limited services to Pit Stop folk with focus on STBBI/HIV testing. As the program was picking up steam and the client's needs more obvious, the pandemic abruptly shut many valuable services down including STBBI/HIV testing and prevention services in both the clinic and Pit Stop setting. This shut down was implemented in order to accommodate reassignment and redeployment of nursing services. The new post renovation Pit Stop space opening June 1st, 2022, now has a Nursing clinic room attached to the space in order to avoid bringing clients into a "clinical" setting and offering a room that doesn't feel like a clinic exam room. The exam room will not be labeled as such and will display art

from clients and/or local artists to create a space with the clients we see as the center focus. Access to HIV Pre-Exposure Prophylaxis (PrEP) for the community as whole. The program's Assistant Medical Director, RNs and Manitoba's HIV Program are also working together to focus on creating increased provider capacity of MDs in the province to prescribe PrEP as the demand continues to increase.

The program continues to receive HIV Post-Exposure Prophylaxis (PEP) community referrals from ER department regularly in which the RNs ensure proper follow-up and care beyond initial contact with the health care system including mental health support and window period testing for the first 6 months after the exposure of concern.

The team looks forward to this coming year, full of new and exciting changes that are meaningful to the community they engage with.



THANK YOU!

Here's to another exciting year ahead with Nine Circles

Thank you to our partners and supporters:

- Main Street Project
- Ndinawe and Tina's Safe Haven
- 1JustCity
- Spence Neighbourhood Association & MERC
- Ka Ni Kahnichhk
- South East Resource Development Council (SERDC)
- SUAP
- Harvest
- Weston Memorial Community Centre
- Westgate High School
- Leslie Spillet
- Laurie Ringheart
- Health in Common
- Manitoba Harm Reduction Network (Winnipeg sub committee)
- WRHA - Healthy Sexuality and Harm Reduction
- MACH Community Vaccination Promotion Project
- Margaret Bryons
- Dr. Peter Centre (Vancouver)
- Street Health (Toronto)
- Winnipeg Foundation
- Little Elves Foundation

- Joel Baliddawa (peer)
- Marjorie Schenkels (peer)
- Granny Franny
- REACH Nexus
- Oyate Tipi Cumini Yape
- Manitoba Association of Community Health
- Lyle Morin
- Club 200
- The Tallest Poppy
- Chip's Vintage
- Good Neighbour Brewing
- Shop Public
- Sew Dandee Organics
- Organic Planet Worker Co-op
- Black Market Provisions
- Roughage Eatery
- A Muse n Games
- Bruce House
- Shoppers Drug Mart
SDM2406 Portage Avenue
- College of Pharmacy
- University of Manitoba
- Jones & Company Wine Merchants
- APTN
- Payworks
- Booke & Partners
- CUPE
- Clear Concepts
- Gilead
- UpHouse Inc.
- Beyond Flowers
- Rainbow Resource Centre

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- Edward Favelle

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- Elizabeth Dasari
- Keanna Colles
- Ellie Penner
- Kevin Boyd
- Umar Enesi
- Megan McKay
- Joey Moore

and to all those who have donated their invaluable resources to our work here at Nine Circles!



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to stay up to date on all things
Nine Circles!

How to get involved:



There are so many ways to get involved! Learn more at:

www.ninecircles.ca/getinvolved/

Are you a born leader?:

Be a leader in your community by joining our membership program today! Drive the change at Nine Circles and apply at:



<https://ninecircles.ca/getinvolved/membership-program/>