



2007 – 2008
ANNUAL REPORT

Klinik is a non-profit, community-based health care centre in part of the core area of Winnipeg. We provide primary health care to our geographic community as well as provide specialized health services to the Province of Manitoba. Klinik promotes health and quality of life for all; helps people make choices about their own health in a context which is culturally sensitive and supportive of personal and community development; seeks to address the special needs of our neighbourhoods and helps communities organize on issues of concern; and looks to our community for direction.

What is the Vision of Klinik?

- An inspiring, enduring community.
- A voice of hope, opportunity and change.
- A centre of healing, learning and thriving.

What is the Mission of Klinik?

- Providing hope and healing to all we serve.

What are the Services provided by Klinik?

• **Community Health & Education Services**

- 24-hour sexual assault crisis line for Manitobans.
- short-term in-person counselling for victims of sexual assault and their families, friends and supporters.
- medical, legal support and advocacy for sexual assault victims.
- training and education in areas such as crisis intervention, suicide prevention, sexual assault, family violence, reproductive health, prenatal care and well baby care.
- youth health education services through Teen Talk.
- community health education.
- community development.
- volunteer recruitment and screening.

• **Counselling Services**

- 24-hour Manitoba Suicide Line provides confidential telephone support for Manitobans who are impacted by suicide. This includes services to individuals who are feeling suicidal, those who are concerned about family and friends who may be at risk of suicide, and those who have suffered personal bereavement from suicide.
- 24-hour crisis line for Manitobans providing confidential telephone counselling, support and referral.
- individual and group counselling for individuals affected by trauma, domestic abuse and suicide bereavement.
- Manitoba Farm & Rural Stress Line which provides telephone support, counselling and information to anyone whose life is in any way affected by farming, agriculture and rural living; this service is provided out of our Brandon office and staffed by local residents.
- individual and group counselling to women transitioning out of the sex trade and recovering from childhood sexual abuse and addictions.
- no fee drop-in counselling to anyone for any reason, typically a one-time appointment but can provide short-term follow up counselling.
- Workers Compensation Distress Line providing 24-hour confidential telephone counselling for those having trouble dealing with the effects of their injury.

• **Health Services**

- Primary health care including prevention, health promotion and education provided by a multi-disciplinary team including doctors, nurse practitioners, primary health care nurses, medical assistants, dieticians, social workers and lab technologists.
- Service areas include family practice, reproductive/sexual health care (including youth), child and maternal health, geriatrics, HIV, Hep C and TB.
- Outreach services for the elderly and those with mobility and mental health issues provided by physicians, nurses, social workers and dieticians.



Chairperson of the Board's Message

When I attended my first Board meeting ten years ago, all I really knew about Klinic was that I had received help here at a time of need, and the organization had a good reputation.

I hope I have learned a few things over the years, but first impressions remain strong. Klinic helps people. It has (and deserves) a good reputation.

Neither of these results flows from good intentions alone. From Executive Director through management, staff and volunteers, the people who conceive, organize and deliver the services maintain standards of professionalism and caring of which any organization could be proud.

I am proud to have given some service over the past decade, and grateful to have had that chance. I will be surrendering the Chair after this AGM. It has been an honor to occupy this position. I can only hope that I have approached the standards of the operation, and of my predecessors. Thank you for the opportunity.

Thank you also to:

- All of the members of the Board with whom I have served. Your dedication and camaraderie made it easy.
- Karen Ingebrigtsen and Lori Johnson. Your leadership and kindness made it worthwhile.
- Kathie Timmermann. Your support and attitude made it possible (and positive, and fun).

Let me finish with two words of appreciation. Our funders, from the smallest to the largest, put their money where our efforts need to be, and make them happen.

Finally, to everyone who makes Klinic happen, remember how lucky you are to go home every day knowing you made the world better.

Thank you. May your rewards equal your deservings. I can wish you nothing better.

Wayne Rose, Chairperson
Board of Directors

Executive Director's Message

At Klinic over this past busy year, staff and volunteers have demonstrated by their diligent work that we remain an Agency open to change and effort toward continuous improvement in service delivery. We have endeavored to ground our multidisciplinary practice in respect for the unique characteristics and needs of our community. We strive to keep our clients at the front of the decision making process across program areas. So doing over the past year has resulted in creative adaptation to some of the ever changing realities of our diverse community. Even as we pause to highlight the achievements described in this report, we are reminded of the importance of renewing our collective effort toward becoming an even stronger, more flexible, healthy organization continually growing in ability to benefit the children, adolescents, adults, seniors and families we serve.

Klinic's goals and objectives could never be achieved without our exceptional staff. Thank you for your willingness to learn new skills and test new ideas. Together we will continue to strategize appropriate application of the research and important best practice evidence that informs continuous quality improvement initiatives in all of our services and programs. It is most certainly the openness and steadfast commitment of our employees, the dedication and leadership of our Board members, and the many hours of service contributed by our volunteers that empower our progress and growth in this regard. We are grateful to each of you.

As well, we acknowledge the critically important support of our many funders and donors and thank all of you for your confidence in us and in the work that we do with the resources you provide. Thanks as well to the many community agencies and organizations across Manitoba that make up our working partnership network.

In reflecting on the year just passed, and in anticipation of the year ahead, all things come home to center on and revolve around the needs of our clients and our many diverse communities. These individuals and families are the reason we are here. When they succeed, we succeed - ultimately they guide our programs and services, and Klinic itself to success. To this end, I look forward to continuing to work with all of you in the coming year.

Lori Johnson, RN
Executive Director

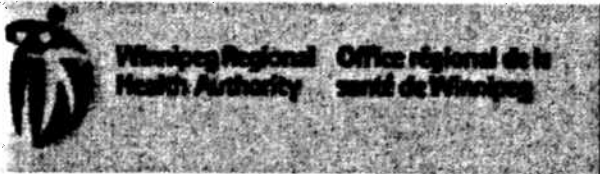
THANK YOU FOR YOUR SUPPORT

Canada

- Health Canada - DSCIF
- National Crime Prevention Strategy

Manitoba

- Family Services & Housing including the Family Violence Prevention Program
- Education
- Health
- Health – Mental Health
- Healthy Child



THE UNIVERSITY OF WINNIPEG



- Anonymous Donors
- All Charities Campaign
- United Way – employee deductions
- Members of the public who made financial donations
- Klinik Staff Benevolent Fund
- Our local merchants, suppliers and private donors – too numerous to mention – including donations for fundraising events, Senior's Holiday Gift Baskets and other initiatives

Klinik volunteers who provided 37,273 hours of community service



KLINIC PROGRAMS

Klinic Community Health Centre provided services throughout Manitoba during the 2007/08 fiscal year, our 37th year of operation. These services were provided by 204 employees providing a full time equivalent of 82.17 individuals and 270 volunteers providing 37,273 hours of service, a full time equivalent of 17.9 individuals.

Highlights of our service volumes include:

- health education services provided to 29,193 youth throughout the province by the Teen Talk program.
- crisis lines answered 42,089 calls (suicide, crisis, sexual assault, Manitoba Farm & Rural Stress lines).
- accepted 63 new clients for primary health care services.

Partnerships


Partnerships provide many opportunities for Klinic to expand services and reach more members of the community. Many exciting partnerships were formed as well as expanded during the year.

Klinic partnered with the Winnipeg Regional Health Authority (WRHA) to manage the Critical Incident Reporting and Support Line (CIRSL). The CIRSL documents reports of incidents where patients, clients or personal care home residents were unintentionally harmed and submits those reports to the WRHA. A support component was added when Klinic assumed responsibility for this initiative. Emotional support is offered to staff, patients and family members who were involved with and affected by a critical incident.

Klinic became the first organization in the prairies to offer Auricular Acupuncture (ACU). An ACU clinic is offered every weekday morning. This important initiative is funded in part by the Department of Health and the WRHA. Other partners include the Health Sciences Centre, Addictions Foundation of Manitoba, Canadian Mental Health Association, the Harm Reduction Network and Mount Carmel Clinic. An evaluation of the ACU Clinic is being conducted and should be completed by the spring of 2009.

With funding from the Department of Health, Klinic launched the Manitoba Suicide Line (MSL). The MSL is dedicated to people who are having thoughts of suicide and people concerned about someone they believe might be at risk for suicide.

The Canadian Association for Suicide Prevention (CASP) selected Klinic to be the home of its national office and Klinic's Director of Counselling, Tim Wall, became CASP's new Executive Director. Klinic is now heavily involved in working closely with groups across the country to ensure that Canada adopts a national suicide prevention strategy.



The Manitoba Farm and Rural Stress Line (MFRSL) began a volunteer program out of Brandon. Volunteers are now being recruited and trained to take calls on both the Manitoba Suicide Line and the MFRSL.

Services offered at our satellite primary health clinics located at Tec Voc High School and the University of Winnipeg continued to be well utilized with an increasing client base. Services at the University have expanded to include campus health promotion activities in the areas of mental health, nutrition and reproductive health.

The Sexual Assault Crisis Program continues to partner with the North Eastman Regional Health Authority and Sexual Assault Recovery and Hope (SARA) in the development of their sexual assault response protocols. This initiative brings together local health care providers, the RCMP and community volunteers thereby allowing victims of sexual violence to receive services in their home communities.

Funding was received from Manitoba Community Services Council in support of the Healthy Living Program. This is a community-based program that provides education on chronic disease prevention (including diabetes), nutrition awareness and community building opportunities for residents in the St. Matthew's-Maryland area.

Funding was received from the Lount Family Foundation for the creation of a video resource and accompanying facilitator guide on teen dating violence. The video is being utilized as part of the Teen Talk Program's Dating Violence workshop. The video features the program's Peer Support youth volunteers.


Klinic continues to strengthen its partnership with the Western Alliance for International Physicians with our training of students, residents and foreign medical graduates.

Funding from The Winnipeg Foundation continues for the Man to Man project. This project provides education for employers and their work force on men and depression with a goal of increasing help-seeking behavior among men.

Klinic's partnership with the Gambling Help Line for Addictions Foundation of Manitoba expanded again this year.

Innovation

Klinic took a lead role in organizing a provincial forum on trauma. As a result of this effort, a provincial leadership committee on trauma was established to address the numerous recommendations that came out of the forum. Klinic was also actively involved in developing a "Trauma Tool Kit". The tool kit will be used by service organizations, health centres and others to deliver services that are trauma informed and sensitive.





With support from the Winnipeg Partnership Agreement, Klinik produced a DVD "Voices of Healing and Hope" a compilation of stories and pictures about woman exiting the sex trade.

Work on the development of a two-day Advanced Suicide Prevention Training began and will be completed in the fall of 2008.

The Crisis Lines continue on the process of going paperless and introducing electronic record keeping through iCarol.

Klinik's latent TB (Tuberculosis) program funding was increased allowing Health Services to increase latent TB screening and treatment. There is an increase in the number of occupational health screens in the latent TB program at Klinik.

Health Services has a fully functioning "Advance Access" model of client scheduling. This allows clients to get same day appointments and same week appointments depending on the severity of symptoms.

Recognition

Klinik participated in the United Way campaign and had a successful campaign.

Klinik holds an annual agency recognition award event to acknowledge and celebrate with staff and volunteers. In conjunction with the Annual General Meeting in 2008, Klinik will recognize one person for 35 years of service, 2 for 20 years of service, 3 for 15 years of service, 10 for 10 years of service and 15 for 5 years of service.

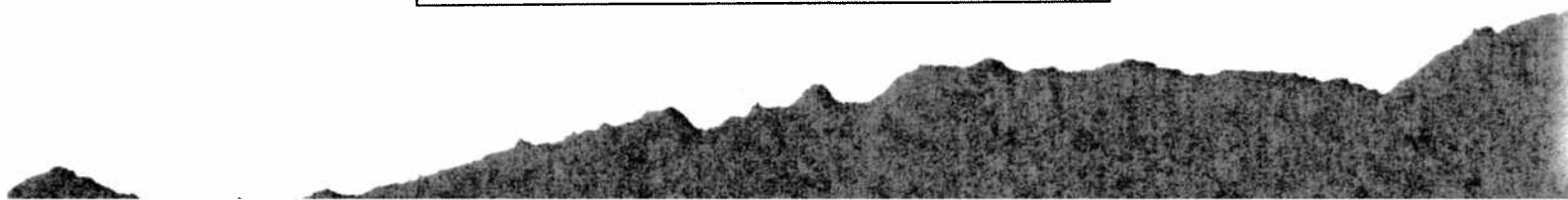
Our friend and colleague **Iris Brisbin** retired in June 2008. Iris began her Klinik career as a volunteer in December 1973 and became a permanent staff member in February 1984. Over the years, Iris touched the lives of hundreds of volunteers and staff as well as callers. She represents all that is the very best of Klinik . . . her:

- commitment to quality care and service delivery,
- gentle mentoring of crisis workers,
- compassion towards clients and co-workers alike,
- inimitable sense of style, and
- generosity of spirit in general.

We are grateful to Iris for nourishing the roots of Klinik, which provide the strength and stability that has allowed Klinik to flourish and thrive with continual new growth.

It is Klinik's staff and volunteers that make Klinik the successful community health centre it is.

For further information on Klinik's services,
please see our web site at:
www.klinik.mb.ca



KLINIC INCORPORATED
STATEMENT OF FINANCIAL POSITION
March 31, 2008

ASSETS

	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2008	2007 Restated
Cash and short-term investments	\$ 828,150	\$ -	\$ -	\$ 31,872	\$ 860,022	\$ 499,612
Cash in trust	102,378	-	-	-	102,378	71,819
Accounts receivable						
Health Authority	431,164	-	-	-	431,164	508,456
Other	548,839	-	-	-	548,839	156,989
Interfund balances	(346,027)	-	68,858	277,169	-	-
Prepaid expenses	16,701	-	-	-	16,701	10,627
Capital assets	-	168,570	1,243,324	-	1,411,894	1,607,798
	\$ 1,581,205	\$ 168,570	\$ 1,312,182	\$ 309,041	\$ 3,370,998	\$ 2,855,301

LIABILITIES

Payables and accruals	\$ 817,398	\$ -	\$ -	\$ -	\$ 817,398	\$ 714,732
Deferred revenue	151,120	165,450	1,154,241	-	1,470,811	1,517,867
Funds in trust	102,378	-	-	-	102,378	71,819
Pre-retirement leave	415,126	-	-	-	415,126	369,286
	1,486,022	165,450	1,154,241	-	2,805,713	2,673,704

FUND BALANCES

Invested in capital assets	-	3,120	89,084	-	92,204	181,597
Unrestricted - retainable	95,183	-	68,857	309,041	473,081	-
	95,183	3,120	157,941	309,041	565,285	181,597
	\$ 1,581,205	\$ 168,570	\$ 1,312,182	\$ 309,041	\$ 3,370,998	\$ 2,855,301

KLINIC INCORPORATED
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
FOR THE YEAR ENDED MARCH 31, 2008

	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2008	2007 Restated
REVENUES						
Grants and other revenue	\$ 7,057,904	\$ -	\$ -	\$ -	\$ 7,057,904	\$ 6,585,488
Donations	-	-	-	300,517	300,517	-
Interest	-	-	-	380	380	141
Amortization of deferred revenues	1,786	126,269	67,687	-	195,742	182,760
	<u>7,059,690</u>	<u>126,269</u>	<u>67,687</u>	<u>300,897</u>	<u>7,554,543</u>	<u>6,768,389</u>
EXPENSES						
Operating expenditures	6,948,008	-	-	-	6,948,008	6,561,228
Special projects	-	-	-	10,147	10,147	187,725
Amortization	1,786	126,269	67,849	-	195,904	10,637
	<u>6,949,794</u>	<u>126,269</u>	<u>67,849</u>	<u>10,147</u>	<u>7,154,059</u>	<u>6,759,590</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS						
	109,896	-	(162)	290,750	400,484	8,799
Pre-retirement leave	(16,796)	-	-	-	(16,796)	168,271
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES						
	<u>93,100</u>	<u>-</u>	<u>(162)</u>	<u>290,750</u>	<u>383,688</u>	<u>177,070</u>
Fund balances, beginning of year	(158,417)	3,120	300,736	18,291	163,730	(13,340)
Prior period adjustments for						
Purchase of land	-	-	160,500	-	160,500	160,500
Interfund loan	160,500	-	(160,500)	-	-	-
Revenue overstated	-	-	(142,633)	-	(142,633)	(142,633)
Fund balances, restated	2,083	3,120	158,103	18,291	181,597	4,527
Fund balances, end of year	<u>\$ 95,183</u>	<u>\$ 3,120</u>	<u>\$ 157,941</u>	<u>\$ 309,041</u>	<u>\$ 565,285</u>	<u>\$ 181,597</u>

The foregoing statements are selected from financial statements audited by Booke & Partners Chartered Accountants.

Copies of the auditors' report and a complete set of financial statements are available from:

Klinik Inc.
870 Portage Avenue
Winnipeg, Manitoba R3G 0P1

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Terry Wilson
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Lori Yusishen
Ingrid Zebinski

Bold denotes 10+ years of service



COMMUNITY PARTNERSHIP & NETWORK ACTIVITIES



- AFM (Addictions Foundation of MB):
 - Gambling Distress Line
 - Harm Reduction & Rehab Working Group
 - Methadone Program
 - Youth Services
- APIN (Adolescent Parent Interagency Network)
- Aboriginal Suicide Prevention Ctee
- Accreditation Canada
- Agape Table
- Age & Opportunity
- Agencies for School Health
- American Association of Suicidology
- Assiniboine College – Nursing Students
- Assiniboine South School Div #3
- Baby Friendly Network of Wpg
- CADHAM Lab
- Canadian Alliance of Community Health Centre Associations
- Canadian Association for Suicide Prevention
- Canadian Association of Sexual Assault Centres
- Canadian Diabetes Association
- Canadian Mental Health Assoc
- CARI - Methadone Program
- Centre de Sante Saint-Boniface
- Centre for Aboriginal Human Resource Development
- Childbirth & Postpartum Professional Association (CAPPA)
- Citizenship & Immigration Canada
- Coalition for Anti-Homophobia Resources & Education (CARE)
- Coalition for Reproductive Choice
- College of Physicians & Surgeons of MB
- College of Licensed Practical Nurses
- College of Registered Nurses of MB
- Community Action Program for Children
- Community Coalition on Mental Health
- Community Mobilization Program/Gov't of Canada
- Connect-2 Community Voice Mail
- Consumer Advisory Committee of CMHA
- Crossways-in-Common
- CUPE Manitoba
- Daniel McIntyre/St. Matthews Community Association
- Diabetes Education Network
- Diabetes Prevention Project for Children
- Doctors MB
- Downtown Parent Child Coalition/Community 4 Families
- DONA (Douglas of North America)
- Ellice Street Festival
- Foot Care Interest Group
- Fort Garry School Division #5
- Frontier College
- Geriatric Program Assessment Team
- Government of Canada:
 - Canadian Heritage
 - Ntl Crime Prevention Strategy
 - Ntl Homelessness Initiative
 - Wpg Partnership Agreement
- HIV Counsellor's Network
- Health Action Centre/Elgin Avenue
- Health Canada
- Health Links
- Health Sciences Centre
- Healthy Child Manitoba
- Healthy Living Program
- Healthy Schools – Mental Health Working Group
- Healthy Start for Mom and Me
- Hep C Nurses Support Group
- Hepatitis Interest Group
- Herzing College
- House of Hesed
- Injured and Disabled Workers Association
- Innersity Network for Senior Care Professionals
- Inter-Agency Sexual Assault Ctee
- Interlake Public Health
- Interlake School Division #21
- Jewish Child & Family Services
- Journeys Adult Education Centre
- Justice Canada
- Kali-Shiva
- Kivalliq Inuit Centre
- Lord Selkirk School Div #11
- MACH (Manitoba Association of Community Health)
- MAVA (Manitoba Association of Volunteers)
- Mamawiwichitata Centre
 - Family Violence Program, Counselling, Family Service
- MB Aids Cooperative
- MB Association of Childbirth & Family Education
- MB Association of Family Violence Workers
- MB Association of School Trustees
 - Pregnancy Prevention Media Campaign
- MB Breast Screening Program
- MB Cervical Screening Program
- MB Childbirth Community
- MB Coalition for Reproductive Health
- MB College of Family Physicians
- MB Committee for Suicide Prevention
- MB Cross Cultural Coalition Against Violence & Domestic Abuse
- MB Cross Cultural Resource Team for War Affected People
- MB Eating Disorders Network
- MB Family Services & Housing
 - Family Violence Prevention Program
 - Supportive Living Program
- MB Farm & Stress Line Advisory Ctee
- MB Federation of Labour Occupational Health Centre
- MB Food Charter
- MB Harm Reduction Network
- MB Health & Healthy Living
- MB Justice
- MB Labour & Immigration
- MB Network of Suicide Prevention
- MB Public Health Department



COMMUNITY PARTNERSHIP & NETWORK ACTIVITIES

... continued



- MB RH Lab
- MB Schizophrenia Society
- MB Women's Advisory Council
- MB Youth Centre
- MPHA (Manitoba Public Health Association)
- Medical Examiners Office
- Mental Health External Review Implementation Ctee
- Men's Resource Centre
- Mount Carmel Clinic/Four Rivers:
 - Cross Cultural Consulting Program
- Mystery Lake School Division
- Native Women's Transition Centre
- Neighbourhoods Alive
- Network for Infant & Toddler Caregivers
- New Directions: TERF (Transition, Education, Resources for Females)
- Nine Circles Community Health Centre
- Northern Aids Initiative Inc.
- North Eastman Sexual Assault Advisory Ctee
- Nor'West Co-op Community Health Centre
- Perinatal Educators Group
- Planned Parenthood Federation of Canada
- Portage la Prairie School Division #24
- Pregnancy Counselling Network
- Progressive Assertive Community Team
- Provincial Psychiatrist
- Provincial Suicide Prevention & Leadership Ctee
- Public Health Agency of Canada
- Public Trustee
- Rainbow Resource Centre
- Red River College
- Rehabilitation Centre for Children
- RESOLVE Manitoba
- River-East School Division #9
- SAGE House
- Salvation Army – Corrections & Justice, Prostitution Diversion Program
- Scope
- Seven-Oaks School Division #10
- Sexuality Education Resource Centre
- Social Planning Council - Environment Ctee
- Spence Neighbourhood Association
- St. Boniface Hospital - HIV Program
- St. James Collegiate
- St. Matthew's-Maryland Community Ministry
- St. Vital School Div #6
- Statistics Canada
- Status of Women Canada
- Take Back the Night
- Taking Charge Adult Education
- Teen Clinic Services Network
- Transcona-Springfield School Div #12
- Trauma Leadership Ctee
- United Way:
 - Brandon & District
 - Winnipeg
- University of Manitoba:
 - Access Program
 - Faculties of Social Work, Medicine, Nursing and Education
- University of Winnipeg
 - Resident Advisors
 - Student Health Services
 - Urban Futures
- Unplanned Pregnancy Network
- Urgent Care - Misericordia
- Victoria General Hospital
- Volunteer Centre of Winnipeg
- Volunteer Coordinators Network
- Yellowquill College
- Youville Centre
- Welcome Place
- Wellness Institute
- West Broadway Development Corporation
- West Central Women's Resource Centre
- West Central Network
- Winnipeg Foundation
- Women in Housing Network
- Wpg Committee for Suicide Prevention
- Wpg Child & Family Services
- Wpg Child & Family Services Area Council
- Wpg Child & Family Services – Joint Training Unit
- Wpg Police Crisis Negotiating Team
- Wpg Regional Health Authority (WRHA):
 - Community Health Agencies Table
 - CHA's Research and Evaluation Table
 - CUPE Wage Standardization Negotiations
 - Downtown/Point Douglas Primary Care/ Public Health Service Providers Working Group
 - Immigrant/Refugee Health Working Group
 - Language Access Ctee
 - Provincial Advisory Ctee
 - Outbreak Control/ Pandemic Planning
 - Public Health
 - Quality Council
- Wpg School Divi #1
- Wpg Service Providers Network – CD Working Group
- Wpg Sexual Assault Response Team
- Wpg Technical College
- Wpg Trauma Team
- Women's Health Clinic
- Workers Compensation Line:
 - WCB Distress Line

HELP BUILD BETTER COMMUNITY HEALTH

Yes, I want to support the work of Klinik Community Health Centre!

Name: _____

Address: _____

City: _____

Province: _____

Postal Code: _____

Phone: _____

A Tax Receipt will be issued for gifts of \$10.00 or more.

I am interested in becoming a volunteer. Please contact me.

I would like more specific Program information. Please contact me.

Please complete and enclose with your gift or request for more information and mail to:

Klinik Community Health Centre
870 Portage Avenue
Winnipeg, MB R3G 0P1

Telephone: (204) 784-4076 / Fax: (204) 772-7998
e-mail: klinik@klinik.mb.ca / website: www.klinik.mb.ca

THANK YOU



Information regarding insurance policies and wills that would list Klinik Community Health Centre as a beneficiary is available through your life insurance agent.