



**2011 – 2012 ANNUAL REPORT**

and

**MANAGEMENT DISCUSSION  
AND ANALYSIS**

**Just Care**



## VISION

Engaged and healthy communities

## MISSION

To offer primary health care, mental health care and community health services to enhance individual and community capacity

## VALUES

### **Social Justice**

Equity • Engagement • Choice

### **Leadership**

Mentorship • Advocacy • Capacity

### **Responsiveness**

Collaboration • Accessibility • Care

# CHAIRPERSON OF THE BOARD'S MESSAGE

During this past year, the Board of Directors of the Klinik Community Health Centre and the Management Team have been actively engaged in developing many initiatives consistent with the objectives of the second year of the strategic plan and its operational objectives. Significant progress has been made on the Year 2 objectives and the operational plan for Year 3 was adopted at a Board meeting held in March.

My colleagues on the Board along with the Management Team, the staff and volunteers are to be commended for their dedication to the important work of Klinik to ensure that the Agency continues to grow and flourish. The Social Justice Committee has continued to bring forward relevant issues to the Board and has established a process to enable staff and volunteers to participate in this important endeavour by identifying issues related to social justice matters they believe are important to the Agency and its clients.

To address one of the objectives in the strategic plan, a committee has been established by the Board to identify and prioritize space requirements. The Board hopes not only to address existing space concerns but also identify the needs for any future expansion of programs and services.

Our exceptional staff and volunteers have had another very busy year with the implementation of many new initiatives as well as the ongoing development of innovative and quality primary health care, mental health care and community health services; serving as a voice for equality, social justice and social change and reflecting the core values of equity, engagement, choice, mentorship, advocacy, capacity, collaboration, accessibility and care.

Under the excellent leadership of Lori Johnson, all of the staff and volunteers have continued to demonstrate a strong passion and commitment in everything they do. Each of these people has contributed to the outstanding reputation that Klinik has earned not only in the community it serves but also in the wider health community of Manitoba. Everyone involved with Klinik deserves our heartfelt thanks and appreciation for their continuous efforts to seek new and innovative ways to serve the needs of our community.

To address some governance issues, the Board, during the past year, reviewed and made some amendments to the Klinik Bylaws.

I would like to take this opportunity to thank Tom Kean, Lisa Naylor, Tracy Nesbitt, and Maureen Pendergast, retiring Board members, who have given many years of dedicated service to the organization. Their individual and unique contributions to the Klinik Board are greatly appreciated and we all wish them well in their future endeavours.

I would also like to acknowledge the support of our funders particularly the Winnipeg Regional Health Authority who has demonstrated its belief in the importance of the services Klinik provides and has enabled us to grow as an organization. We are grateful as well to our many generous donors, local organizations and government departments who have invested in the various projects and initiatives that have strengthened our capacity to serve our community.

I look forward to another exciting year ahead.

Jan Schubert, Chairperson  
Board of Directors

# EXECUTIVE DIRECTOR'S MESSAGE

Klinic is pleased to present this year's Annual Report highlighting some of the Agency's accomplishments over the past busy year. One of the very best things about this time of year when we begin planning for the Annual General Meeting and the compilation of the Annual Report is the opportunity that is provided to express our gratitude to the many individuals and organizations who have done so much to assist us to further our Agency goals and serve our diverse clientele both in the Region and across the Province of Manitoba.

I would first like to express my personal thanks to our Klinic Management Team members for your dedication and commitment to our mandate, your professionalism and your support. To Kathie, Holly, Tim, Rosemarie, Linda and Mike – you make it a lot of fun and your hard work is greatly appreciated.

To all Klinic staff members and volunteers – thank you for the positive difference that you make every day by the often difficult work that you do on the front lines and for the always sensitive, caring and compassionate way that you serve our clientele at every level of the Agency and across all program areas. The contributions of each of you are what create the vibrant whole of our Klinic team. You have my deepest admiration and respect.

Special thanks to our volunteer Klinic Board members under the dedicated and strong leadership of Chairperson Jan Schubert. All of us are hugely grateful for the Board's dedication to the people and to the work of this organization. For your unfailing support and your generous commitment of time and talent to Klinic – thank you so very much.

To all those whose critically important commitment of financial support and resources allow the Agency to maintain and enhance the provision of primary care, mental health care and community development and education services – we acknowledge with appreciation your steadfast support and continued expression of confidence in the work that we do as we strive to enhance quality of care and accessibility of services on behalf of Klinic clients. In particular we wish to thank our core funder, the Winnipeg Regional Health Authority, the Province of Manitoba, the Government of Canada, numerous charitable organizations and our many faithful private donors for their important support for Klinic's programs and services. Each of these agency partners of Klinic are to be found named elsewhere in this report.

It continues to be an honour, a privilege and a pleasure for me to serve as Executive Director of Klinic Community Health Centre – I am proud to be a part of this exceptional place. I look forward to the coming year as we strive together toward our organizational ideal of "Just Care."

Lori S. Johnson, RN  
Executive Director

# MANAGEMENT DISCUSSION AND ANALYSIS

The following discussion and analysis is the responsibility of Management for the purpose of providing the opportunity for a view into the operations of Klinic through the eyes of the Management Team. We examine our degree of achievement of our organizational and program objectives over the past year as they relate to the strategic directions and priorities mandated by Klinic's Board of Directors.

Klinic Inc., operating as Klinic Community Health Centre is a charitable, not for profit community-based primary health care centre providing services out of eleven sites across the province, to all Manitobans. Klinic's head office is located in the core area of Winnipeg at 870 Portage Avenue. Services at this site are staffed and open twenty-four hours a day, three hundred and sixty-five days per year. Services are also provided out of Klinic on Broadway, the Manitoba Farm and Rural Support Services located in the City of Brandon, Tec Voc High School, TERF – New Directions for Children and Youth, Klinic on Campus at the University of Winnipeg, Sage House, Resource Assistance for Youth, the CONNEX with offices in Winnipeg and Regina and the WRHA's Access Transcona. Throughout this past year Klinic has offered training, professional development and educational services in every Regional Health Authority across the Province of Manitoba. Klinic serves in the capacity of national office of the Canadian Association for Suicide Prevention.

Klinic provides primary health care services to Manitobans in three overarching program areas – Community Health and Education, Counselling Services and Health Services.

## GOVERNANCE

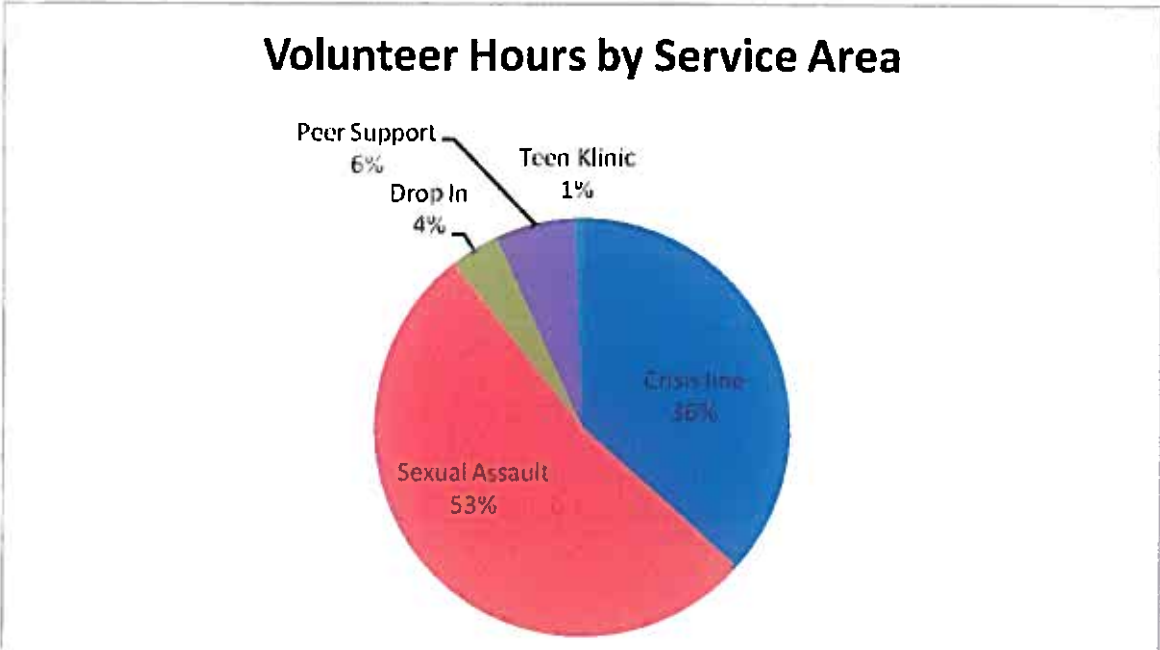
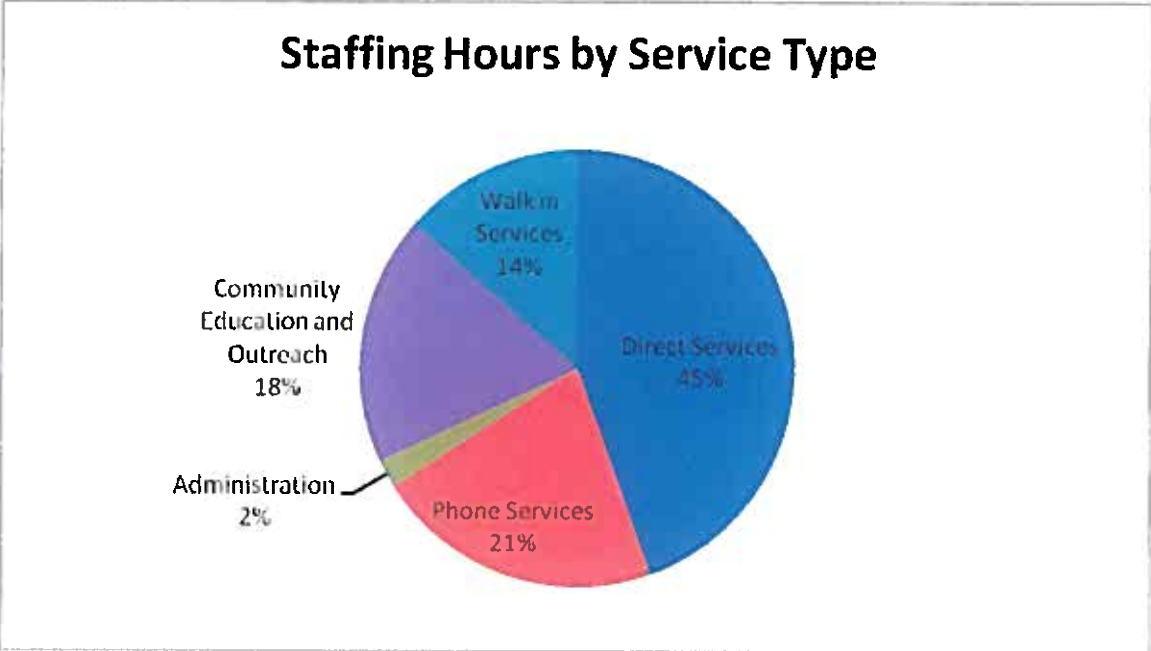
Klinic is governed by a volunteer community based Board of Directors. The Executive members of the Board are Jan Schubert (chair), Jim Kingdon (vice-chair), Marc Rivard (secretary-treasurer), Nora Schwetz (member at large) and Amanda Le Rougetel (member at large).

## MANAGEMENT

The Executive Director, Lori Johnson, is responsible for the operations and leadership of Klinic. The senior management team is comprised of Holly Banner (Director of Finance and Human Resources), Linda Dawson (Director of Health Services), Rosemarie Gjerek (Director of Community Health and Education), Kathie Timmermann (Director of Administration) and Tim Wall (Director of Counselling Services). The Medical Director is Dr. Mike Dillon. The Counselling Clinical Director is Mary Jo Bolton. All Klinic employees and volunteers report to a Director.

# STAFFING

Klinic Community Health Centre provided services throughout Manitoba during the 2011/12 fiscal year. These services were provided by 188 employees. Additionally 207 trained Agency volunteers provided 41,569 hours of service - a full time equivalent of 20 individuals.



# PRIMARY HEALTH CARE AT KLINIC

## PHONE SERVICES

- ◆ Critical Incident Reporting and Support Line\*
- ◆ Crisis Counselling Line\*
- ◆ Manitoba Suicide Line\*
- ◆ Manitoba Farm and Rural Support Line
- ◆ Sexual Assault Crisis Line\*
- ◆ Seniors Abuse Support Line\*
- ◆ WCB Distress Line
- ◆ AFM Gambling Helpline

\* Denotes service is provided 24 hours a day, 7 days a week

## DIRECT SERVICE

- ◆ Dream Catchers—support to street involved women
- ◆ Counselling for individuals affected by psychological trauma
- ◆ Counselling for individuals and families affected by family violence
- ◆ Health Services—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 and sexual health, child and maternal health, geriatrics, diabetes, HIV, Hep C, TB and Transgender health
- ◆ Project CHOICES—alcohol exposed pregnancy prevention program
- ◆ Sexual Assault Counselling Program— medical, legal support, and advocacy for sexual assault victims



## WALK IN SERVICES

- ◆ Drop In—counselling for anyone for any reason
- ◆ PAP—cervical cancer screening
- ◆ Klinik Student Health Services at the University of Winnipeg
- ◆ Sage House—counseling outreach
- ◆ STI Klinik—testing and treatment
- ◆ Tec Voc—primary health care at Tec Voc
- ◆ Teen Klinik—reproductive health care

## COMMUNITY EDUCATION AND OUTREACH

- ◆ Community health education
- ◆ Community development
- ◆ CONNEX—Community Organization Network and Knowledge Exchange
- ◆ Manitoba Farm and Rural Support Service
- ◆ Manitoba Trauma Information and Education Centre
- ◆ Mental Health Promotion
- ◆ SPEAK—Suicide Prevention Education Awareness Knowledge
- ◆ Teen Talk—youth health education
- ◆ Training and education in areas such as crisis intervention, suicide prevention, sexual assault, family violence and trauma
- ◆ Volunteer recruitment, screening and training
- ◆ Outreach services for the elderly and those with mobility and mental health issues provided by physicians, nurses, social workers and dieticians

# STRATEGIC PLAN FRAMEWORK

| STRATEGIC DIRECTION      | STRATEGIC PRIORITIES   |
|--------------------------|--|
| <b>1. Social Justice</b> | <b>1.1</b> Engage marginalized populations in their health care: <ul style="list-style-type: none"> <li>a. Refugee People</li> <li>b. Aboriginal Peoples</li> <li>c. Transgender People</li> </ul> |
|                          | <b>1.2</b> Expand staff and volunteer diversity to reflect communities served.   |
|                          | <b>1.3</b> Advocate for social justice.  |
| <b>2. Leadership</b>     | <b>2.1</b> Build capacity among other health and social service providers.   |
|                          | <b>2.2</b> Promote the integration and coordination of community health and social services.   |
|                          | <b>2.3</b> Enhance staff and volunteer development & wellness.   |
| <b>3. Responsiveness</b> | <b>3.1</b> Enhance internal integration to improve client care.  |
|                          | <b>3.2</b> Enhance access to care.   |
|                          | <b>3.3</b> Enhance cultural awareness and culturally sensitive care provision.   |
| <b>4. Management</b>     | <b>4.1</b> Develop facilities options to manage existing and future service capacity.  |
|                          | <b>4.2</b> Enhance electronic information systems capability.  |
|                          | <b>4.3</b> Enhance communications strategies and methods.  |



| STRATEGIC PRIORITY   | INTENT  | ACCOMPLISHED  | FUTURE PLANS  |
|--|---|---|---|
| Engage marginalized populations in their health care                   | <ul style="list-style-type: none"> <li>- Enhance service to high needs, vulnerable populations - In particular refugees, Aboriginal Peoples and transgender individuals in order to increase access to care and to assist in improved health outcomes for individuals and communities.</li> </ul> | <ul style="list-style-type: none"> <li>- Newcomer refugee clientele are now being integrated into the Health Services Program as their primary care home rather than being seen for initial screening only.</li> <li>- In partnership with Aboriginal Health and Wellness Centre, we have worked successfully to enhance access and increase services to community based primary health care to Aboriginal Peoples.</li> <li>- Transgender Clinic's interdisciplinary team requirements and resource needs identified.</li> </ul> | <ul style="list-style-type: none"> <li>- Secure required additional resources in support of Trans Health Clinic.</li> <li>- Addition of clinical psychologist position and increased physician services to Trans Health Clinic team.</li> <li>- Work in partnership with other community health agencies and private fee for service family physicians to assist in increased access to primary care services for transgender people across Manitoba.</li> <li>- Facilitate professional development and training opportunities for family doctors, nurses and nurse practitioners, clinical psychologists and psychiatrists in transgender health care.</li> </ul> |
| Expand staff and volunteer diversity to reflect the communities served | <ul style="list-style-type: none"> <li>- Over time Clinic's complement of employees and volunteers will be reflective of the diversity of our clientele and the communities we serve.</li> </ul>  | <ul style="list-style-type: none"> <li>- In partnership with CUPE Local 2348 Clinic has included an Employment Equity memorandum of understanding in our CUPE Collective Agreement.</li> <li>- A voluntary self declaration document has been developed and submitted for approval by the MB Human Rights Commission in order to identify the demographics of diversity in Clinic's employee and volunteer workforce.</li> </ul>  | <ul style="list-style-type: none"> <li>- More accurately capture the demographics of those we serve.</li> <li>- Implement Voluntary Self Declaration Form</li> <li>- Targeted employment recruitment and retention strategies formalized.</li> </ul>  |

| STRATEGIC PRIORITY  | INTENT  | ACCOMPLISHED   | FUTURE PLANS   |
|---|---|--|--|
| Advocate for social justice   | <ul style="list-style-type: none"> <li>- To work in formal and informal partnerships to assist with and attempt to mitigate common social justice issues that negatively impact the health and well-being of Clinic clients and communities.</li> </ul> | <ul style="list-style-type: none"> <li>- The Clinic Social Justice Committee of the Board has developed a process by which staff are able to bring forward systemic and other issues that their clients are struggling with.</li> </ul>  | <ul style="list-style-type: none"> <li>- Continue in collaborative non-partisan efforts with current and new partners and allies to initiate and participate in community discussions on matters of concern on issues like housing, food security, poverty, community safety, etc.</li> <li>- When and where appropriate, to engage the public presence, leadership and voice of the Board of Directors of Clinic on matters of concern such as policy consultations, public statements, and Agency positions.</li> </ul>      |
| Build capacity among other health and social service providers                    | <p>To assist in building enhanced capacity in community health service provision outside of Winnipeg by the provision of professional development opportunities in areas of particular Clinic expertise.</p>  | <ul style="list-style-type: none"> <li>- Provided professional development to service providers across rural and remote Manitoba in 27 workshop sessions on 7 different topics over the past year.</li> </ul>  | <ul style="list-style-type: none"> <li>- Continue the work of developing curriculum and training workshops and models for instruction on new subject areas not currently being delivered to health care professionals – for example transgender health care.</li> </ul>  |
| Promote the integration and co-ordination of community health and social services | <ul style="list-style-type: none"> <li>- Take a leadership role in the development and coordination of discussions between partnerships new to the Agency.</li> </ul>   | <p>Klinic has assumed a leadership role in the development and coordination of the individuals and agencies that make up the Manitoba Trauma Collaborative – a group of service providers, professionals, researchers, consumers and other stakeholders from a variety of social services and affiliations for the purpose of promoting trauma-informed care and practices across systems.</p> | <ul style="list-style-type: none"> <li>- Klinic's long term goal is to work to see Manitoba become the first trauma-informed province in Canada. This would involve systems support for training across departments, such as Family Services and Housing, Employment and Income Assistance, Justice, Education and Health. Included in this long term goal is Klinic's objective of participation in the development of public policy in support of all public services being delivered in trauma-informed fashion.</li> </ul> |

| STRATEGIC PRIORITY  | INTENT  | ACCOMPLISHED   | FUTURE PLANS  |
|---|---|--|---|
| Enhance staff and volunteer satisfaction and wellness                     | -Identify and support additional opportunities for enhancing overall staff and volunteer satisfaction in the workplace while maintaining current activities.                    | - Completed a "mini-accreditation" exercise in applying for a national employer of choice designation.<br>-Conducted an environmental scan on corporate best practice in workplace wellness and employee satisfaction for generation of new ideas and possibilities for Clinic staff and volunteers. | - Undertake a renewed staff satisfaction survey which will generate reportable outcomes to be shared with staff and used by management and internal committees for consultation and potential implementation in planning initiatives. |
| Enhance internal integration to improve client care                       | - Implement an Electronic Medical Record (EMR) system for Clinic clients  | - Currently partnering with WRHA to implement the EMR with most of the background work completed and a proposed start date in the fall of 2012.  | - Initiate and implement EMR across the agency, including remote sites of service provision.  |
| Enhance access to care  | - Provide alternative ways for individuals to access care and services from Clinic  | - MFRSS is offering some on line counselling   | - Implement newer technologies to offer on line resources, supports and services for Manitobans.  |
| Enhance cultural awareness and culturally sensitive care provision        | - The Clinic workforce will demonstrate high awareness and understanding of the importance of cultural awareness, sensitivity and safety across all services and program areas. | - Agency directed training is required professional development for all employees. These mandated training initiatives include Aboriginal Cultural Awareness, Trauma-Informed Care, Transgender Cultural Awareness, and Cultural Awareness - Sensitivity and Safety in Service Provision.            | - Monitor trends and continue to explore opportunities for staff professional development.  |
| Develop facilities options to manage existing and future service capacity | - Formulate a plan to address Clinic's current critical space needs and plan for future expansion.  | - Clinic Board has struck a committee of Board members and staff to move forward on this issue.  | - Secure required resources for capital expansion.  |
| Enhance electronic information systems capability                         | - Identify and develop alternative service delivery options using newer technologies .  | - Clinic has engaged in a period of intense organizational learning related to technological issues surrounding implementation of electronic medical records   | - explore the opportunities of service provision through the use of social media tools such as facebook and twitter.  |
| Enhance communications strategies and methods                             | - Redesign and re-engineer the Clinic web site.   | - Not yet initiated.   | - Clinic web site will be redesigned and re-engineered.   |

We are pleased to report that we were successful in accomplishing most of the goals we laid out for ourselves at the beginning of this year. Some things are yet to be done. It is important to note that this is a snapshot of the work done at Klinik. In fact it represents only a small piece of the daily work at Klinik.

One of Klinik's greatest strengths is our ability to respond quickly and effectively to needs as they are identified. We remained responsive and flexible and as new opportunities were identified throughout the year we successfully incorporated them into our existing goals and objectives. This has allowed us to better meet the needs of our clients and communities.

Some of these new initiatives are highlighted in the next section. We hope these highlights will provide a glimpse into the scope and nature of services and programs provided by Klinik.

## **SERVICE HIGHLIGHTS**

Our Transgender health services have been very well received by the trans community. A client satisfaction survey was overwhelmingly positive with 100% of respondents saying they felt they had made progress toward their goals. We have seen nearly 200 clients since opening and have a lengthening waiting list. To meet the demand, we are working hard on finding permanent primary care service providers for people who no longer need the specific services of the Trans Health Klinik, and we will be adding four hours of physician and nurse time once a week. We continue to ask the question, "How large is the need?" as the number of transgendered people currently living in Manitoba is unknown.

The STI Klinik was very busy during this fiscal year with 2,659 visits for assessment, treatment and follow up. We are pleased that many of our clients tell us, when they return for results, they learned something new and are now practicing safer sex as a result of their conversation with a Klinik nurse.

A physician/nurse team has begun seeing clients for prenatal care. Once a week they have a nurse assisted clinic, seeing pregnant women who have been referred from other programs at Klinik. These clients have low risk pregnancies, but typically have complex social or medical needs. We are able to follow these women right through delivery as the physician is working with a low risk obstetric group at St. Boniface Hospital.

The Community Organization Network and (K)nowledge (E)Xchange (CONNEX) launched its new website at [www.connexhub.ca](http://www.connexhub.ca). This resource is utilized by organizations addressing the issue of youth substance abuse in Manitoba and Saskatchewan. We are entering into the final stages of this three year Health Canada Drug Strategy Community Initiatives Fund project with the next six months of the project focusing on developing a sustainability plan for CONNEX.

Teen Talk received funding from Public Health Agency Canada to develop a Hepatitis C Awareness Campaign for Youth and Service Providers. The campaign is directed to incarcerated youth, young women, indigenous youth and youth experiencing substance abuse issues and the service providers who work with them.

In the summer of 2011 the Minister of Health announced funding for Klinik to establish the Manitoba Trauma Information and Education Centre (MTIEC). The MTIEC will promote trauma informed care and practices in healthcare and human services across Manitoba, develop resource material, provide training and support a website that will function as a virtual resource centre.

Also in the summer of 2011 the Minister for Healthy Living announced funding for Klinik to establish the Seniors Abuse Support Line. This service is being delivered in partnership with Age and Opportunity and is intended to provide emotional support, information and referral to people and families who may be concerned about the abuse and exploitation of an older person.

In this past year, Klinik's Counselling Services produced a variety of new resources in support of mental wellness, including "Calm in the Storm – Coping With the Stresses of Life" and "Are You OK?." The "Calm in the Storm" resource was developed with funding from the Province of Manitoba as part of the psychosocial response to the extensive flooding of 2011. Ten thousand copies were distributed to flood victims. "Are you OK?" was developed in partnership with the WRHA and as part of a more comprehensive approach to mental health promotion and engaging our communities in increasing their capacity to take more control of their mental health and wellness.

## **INNOVATION**

We have begun partnering with Public Health to provide care to women who travel from northern and rural Manitoba, and Nunavut, for childbirth. These women and their chaperones will receive episodic care for acute conditions from a Klinik Nurse Practitioner while they are staying in Winnipeg waiting for delivery. This is currently working well for women staying at Kivalliq Inuit Centre and we are working on expanding the service to include women who are staying in other boarding homes in Winnipeg as well as women staying with relatives or in hotels.

In the past, our nurses have struggled to manage their own caseloads and still be available for general nursing when it was their day to act as Nurse of the Day. To solve this we established a formal Nurse of the Day position. This nurse does not manage a caseload and is available for consult by all staff members. She assists our Medical Assistants with triaging phone calls, assesses walk in clients, supports our physicians and nurse practitioners, and provides general nursing care as needed. This has expanded the nursing role at Klinik and resulted in better service for our clients.

In response to youth mental health issues and suicide rates, Klinik embarked on several initiatives related to mental health promotion amongst youth including Trainer certification for Mental Health First Aid for Youth; Trainer certification for Sources of Strength, a school based peer program; and the development of a suicide awareness and prevention video intended for use in schools and other settings.

Klinik's Counselling Services began developing a "Life In Balance" initiative. Life in Balance includes a range of free public workshops that promote life balance and mental wellness. These include weekly meditation, yoga, Qi Gong sessions, and monthly workshops on stress and de-stressing, spiritual health and self compassion. Klinik is now into its second year of offering Mindfulness Based Stress Reduction trainings which have been very well received and, as a result, have expanded.

The Manitoba Farm and Rural Support Services is providing On-Line Counselling with very positive results. In the next year Klinik, in partnership with other Canadian Crisis Centres, will explore opportunities to expand this method of service delivery.

## RECOGNITION

Klinik holds an annual agency recognition award event to acknowledge and celebrate with staff and volunteers. In 2011, Klinik recognized two people for 30 years of service, one for 25 years of service, five for 20 years of service, five for 15 years of service, nine for 10 years of service and 12 for 5 years of service.

Thirty eight percent of Klinik staff have been with the Agency for 10 years or more.

Klinik's staff and volunteers help to make the Agency the successful community health centre that we strive to be.

## BOARD OF DIRECTORS

MaryStella Anidi  
**Carla Betker**  
Robert Chartrand  
Lisa Goss  
Jaik Josephson  
Amanda Le Rougetel  
Tom Kean  
Jim Kingdon  
Terrance Machalek Sr.  
Sue Magne  
Natalie Mulaire  
Lisa Naylor  
Tracy Nesbitt  
Maureen Pendergast  
Marc Rivard  
Jan Schubert  
Nora Schwetz  
Lynn Scruby  
Alana Sigurdson

## STAFF

Mike Alexander  
Miriam Amaladas  
Bonnie Ambrose  
Maureen Andreychuk  
Jenny Armatas  
Vycki Atallah  
Kristi Aubry  
Holly Banner  
Lada Bashuk  
Marlene Beattie  
Christine Beatty  
Lisa Begg  
Erin Boissonneault  
Mary Jo Bolton  
Leanne Brackenreed  
Eveline Buehlmann  
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Valerie Clare  
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Gerda Fikkert  
Roland Fissette  
Sandy Fotty  
Tim Frøeman  
Kimberley Froese  
Genny Funk-Unrau  
Rosemarie Gjerek  
Lisa Goss  
Sarah Granke  
Lori Grant  
Dianna Grywinski  
Sherilyn Hale  
Marge Handford  
Kelly Hamel  
Lyndsay Hersikom  
Travis Hockley  
Curt Holowick-Sparkes  
Lisa Houtkooper  
Angie Jantz  
Lori Johnson  
Linda Klaric  
Rachel Klassen Huebner  
Stela Koznechov  
Michelle Kreutzer  
Nadia La Rosa  
Ian Neufeld-La Rue  
Sandra Lawrence  
Kelly Léveillé  
Jennifer Lewis  
Holly Lowe  
Mel MacPhee-Sigurdson  
Laurie Marshall  
Veroniek Marshall  
Catheryn Martens  
Sarah Martens  
Jaime Mateush  
Cheryl Matthews  
Mike McIsaac  
Molly Michalkow  
Kim Moffat  
Michelle Monkman  
Rhea Mossman Sims

Shannon Naldrett  
Wendy Neplyk  
Jami Neufeld  
Ian Neufeld-La Rue  
Kara Neustaedter  
Tracy Oleschak  
Afsaneh Oliver  
Lorraine Parrington  
Rachelle Pascal-Carrick  
Jessica Pawluk  
Therese Racette-Leneveu  
Salisha Ramdeen  
Norma Reichert  
Donna Reid  
Brenda Reid-Kuluk  
Maureen Rice  
Krista Ringland  
Gillian Roy  
Jana Samolesky  
Joan Saxton  
Bauer Scott  
Jenny Shnitka  
Ashley Smith  
Janet Smith  
Deanna Smith-Geiger  
Tara Smoker  
Gela Stach  
Sara Stephens  
Simon Thome  
Lawrence Thorlakson  
Nancy Thorne-Finch  
Helena Tiginagas  
Kathie Timmermann  
Jessica Todd-Burton  
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Hemali Vyas  
Tim Wall  
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Tanis Wiebe  
Dave Willems  
Chris Willette  
Terry Wilson  
Lori Yusishen  
Laurel Zahn  
Ingrid Zebinski

**Bold denotes 10+ years of service**

# THANK YOU FOR YOUR SUPPORT

## Canada

- Health Canada
- Public Health Agency Canada

## Manitoba

- Education
- Family Services and Housing
- Health
- Healthy Living, Seniors and Consumer Affairs
- Healthy Child



Winnipeg Regional Health Authority    Office régional de la santé de Winnipeg

- 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, Holiday Gift Baskets and other initiatives



THE UNIVERSITY OF WINNIPEG







CHARTERED ACCOUNTANTS

500 - FIVE DONALD STREET  
WINNIPEG, MANITOBA  
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## Report of the Independent Auditors on the Summarized Financial Statements

To the Directors of  
Klinic Incorporated

The accompanying summarized financial statements, which comprise the statement of financial position as at March 31, 2012 and the summarized statements of operations and changes in fund balances for the year then ended, are derived from the audited financial statements of Klinic Incorporated for the year ended March 31, 2012. We expressed an unmodified audit opinion on those financial statements in our report dated May 30, 2012.

The summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summarized financial statements, therefore, is not a substitute for reading the audited financial statements of the organization.

### *Management's Responsibility for the Summarized Financial Statements*

Management is responsible for the preparation of a summary of the audited financial statements on the following basis:

The summarized financial statements include the major totals and subtotals from the related complete financial statements dealing with matters having a pervasive or otherwise significant effect on the summarized financial statements.

### *Auditors' Responsibility*

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary of Financial Statements."

### *Opinion*

In our opinion, the summarized financial statements derived from the audited financial statements of Klinic Incorporated for the year ended March 31, 2012 are a fair summary of those statements, on the basis described above.

Winnipeg, Canada  
May 30, 2012

Chartered Accountants

Just Care

**KLINIC INCORPORATED**  
**STATEMENT OF FINANCIAL POSITION**  
 March 31, 2012

| <b>ASSETS</b>                   |                     |                  |                      |                   |                     |                     |
|---------------------------------|---------------------|------------------|----------------------|-------------------|---------------------|---------------------|
|                                 | Operating<br>Fund   | Capital<br>Fund  | Wilson House<br>Fund | Donation<br>Fund  | 2012                | 2011                |
| Cash and short-term investments | \$ 1,538,807        | \$ -             | \$ -                 | \$ 186,902        | \$ 1,725,709        | \$ 1,642,444        |
| Cash in trust                   | 47,614              | -                | -                    | -                 | 47,614              | 62,889              |
| Accounts receivable             |                     |                  |                      |                   |                     |                     |
| Health Authority                | 743,149             | -                | -                    | -                 | 743,149             | 627,608             |
| Other                           | 350,426             | -                | -                    | -                 | 350,426             | 331,754             |
| Interfund balances              | (263,981)           | -                | 69,015               | 194,986           | -                   | -                   |
| Prepaid expenses                | 7,384               | -                | -                    | -                 | 7,384               | 9,964               |
| Capital assets                  | 8,760               | 45,021           | 972,608              | -                 | 1,026,389           | 1,105,662           |
|                                 | <b>\$ 2,432,159</b> | <b>\$ 45,021</b> | <b>\$ 1,041,623</b>  | <b>\$ 381,868</b> | <b>\$ 3,900,671</b> | <b>\$ 3,780,321</b> |
| <b>LIABILITIES</b>              |                     |                  |                      |                   |                     |                     |
| Payables and accruals           | \$ 1,187,245        | \$ -             | \$ -                 | \$ -              | \$ 1,187,245        | \$ 1,140,707        |
| Deferred revenue                | 494,355             | 27,639           | 865,681              | -                 | 1,387,675           | 1,398,823           |
| Funds in trust                  | 47,614              | -                | -                    | -                 | 47,614              | 62,889              |
| Pre-retirement leave            | 706,440             | -                | -                    | -                 | 706,440             | 624,879             |
|                                 | <b>2,435,654</b>    | <b>27,639</b>    | <b>865,681</b>       | <b>-</b>          | <b>3,328,974</b>    | <b>3,227,298</b>    |
| <b>FUND BALANCES</b>            |                     |                  |                      |                   |                     |                     |
| Invested in capital assets      | -                   | 17,382           | 106,927              | -                 | 124,309             | 120,839             |
| Unrestricted - retainable       | (3,495)             | -                | 69,015               | 381,868           | 447,388             | 432,184             |
|                                 | <b>(3,495)</b>      | <b>17,382</b>    | <b>175,942</b>       | <b>381,868</b>    | <b>571,697</b>      | <b>553,023</b>      |
|                                 | <b>\$ 2,432,159</b> | <b>\$ 45,021</b> | <b>\$ 1,041,623</b>  | <b>\$ 381,868</b> | <b>\$ 3,900,671</b> | <b>\$ 3,780,321</b> |

**KLINIC INCORPORATED**  
**SUMMARIZED STATEMENTS OF OPERATIONS AND CHANGES IN FUND BALANCES**  
 FOR THE YEAR ENDED MARCH 31, 2012

|  | Operating<br>Fund | Capital<br>Fund  | Wilson House<br>Fund | Donation<br>Fund  | 2012              | 2011              |
|--|-------------------|------------------|----------------------|-------------------|-------------------|-------------------|
| <b>REVENUES</b>  |                   |                  |                      |                   |                   |                   |
| Grants and other revenue   | \$ 9,252,150      | \$ -             | \$ -                 | \$ -              | \$ 9,252,150      | \$ 8,790,821      |
| Donations  | -                 | -                | -                    | 15,038            | 15,038            | 14,971            |
| Interest   | -                 | -                | -                    | 4,042             | 4,042             | 3,432             |
| Amortization of deferred revenues                                    | -                 | 1,843            | 72,140               | -                 | 73,983            | 77,316            |
|  | <b>9,252,150</b>  | <b>1,843</b>     | <b>72,140</b>        | <b>19,080</b>     | <b>9,345,213</b>  | <b>8,886,540</b>  |
| <b>EXPENSES</b>  |                   |                  |                      |                   |                   |                   |
| Operating expenditures   | 9,224,492         | -                | -                    | -                 | 9,224,492         | 8,792,734         |
| Special projects   | -                 | -                | -                    | 1,663             | 1,663             | 3,289             |
| Amortization   | 8,760             | 2,834            | 67,679               | -                 | 79,273            | 79,272            |
|  | <b>9,233,252</b>  | <b>2,834</b>     | <b>67,679</b>        | <b>1,663</b>      | <b>9,305,428</b>  | <b>8,875,295</b>  |
| <b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS</b> | <b>18,898</b>     | <b>(991)</b>     | <b>4,461</b>         | <b>17,417</b>     | <b>39,785</b>     | <b>11,245</b>     |
| Pre-retirement leave   | (21,111)          | -                | -                    | -                 | (21,111)          | (12,055)          |
| <b>(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES</b>                 | <b>(2,213)</b>    | <b>(991)</b>     | <b>4,461</b>         | <b>17,417</b>     | <b>18,674</b>     | <b>(810)</b>      |
| Fund balances, beginning of year                                     | (1,282)           | 18,373           | 171,481              | 364,451           | 553,023           | 553,833           |
| Interfund transfers  | -                 | -                | -                    | -                 | -                 | -                 |
| Fund balances, end of year   | <b>\$ (3,495)</b> | <b>\$ 17,382</b> | <b>\$ 175,942</b>    | <b>\$ 381,868</b> | <b>\$ 571,697</b> | <b>\$ 553,023</b> |

Copies of the independent auditors' report and a complete set of financial statements are available from:  
 KLINIC Inc., 870 Portage Avenue, Winnipeg, Manitoba R3G 0P1

# COMMUNITY PARTNERSHIP AND NETWORK ACTIVITIES

- 595 Prevention Team
- Addictions Foundation of Manitoba (AFM):
- Accreditation Canada
- Adolescent Parent Interagency Network (APIN)
- Agape Table
- Age & Opportunity
- American Association of Suicidology
- ANCR
- Aurora Family Therapy Centre
- Assiniboine College
- Behavioural Health Foundation
- Bridgecare
- Broadway Seniors Resource Council
- CADHAM Lab
- Canadian Alliance of Community Health Centre Associations
- Canadian Association for Suicide Prevention
- Canadian Association of Sexual Assault Centres
- Canadian Centre for Policy Alternatives
- Canadian Diabetes Association
- Canadian Evaluation Society
- Canadian Federation for Sexual Health (CFSH)
- Canadian Footwear Clinic
- Canadian Mental Health Association – Winnipeg Division
- Canadian Palliative Care Resource Centre
- Canadian Professional Association Transgender Health
- CancerCare Manitoba
- CBC
- Centre de Sante Saint-Boniface
- Centre for Addictions and Mental Health
- Children's Health & Environmental Partnership
- Coalition for Anti-Homophobia Resources & Education
- College of Dieticians of Manitoba
- College of Physicians & Surgeons of Manitoba
- College of Licensed Practical Nurses
- College of Registered Nurses of Manitoba
- Community 4 Families
- Community Health through food security working group
- Connect 2 Community Voice Mail
- CUPE Manitoba
- Daniel McIntyre/St. Matthews Community Association
- Diabetes Education Network
- Doctors MB
- Eagle's Nest Aboriginal Youth Centre
- Elder Abuse Resource Centre
- Employment and Income Assistance
- First Nations Inuit Health
- Family Centre
- General Authority Community Council of Winnipeg
- GLBTT\* Health Promotion
- Government of Canada
- HIV Counsellor's Network
- Health in Common: Evaluation Advisory Group
- Health Links
- Health Sciences Centre
- Hep C Nurses Support Group
- Hepatitis Interest Group
- Herzing College
- House of Hesed
- Injured and Disabled Workers Association
- Innerscity Network for Senior Care Professionals
- Inter-Agency Sexual Assault Committee
- Jewish Child & Family Services
- Kali-Shiva
- Ka Ni Kanichihk
- Kivalliq Inuit Centre
- Laurel Centre
- Literacy Partners of MB
- MacDonald Youth Services (MYS)
- Ma Mawi Wi Chi Itata
- Manitoba Association of Community Health (MACH)
- Manitoba Association of Volunteers (MAVA)
- Manitoba Coalition for Reproductive Health
- Manitoba Cross Cultural Resource Team for War Affected People
- Manitoba First Nations Educations Resource Centre
- Manitoba Farm & Stress Support Services Advisory Committee
- Manitoba Food Charter – Food Matters

- Manitoba Network of Disordered Eating/ Eating Disorders
- Manitoba Partnership Dietetic Education Program
- Manitoba Public Health Association (MPHA)
- Manitoba Psycho-Social Flood Planning
- Manitoba Status of Women
- Manitoba Suicide Prevention Framework Ctee
- Manitoba Trauma Collaborative
- Manitoba Youth Centre
- Marymound
- Men's Resource Centre
- Mental Health Commission of Canada
- Mental Health First Aid Canada
- MFL Occupational Health Centre
- Mount Carmel Clinic
- Ndinaive Child and Youth Care Program
- Native Youth Sexual Health Network
- New Directions
- Nine Circles Community Health Centre
- North Eastman Sexual Assault Advisory Committee
- Nor'West Community Health
- Office of the Medical Examiner
- Planned Parenthood Federation of Canada
- Play It Safer Network
- Pregnancy Counselling Network
- Prenatal Connections
- Province of Manitoba
- Provincial Suicide Prevention Committee
- Public Health Agency of Canada
- Rainbow Resource Centre
- Red River College
- Rehabilitation Centre for Children
- Remand Centre
- RESOLVE Manitoba
- Resource Assistance for Youth (RAY)
- SAGE House
- Safer Choices Northern Network
- Salvation Army
- School Divisions of Manitoba
- Sexuality Education Resource Centre (SERC)
- Sexual Health Community Educator Working Group
- Sherbourne Health Centre, Toronto
- Sources of Strength
- Spence Neighbourhood Association
- SScope
- St. Matthew's-Maryland Community Ministry
- St. Matthew's Non Profit Housing
- Take Back the Night
- Taking Charge
- Teen Services Network
- United Way
- University of Manitoba
- University of Winnipeg
- Unplanned Pregnancy Network
- Urban Circle
- Urgent Care – Misericordia
- Vancouver Coastal Health – Trans Care
- Victoria General Hospital
- Villa Rosa
- Volunteer Centre of Winnipeg
- Volunteer Coordinators Network
- Welcome Place
- West Broadway Development Corporation
- West Broadway Inter Agency Network
- West Central Network
- West Central Women's Resource Centre
- Winnipeg Folk Festival
- Winnipeg Foundation
- Winnipeg Police Cadet Training Program
- Winnipeg Regional Health Authority (WRHA)
- Winnipeg School Division #1 – Tec Voc
- Winnipeg Sexual Assault Response Team
- Winnipeg Suicide Prevention Network
- Winnipeg South Technical College
- Winnipeg Women's Network
- Wolseley Family Place
- Women's Correctional Centre
- Women's Health Clinic
- Women's Health Network
- Workers Compensation Board
- World Professional Association Transgender Health
- Youville Centre

# 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.

Please complete and enclose with your gift 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](mailto:klinik@klinik.mb.ca) / website: [www.klinik.mb.ca](http://www.klinik.mb.ca)

**THANK YOU**



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