



Klinik COMMUNITY HEALTH

2016/2017

Annual Report

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, Feminism
Leadership:
Mentorship, Advocacy, Capacity
Responsiveness:
Collaboration, Accessibility, Care

870 PORTAGE AVENUE, WINNIPEG, MANITOBA R3G 0P1
PHONE: (204) 784-4090 EMAIL: klinik@klinik.mb.ca

Just Care. *For Everyone.*

www.klinik.mb.ca

MESSAGE FROM



Jan Schubert,
CHAIRPERSON OF THE BOARD
&
Nicole Chammartin,
EXECUTIVE DIRECTOR

It has been another exciting year at Klinik Community Health as we continue to make strides to ensure we are working in the spirit of our tagline: **Just Care. For Everyone.** We have spent a lot of time over the last year thinking about how we can work efficiently to provide the best care and reach the most people; a huge thank you to our dedicated staff and volunteers who are the core of this work and help lead these discussions. Klinik has continued to be a member of, and involved in, both the Manitoba Association of Community Health (MACH) and the Canadian Association of Community Health Centres (CACHC) and we are grateful for our partnerships with other community health centres.

Our Board of Directors has consulted and worked within Klinik, the community and stakeholders to develop a new strategic plan to take us forward to 2022. The following outcomes are the core strategic directions that will guide the development of our new operational plan:

- 1. Klinik is a healthy, respectful and collaborative workplace.**
- 2. Klinik demonstrates efficiency and effectiveness.**
- 3. Klinik's communities and stakeholders understand Klinik's mission, vision and values.**
- 4. Klinik's focus generates accessible and responsive programs and services.**

We look forward to implementing our new strategic plan over the next five years, propelling us towards our vision of engaged and healthy communities.

Our social justice committee, made up of board members and staff, recently released several position papers on topics including Equitable Access to Care, Poverty, Trauma-Informed Practice and Violence. These are available on our website and we are currently working on how best to implement the recommendations of each paper into our work. Klinik staff are leading the development of a position paper on Inter-Professional Collaboration; these recommendations are central to our new operational plan and we look forward to sharing it.

This year we launched a quarterly e-newsletter to share information on what is happening at Klinik, as well as an internal e-newsletter, sent on Monday mornings to staff and volunteers, called Klinik Weekly. Klinik Weekly helps streamline communications and reduces unnecessary internal emails. We continue to be active on social media and would love to connect with you on Twitter at [@KlinikCHC](https://twitter.com/KlinikCHC).

Our Board of Directors continues to prioritize governance and succession planning. We are grateful to Jan Schubert for her many years of service as Chairperson, and her immense dedication to the organization; she will be moving into the role of Past Chairperson.

Finally, we would like to acknowledge the support of our funders, particularly the Winnipeg Regional Health Authority (WRHA) and the Province of Manitoba, who have demonstrated their belief in the importance of the services Klinik provides and have enabled us to grow as an organization. We are grateful to our many generous donors, local organizations and government departments who have invested in various projects and initiatives that have strengthened our capacity to serve our community.

STAFF & VOLUNTEERS RECOGNIZED FOR YEARS OF SERVICE IN 2016

5 YEARS OF SERVICE

Myriam Bara
Kimberly Boothe
Jay Chen
Leanne Hayward
Michelle Juarez-Barros
Megan Mann
Sylvia Massinon
Cheryl Matthews
Colleen McFee
Brenna McGregor
David McIntyre
Hemali Kreuger Vyas
Ian Whetter

10 YEARS OF SERVICE

Vanessa Cook
Travis Hockley
Steffie Kampmamm
Gela Stach
Linda Thiessen
Tanis Wiebe

15 YEARS OF SERVICE

Leanne Brackenreed
Eveline Buehlmann
Linda Dawson
Cindy Fawcett
Genny Funk-Unrau

20 YEARS OF SERVICE

Mel MacPhee-Sigurdson
Salisha Ramdeen
Barbara Weselak

25 YEARS OF SERVICE

Leslie Debrecen
Roland Fisette
Nancy Thorne-Finch

30 YEARS OF SERVICE

Laurie Marshall

35 YEARS OF SERVICE

Cathy Trojan

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

Jan Schubert
Chairperson
Nora Schwetz
Vice-Chairperson
Marc Rivard
Secretary-Treasurer

DIRECTORS

MaryStella Anida
Pat Finkbeiner
Jason Gisser
Ian Goodall-George
George Heath
Terrance Machalek Sr.
Tara Mangano
Natalie Mulaire
Conrad Padilla
Dr. Lynn Scruby
Barbara Weselak

LEADERSHIP TEAM

Nicole Chammartin
Executive Director
Kathie Timmermann
Director of Administration
Holly Banner
Director of Finance & Human Resources
Rosemarie Gjerek
Director of Counselling & Community Health
Jannell Plouffe
Director of Health Services
Mary Jo Bolton
Clinical Director
Mike Dillon
Medical Director

We'd love to hear from you! Follow Klinik on Twitter: [@KlinikCHC](https://twitter.com/KlinikCHC)
& sign up for our quarterly e-newsletter: klinik.mb.ca



HEALTH SERVICES

JANNELL PLOUFFE, DIRECTOR

As the new Director of Health Services, as of October 2016, I must first acknowledge the commitment of the Health Services team in providing exceptional care every day to every client. With an emphasis on prevention, health promotion and education, we strive to address the needs of the individual, assisting our clients in making informed choices about their health.

Accessibility: The overarching theme over the past year was capacity building: increasing accessibility and offering our clinical expertise to support speciality service development within our community. Alongside other community partners, and in keeping with the provincial trend to increase efficiency and effectiveness, we are learning new methods to increase accessibility for clients. We are committed to eliminating our primary care wait list, our goal for the future being that there will be no wait list for Health Services.

Fentanyl Crisis: Klinik has registered as a Naloxone distribution site in response to the fentanyl crisis.

Specialty Services Wait Times: We are striving to reduce wait times for our specialty services including the Latent Tuberculosis Klinik and the Transgender Health Klinik. Klinik has provided group-based testosterone injection education, decreasing injection appointments by over 50% and promoting client self-management and independence. Our transgender health team has grown to include a psychologist. The transgender health section on the Klinik website has been revised and updated with useful resources for service providers; we look forward to launching the community resources page this spring.

Our goal is to have our service delivery and accessibility targets finalized in the summer and integrated over the upcoming year. We will strive to better understand our communities' health and accessibility needs, with responsiveness and willingness to explore innovation and best practices, to support Klinik's vision, mission and values.

"I really, truly want to thank the Klinik team as a whole for providing me with such incredible support & care during a very stressful & painful time. Thank you for helping me navigate our medical system & being so gentle with my anxious heart along the way." - Client

"I love Klinik, they have been available when I have needed them. They are quick to report results and very welcoming, friendly and responsive." - Client



COUNSELLING AND COMMUNITY HEALTH & EDUCATION SERVICES

ROSEMARIE GJEREK, DIRECTOR

The dedication, commitment and compassion that our staff and 200+ service-providing volunteers demonstrate each and every day make Klinik's counselling and education programs possible. Klinik continues to set the standard in the provision of quality care and service to the community.

Counselling Services: Klinik offers crisis, short term, long term and group counselling services to individuals impacted by family violence, sexual violence, trauma and suicide. Requests for support services in all these areas remain high. We continue to respond to more immediate community needs and suicide postvention via our drop-in counselling and crisis services.

Education & Training: Our training and education services remained in high demand, with staff providing training both on-site and off-site in the community. A new addition to our in-house training series on suicide prevention is a workshop on Suicide Loss and Bereavement for Service Providers. Many service providers will find themselves working with individuals who have lost a loved one to suicide; this half day workshop focuses on understanding the experience of suicide loss and learning how best to support people in their bereavement.

Teen Talk: We were honoured to be the recipient of a Youth WITH ART community art program grant sponsored by The Winnipeg Arts Council & Winnipeg's Public Art Program. This project paired up a local artist with youth from our Peer Supporters, focusing on using the artistic process to explore healthy relationships.

Research: We partnered with RESOLVE (Research And Education For Solutions To Violence and Abuse) in support of a research study exploring the processing of, and attrition rates for, sexual assault cases within the criminal justice system. This study is the first of its kind in North America and we look forward to how these research results may improve outcomes in sexual assault cases.

Manitoba Farm, Rural & Northern Support Services (MFRNSS): The MFRNSS participated in the annual Royal Manitoba Winter Fair and was selected as the Non-Profit-Of-The-Day. Their theme was calm in the storm: mental health promotion through self-care. The MFRNSS booth collaborated with Robertson College, whose massage therapy students offered free 15-minute massages while staff distributed resources.

Crisis Services: In partnership with the WRHA, the Crisis Program added a new phone line, bringing the total number of lines answered in the crisis room to over a dozen. We assumed responsibility for answering the Language Access Line after hours. Staff are responsible for intake, dispatch and scheduling of services for individuals needing interpreter services.

Report of the Independent Auditors on the Summarized Financial Statements

To the Directors of
Klinik Incorporated

The accompanying summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2017, and the summarized statements of operations and changes in fund balances for the year then ended, are derived from the audited financial statements of Klinik Incorporated. We expressed an unmodified audit opinion on those financial statements in our report dated May 31, 2017.

The summarized financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. 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 Klinik Incorporated for the year ended March 31, 2017 are a fair summary of those statements, on the basis described above.



Winnipeg, Canada
May 31, 2017

Chartered Professional Accountants

KLINIC INCORPORATED
SUMMARIZED STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31

ASSETS						
	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2017	2016
Cash and short-term investments	\$ 303,192	\$ -	\$ -	\$ 49,717	\$ 352,909	\$ 790,651
Cash in trust	48,340	-	-	-	48,340	47,194
Accounts receivable						
Health Authority	1,622,397	-	-	-	1,622,397	1,303,051
Other	376,087	-	-	-	376,087	483,644
Interfund balances	(225,066)	-	69,016	156,050	-	-
Prepaid expenses	14,400	-	-	-	14,400	85,989
Assets held for sale	-	-	702,400	-	702,400	702,400
Capital assets	27,500	5,185,674	-	-	5,213,174	163,350
	\$ 2,166,850	\$ 5,185,674	\$ 771,416	\$ 205,767	\$ 8,329,707	\$ 3,576,279
LIABILITIES						
Payables and accruals	\$ 1,387,709	\$ -	\$ -	\$ -	\$ 1,387,709	\$ 1,297,336
Deferred revenue	164,171	98,271	577,630	-	840,072	879,132
Funds in trust	48,340	-	-	-	48,340	47,194
Mortgage payable	-	4,636,777	-	-	4,636,777	-
Pre-retirement leave	1,154,337	-	-	-	1,154,337	1,103,000
	2,754,557	4,735,048	577,630	-	8,067,235	3,326,662
FUND BALANCES						
Invested in capital assets	-	450,626	124,773	-	575,399	203,390
Unrestricted - retainable	(587,707)	-	69,013	205,767	(312,927)	46,227
	(587,707)	450,626	193,786	205,767	262,472	249,617
	\$ 2,166,850	\$ 5,185,674	\$ 771,416	\$ 205,767	\$ 8,329,707	\$ 3,576,279

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

	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2017	2016
REVENUES						
Grants and other revenue	\$ 10,180,332	\$ -	\$ -	\$ -	\$ 10,180,332	\$ 9,920,901
Donations	-	-	-	16,385	16,385	10,170
Interest	-	-	-	2,537	2,537	4,187
Rent	-	107,000	-	-	107,000	-
Amortization of deferred revenues	-	7,339	-	-	7,339	76,904
	10,180,332	114,339	-	18,922	10,313,593	10,012,162
EXPENSES						
Operating expenditures	10,135,541	1,734	-	-	10,137,275	9,847,828
Special projects (recovery)	-	-	-	3,934	3,934	9,372
Amortization	27,398	83,713	-	-	111,111	123,220
Mortgage interest	-	34,275	-	-	34,275	-
	10,162,939	119,722	-	3,934	10,286,595	9,980,420
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS	17,393	(5,383)	-	14,988	26,998	31,742
Pre-retirement leave	(14,143)	-	-	-	(14,143)	(18,758)
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS BEFORE DISCONTINUED OPERATIONS	3,250	(5,383)	-	14,988	12,855	12,984
DISCONTINUED OPERATIONS						
Grants and other revenue	899,420	-	-	-	899,420	839,118
Expenditures	(899,420)	-	-	-	(899,420)	(839,118)
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES	3,250	(5,383)	-	14,988	12,855	12,984
Fund balances, beginning of year	(478,565)	78,617	193,786	455,779	249,617	236,633
Interfund transfers	(112,392)	377,392	-	(265,000)	-	-
Fund balances, end of year	\$ (587,707)	\$ 450,626	\$ 193,786	\$ 205,767	\$ 262,472	\$ 249,617

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

THANK YOU TO OUR GENEROUS FUNDERS:

Canada 

Manitoba 



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé


ADDICTIONS
FOUNDATION
OF MANITOBA

THE
WINNIPEG
FOUNDATION
For Good. Forever.



THE UNIVERSITY OF
WINNIPEG

WCB 
Workers Compensation
Board of Manitoba

870 PORTAGE AVENUE, WINNIPEG, MANITOBA R3G 0P1
PHONE: (204) 784-4090 EMAIL: klinik@klinik.mb.ca

Just Care. *For Everyone.*

www.klinik.mb.ca