



2017/2018

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, Feminism, Choice

Leadership:

Mentorship, Advocacy, Capacity

Responsiveness:

Collaboration, Accessibility, Care

Just Care. *For Everyone.*

MESSAGE FROM
NATALIE MULAIRE,
CHAIR OF THE BOARD &
NICOLE CHAMMARTIN,
EXECUTIVE DIRECTOR



It has been another exciting year at Klinik Community Health as we continue to work in the spirit of our tagline: *Just Care. For Everyone.* As we enter year two of our strategic plan, we have been having important conversations about how we can work efficiently to provide the best care and reach the most people, while supporting our strategic outcomes:

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.

Our Social Justice Committee, made up of board members and staff, continues to work on implementation plans around our position papers on topics including Equitable Access to Care, Poverty, Trauma-Informed Practice and Violence. They finalized positions on Reconciliation and Sexual Exploitation and have endorsed the Winnipeg Regional Health Authority (WRHA) position on Harm Reduction- all of these are available on our website. This committee works with partners to advocate for areas aligned with our values and positions. Klinik assessed all of the committees and coalitions that staff are involved with to better understand our breadth of community engagement, including Take Back the Night, Pride and Transgender Health Coalition Manitoba.

As part of our strategic plan, several new committees are taking on key directions, including our Psychological Health in the Workplace Committee tasked with implementing the standards associated with the new Canadian Standard for Psychologically Healthy Workplaces. This committee has been working hard completing the Guarding Minds workplace assessment and gathering feedback from staff to complete action plans. Our Inter-Professional Collaboration Committee is tasked with several important parts of our operational plan, including developing a unified intake system, shared education strategies and better systems for coordinating care. Our Communications Committee ensures that how we communicate, internally and externally, reflects Klinik's values and is as efficient as possible. Our Staff Building Planning Committee and our Board Oversight Committee have been hard at work finalizing designs to prepare for construction on 167 Sherbrook St, which starts in the fall. Committee work is a vital part of how we work collaboratively and we would like to express our gratitude to those who participate on committees, as well as the amazing work being done every day.

We are busy preparing for our move to 167 Sherbrook slated for summer 2019. We sold our property on 545 Broadway to West Broadway Community Organization, meeting our goal of ensuring this site continues to be a valued community resource. Our site at 870 Portage is currently on the market. We have been working closely with the WHRA, who is providing support in project management of renovating our new site, and we are pleased to be working with the successful tenders on this work, ft3 Architecture.

Our Board of Directors continues to prioritize governance and succession planning and we were pleased to welcome new Board Member Graeme Findlay, an experienced chartered accountant. Graeme has spent the past few months mentoring with our outgoing Board Treasurer, Marc Rivard, who will be stepping down after 14 years of service; thank you to Marc for all his years of support.

We would like to acknowledge the support of our funders, particularly the WRHA and the Province of Manitoba, who have demonstrated their belief in the importance of the services Klinik provides. We are grateful to our generous donors, local organizations and government departments who have invested in various projects and initiatives, strengthening our capacity to serve the community.

STAFF & VOLUNTEERS RECOGNIZED FOR YEARS OF SERVICE IN 2017

5 YEARS OF SERVICE

Becky Lane
Carlos Campos
Danielle Berard
George Heath
Ikram Haji
Jennifer Arnold
Matt Burns
Nedu Ejeckham
Peiyi Lin
Renee Leneveu
Stephanie Phillips

10 YEARS OF SERVICE

Amanda Chopp
Dawn Busby
Inna Malchy
Jennifer Lewis
Kara Neustaedter
Lisa Begg
Maureen Andreychuk
Nora Schwetz
Rhea Mossman Simms

15 YEARS OF SERVICE

Janet Smith
Shannon Collin
Vycki Atallah

20 YEARS OF SERVICE

Tara Carlson

25 YEARS OF SERVICE

Deanna Smith-Geiger
Lada Bashuk
Linda Klaric
Terri Cressman
Terry Wilson

30 YEARS OF SERVICE

Lyle Skinner
Mary Jo Bolton

35 YEARS OF SERVICE

Maureen Rice

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

Natalie Mulaire
Chairperson
Jan Schubert
Past Chairperson
Barbara Weselak
Vice-Chairperson
Marc Rivard
Secretary-Treasurer

DIRECTORS

MaryStella Anida
Allison Fenske
Graeme Findlay
Pat Finkbeiner
Ian Goodall-George
George Heath
Terrance Machalek Sr.
Tara Mangano
Conrad Padilla
Nora Schwetz
Dr. Lynn Scruby

**Jason Gisser, Director until June, 2017*

LEADERSHIP TEAM

Nicole Chammartin
Executive Director
Jannell Plouffe
Director of Health Services
Holly Banner
Director of Finance & Human Resources
Mary Jo Bolton
Clinical Director
Rosemarie Gjerek
Director of Counselling & Community Health
Kathie Timmermann
Director of Administration
Steve Melnyk
Medical Director as of March 1, 2018

**Jenna Yuen, Medical Director November - March 1, 2018*

**Mike Dillon, Medical Director until November, 2017*

WE WOULD LOVE TO CONNECT WITH YOU!

Follow Klinik on Twitter: **@KlinikCHC**
& sign up for our quarterly e-newsletter: **klinik.mb.ca**

HEALTH SERVICES

JANNELL PLOUFFE, DIRECTOR

As we move into the second year of our strategic plan, the incredibly dedicated Health Services team has assured all changes remain consistent with Klinik's mission, vision and values. Thank you to this amazing team for providing the best possible health care experience for each and every client. I would like to share several noteworthy achievements related to the following three components of the strategic plan:

ACCESS

We are proud to report that our effort to increase community access to Klinik services has seen strong results. We accepted 57% more new clients into our primary care services, as compared to the preceding year. Our Latent Tuberculosis Infection (LTBI) Program now offers weekend group education and appointments, improving access for those who have employment conflicts. Phone appointments have also been instituted for this program to increase access and point of contact options. Our Transgender Health Program offers group testosterone injection education, empowering clients to achieve health goals with less reliance on clinical appointments and increasing a sense of community among clients. These changes have resulted in a 33% reduction of injection appointments over the year. The Transgender Health Program has seen a 20% increase in clients, accepting almost 200 new clients this past year.



COMMUNITY ENGAGEMENT

We are committed to strengthening opportunities for community members to engage with Klinik staff and services. More than 400 clients completed an 'Access to Care' survey last spring. A community-based focus group was held to gain greater understanding of client intake processes for our Transgender Health Program. We added a new Transgender Health page onto our website, with sections aimed at both service providers and community members, that will be continually updated.

To ensure our process is meeting clients where they are at, we have utilized a client centered inter-professional framework that has gathered feedback from over 80 clients on what helps them attend health appointments at Klinik. We have also successfully integrated community peer support initiatives into several groups and training events.

CAPACITY BUILDING

Klinik is a busy place! The LTBI team has supported the education of health professionals at two new Winnipeg LTBI sites; offering increased capacity, increased access, decreased wait times and less travel for clients. Klinik has embraced more than 80 student learners, from seven different health disciplines, within all of our specialty and primary care programs. We always enjoy having these enthusiastic students work alongside our dedicated staff.

A recent student at Klinik shared a quote by Lisa Bodell: "Change cannot be put on people. The best way to instill change is to do it with them, create it with them." We look forward to future opportunities and creating positive change in the upcoming year.

"THANKS FOR ALL YOUR WORK. YOUR STAFF AND DOCTORS SAVED MY LIFE THREE TIMES IN THE LAST TEN YEARS AND WERE ALWAYS CARING AND LOVING."

- KLINIC HEALTH SERVICES CLIENT

COUNSELLING AND COMMUNITY HEALTH & EDUCATION SERVICES

ROSEMARIE GJEREK, DIRECTOR



I would like to begin by recognizing the invaluable contribution made by our staff and volunteers. I want to acknowledge their commitment to providing quality services to the individuals and communities that we have the privilege to work with. The support they offer through in-person and phone line counselling, education and outreach services, reaches throughout our province.

SEXUAL ASSAULT CRISIS PROGRAM

A significant accomplishment was the announcement that Third Party Reporting is now available to survivors of sexual assault in Manitoba. Klinic, working in partnership with the RCMP (for rural and northern communities) and the Winnipeg Police Service, Ka Ni Kanichihk and Mount Carmel Clinic (for Winnipeg) and Manitoba Justice Victim Services, will continue to build upon and ensure access to this important reporting option.

Currently the vast majority of sexual assaults go unreported with less than 5% of sexual assaults being reported to police. Our hope with Third Party Reporting is that it will reduce some of the barriers survivors contend with when making a decision as to whether or not they will report a sexual assault.

DROP-IN COUNSELLING SERVICES

In August of 2017, our Drop-In Counselling Program was relocated from 545 Broadway to Klinic on Portage. This transition resulted in an increase of individuals accessing Drop-In Counselling. Through this program, Klinic provides one to two counselling sessions for individuals requiring assistance with options and resources.

MANITOBA FARM, RURAL & NORTHERN SUPPORT SERVICES (MFRNSS)

Agricultural mental health gained national attention in 2017/18 with the release of a major study on farm stress by researchers at The University of Guelph. The study revealed that Canadian farmers have higher levels of anxiety and depression, lower levels of help-seeking behaviours than the general population and are at a higher risk of suicide. In the fall of 2017, a single tweet about farm suicides launched a widespread social media conversation in the agricultural industry, as well as during the Bell Let's Talk campaign. The MFRNSS has been front and center in this national conversation, presenting at conferences, conducting media interviews, and launching our own campaign: "Healthy Farmers = Healthy Farms". As Canada's only specialized telephone and online counselling service for farmers, we are seen as experts in the field and look forward to working with other partners to enhance the well-being of producers, both provincially and at a national level.

CRISIS & SUPPORT LINE SERVICES

Our Crisis and Support Line services continue to meet an increasing and critical need in our communities. To facilitate the scheduling of the Crisis Program's 220 volunteers and 43 staff, we have introduced a new online system, allowing for more efficient use of our resources. As always, Klinic's 24/7 services would not be possible without the dedication of this incredible group of staff and volunteers.

"I LOVE THIS PLACE. I FEEL LIKE I'M PART OF A COMMUNITY."

- KLINIC COUNSELLING CLIENT



500 - Five Donald Street
Winnipeg, Manitoba R3L 2T4
Tel: (204) 284-7060
Fax: (204) 284-7105
www.bookeandpartners.ca

Report of the Independent Auditors on the Summarized Financial Statements

To the Directors of
Klinic Incorporated

The accompanying summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2018, 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. We expressed an unmodified audit opinion on those financial statements in our report dated May 30, 2018.

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 Klinic Incorporated for the year ended March 31, 2018 are a fair summary of those statements, on the basis described above.

A handwritten signature in blue ink that reads "Booke & Partners". The signature is written in a cursive, flowing style.

Winnipeg, Canada
May 30, 2018

Chartered Professional Accountants

KLINIC INCORPORATED
SUMMARIZED STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31

ASSETS						
	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2018	2017
Cash and short-term investments	\$ 816,457	\$ -	\$ -	\$ 751,539	\$ 1,567,996	\$ 352,909
Cash in trust	46,202	-	-	-	46,202	48,340
Accounts receivable						
Health Authority	958,787	-	-	-	958,787	1,622,397
Other	420,153	-	-	-	420,153	376,087
Interfund balances	(155,474)	695,556	-	(540,082)	-	-
Prepaid expenses	25,784	-	-	-	25,784	14,400
Assets held for sale	-	48,626	-	-	48,626	751,026
Capital assets	11,410	4,930,915	-	-	4,942,325	5,164,548
	\$ 2,123,319	\$ 5,675,097	\$ -	\$ 211,457	\$ 8,009,873	\$ 8,329,707
LIABILITIES						
Payables and accruals	\$ 1,254,821	\$ -	\$ -	\$ -	\$ 1,254,821	\$ 1,387,709
Deferred revenue	203,974	88,786	-	-	292,760	840,072
Funds in trust	46,202	-	-	-	46,202	48,340
Mortgage payable	-	4,385,800	-	-	4,385,800	4,636,777
Pre-retirement leave	1,044,580	-	-	-	1,044,580	1,154,337
	2,549,577	4,474,586	-	-	7,024,163	8,067,235
FUND BALANCES						
Invested in capital assets	-	1,200,511	-	-	1,200,511	575,399
Unrestricted - retainable	(426,258)	-	-	211,457	(214,801)	(312,927)
	(426,258)	1,200,511	-	211,457	985,710	262,472
	\$ 2,123,319	\$ 5,675,097	\$ -	\$ 211,457	\$ 8,009,873	\$ 8,329,707

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	2018	2017
REVENUES						
Grants and other revenue	\$ 11,114,193	\$ -	\$ -	\$ -	\$ 11,114,193	\$ 11,079,752
Donations	-	-	-	11,191	11,191	16,385
Interest	-	-	-	2,451	2,451	2,537
Rent	-	161,970	-	-	161,970	107,000
Gain on sale of capital asset	-	-	3,047	-	3,047	-
Amortization of deferred revenues	-	9,485	577,630	-	587,115	7,339
	11,114,193	171,455	580,677	13,642	11,879,967	11,213,013
EXPENSES						
Operating expenditures	10,778,699	-	-	-	10,778,699	11,036,695
Special projects	-	-	-	7,952	7,952	3,934
Amortization	25,226	237,793	-	-	263,019	111,111
Mortgage interest	-	139,024	-	-	139,024	34,275
	10,803,925	376,817	-	7,952	11,188,694	11,186,015
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS						
	310,268	(205,362)	580,677	5,690	691,273	26,998
Pre-retirement leave	31,965	-	-	-	31,965	(14,143)
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES						
	342,233	(205,362)	580,677	5,690	723,238	12,855
Fund balances, beginning of year	(587,707)	450,626	193,786	205,767	262,472	249,617
Interfund transfers	(180,784)	955,247	(774,463)	-	-	-
Fund balances, end of year	\$ (426,258)	\$ 1,200,511	\$ -	\$ 211,457	\$ 985,710	\$ 262,472

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

Office régional de la
santé de Winnipeg
Caring for Health À l'écoute de notre santé

THE
WINNIPEG
FOUNDATION 
For Good. Forever.


ADDICTIONS
FOUNDATION
OF MANITOBA


WCB
Workers Compensation
Board of Manitoba



THE UNIVERSITY OF
WINNIPEG

OUR FUTURE HOME
AT 167 SHERBROOK
STREET



 **Klinik** COMMUNITY
HEALTH

870 Portage Avenue, Winnipeg Manitoba R3G 0P1 | **phone:** (204) 784-4090
admin. fax: (204) 772-7998 | **medical fax:** (204) 784-4013 | **e-mail:** klinik@klinik.mb.ca