

START CURRENT: 870 PORTAGE AVE.


NEW: 167 SHERBROOK ST.



 **WALK**
11 MINUTES

 **BIKE***
5 MINUTES

 **CAR****
3 MINUTES

 **NEARBY BUS ROUTES**
Sherbrook St. or Maryland St. (17, 20, 29);
Westminster Ave. (10); Broadway (17, 20, 23, 29)

*Client bike parking: there are 2 bike racks in front of 167 Sherbrook. **Client vehicle parking is located in the parking lot behind (east side) the building.

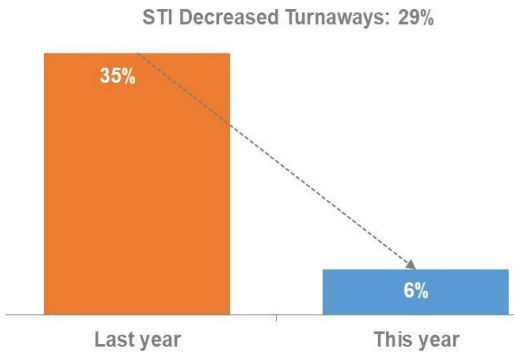
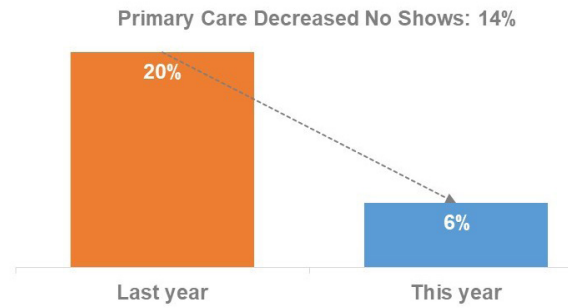
Klinik is moving from 870 Portage to 167 Sherbrook in July 2020

2019 / 2020 ANNUAL REPORT

INCREASING ACCESS

PRIMARY CARE

- **336** new health services clients
- Decrease in no shows (see graph)
- The community host position increased support to our clients and front desk



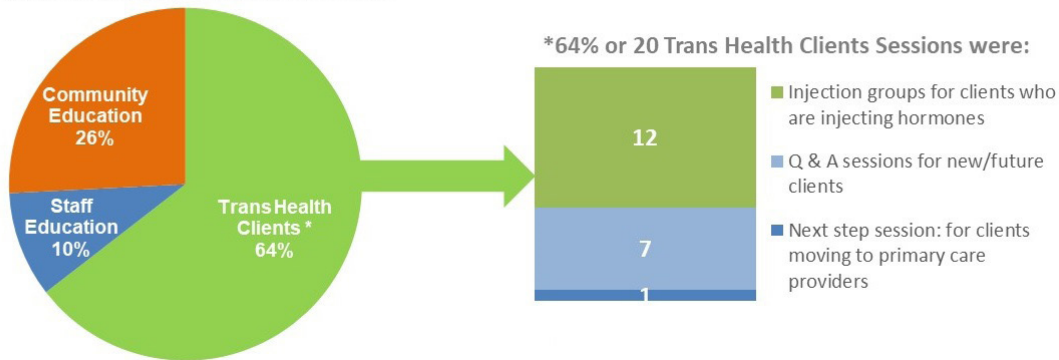
STI KLINIC

- Program restructured to include physician and educator hours on Fridays
- Decrease in client turnaways (see graph)
- **42%** increase in syphilis assessment
- STI/Reproductive Health/Pap Clinic had **3,063** walk-in visits

TRANS HEALTH PROGRAM

A new Instagram account (@transhealthclinicwpg), dedicated to the Trans Health Program, gained more than **800 FOLLOWERS** since its inception in August 2019

31 Trans Health Education Sessions



COUNSELLING



- **2671** drop-in visits
- **408** new counselling clients
- **45,608** calls answered on the crisis lines

CLIENT SATISFACTION

- **9/10** of group-based program participants said they had enough time during training and that the session started on time
- **9/10** clients agreed that they felt welcomed, safe, and comfortable to ask any questions and that staff cared about their health concerns and acted in a respectful manner



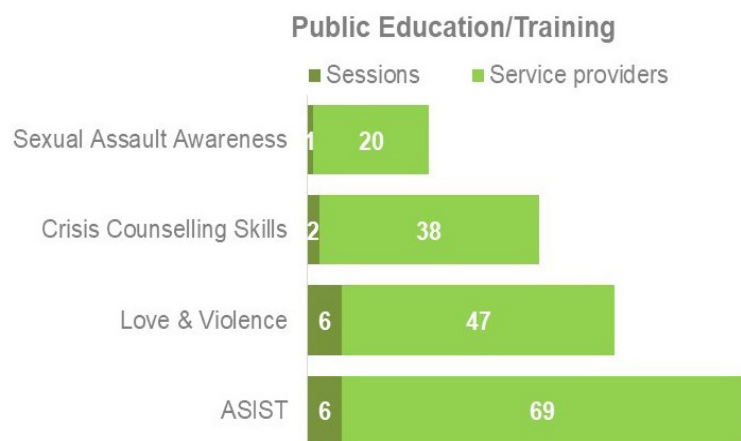
STRENGTHENING ORGANIZATIONAL CAPACITY

KLINIC'S GOAL BASED ON THE STRATEGIC PLAN:

TO GROW KLINIC AS A LEADER IN BEST PRACTICE, VALUES DRIVEN, CLIENT AND COMMUNITY CARE

- Hired **22** staff for newly created and existing positions across the agency
- Received funding for **3** new programs: Mobile Withdrawal Management Service, The Manitoba Mino Pimatisiwin Model of Sexually Transmitted Blood Borne Infections (STBBI) Care (pilot site), and Provincial STBBI supplemental funding
- **5** staff/volunteer/board committees met regularly to support different elements of the 2017-2022 Klinic Strategic Operational Plan
- **3** staff/volunteer/board committees met regularly to help implement the recommendations of Klinic's position papers

COMMUNITY HEALTH AND EDUCATION



- Public Education, Evolve & Manitoba Trauma Information and Education Centre delivered **56** sessions to **967** Service Providers
- **234** Life in Balance sessions for **1,489** participants

COMMUNITY ENGAGEMENT

- **3** community outreach testing clinics offered dry blood spot testing for STBBIs to over **30** clients
- **5** new groups were offered, with over **116** participating clients
- **40%** increase of traffic on klinik.mb.ca with **98,726** users, of which **85,070** were new
- **27** news articles and interviews with various media, local and national
- **14%** increase in Twitter followers (@KlinikCHC)

"Staff, counsellors and nurses are all thorough and extremely helpful. Nothing but good things to say about the Klinic, as it is a wonderful resource and I have always had a pleasant experience when going there." - Client feedback

WE ARE GRATEFUL TO ALL OF OUR SUPPORTERS AND
DONORS WHO MAKE KLINIC'S WORK POSSIBLE

THANK YOU TO OUR GENEROUS FUNDERS:

Winnipeg Regional Health Authority
Province of Manitoba
Government of Canada
Addictions Foundation of Manitoba
Workers Compensation Board
University of Winnipeg



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Just Care. *For Everyone.*