

# Welcome to Klinik's New Home!

Klinik is so pleased to welcome you to our new home on Sherbrook, in the heart of West Broadway! We are excited to be back working in this vibrant neighborhood where Klinik's work first began. This new, expanded space has allowed us to continue to provide essential programs and services that otherwise wouldn't have been possible due to COVID-19. Thank you to our Building Committee for your tireless efforts to make this move happen.

**A special thank you to our Capital Campaign donors, we couldn't have done this without you!**

Anonymous  
Assiniboine Credit Union  
Canada Life  
Dufresne Foundation Inc.  
IG Wealth Management  
Shoppers Drug Mart – Love You Program  
Telus Friendly Futures Foundation  
Thomas Sill Foundation  
Wawanesa Insurance  
Winnipeg Foundation  
Winnipeg Regional Health Authority  
Women's Endowment Fund at the Jewish Foundation of Manitoba

**We would also like to thank our staff and volunteers for all their efforts during the move.**



## Board of Directors

Allison Fenske  
CHAIRPERSON

Kathy Majowski  
VICE-CHAIRPERSON

Natalie Mulaire  
PAST CHAIRPERSON

Graeme Findlay  
SECRETARY-TREASURER

Dr. Rafiq Andani  
MBBS, CCFP (EM)

Teresa Dukes

Amanda Houssin

Stephanie Loewen

Hannah Pratt

Dana Riccio-Arabe

Morgan Stirling

Robert Winslow  
MRAIC MAA

## Leadership Team

Ayn Wilcox  
INTERIM EXECUTIVE DIRECTOR

Laurel McLennan  
DIRECTOR OF HUMAN RESOURCES  
AND ADMINISTRATION

Holly Banner  
DIRECTOR OF FINANCE

Stephanie Bevacqua  
DIRECTOR OF DEVELOPMENT  
AND ENGAGEMENT

Andrew Lodge  
MEDICAL DIRECTOR

Terri Cressman  
MANAGER, COUNSELLING SERVICES

Sandy Fotty  
MANAGER, CRISIS PROGRAM

Rachel Klassen Huebner  
MANAGER, CLINICAL HEALTH SERVICES

Bill Burrows  
MANAGER, COUNSELLING AND CRISIS  
SYSTEMS AND SUPPORT

Amanda Harris  
MANAGER, HEALTH SERVICES SYSTEMS  
AND SUPPORT

## Table of Contents

Message from the Chair	2
Message from the Executive Director	3
Vision, Mission and Values	4
Jeana's Story	5
Counselling Services Report	7
Crisis Services Report	8
Public Education and Training	9
Health Services Report	10
Your Support in Action	13
Volunteers	14
Lexi's Story	15
Fundraising Report	16
Financial Snapshot	17







## Message from our Chair

I am proud to present the 2020/2021 Klinik Community Health Annual Report which will honour our work over the past year.

There is no doubt this past year has been challenging, but through collaboration, teamwork, and dedication, Klinik rose to the occasion and continued to care for our community throughout these difficult times.

In July, we said farewell to our former Executive Director, Nicole Chammartin. Nicole served the community at Klinik from 2014 – 2021 and over the years has led us through a time of significant growth and change. Her ability to think strategically, collaborate effectively with our over 200 staff members, and think with her heart were just a few of the things we were grateful to have from her. We wish her well in her new adventure.

The Board was excited to welcome our new Interim Executive Director, Ayn Wilcox, who previously served as the Director of Health and Community Services. Ayn is a passionate community leader and has been involved in non-profits for over 20 years, including volunteering with United Way Winnipeg still today. We are very grateful for Ayn's experience and strategic leadership and are excited to see where she leads Klinik next.



As Chair of the Board over the past year the entire team at Klinik has never failed to inspire me with their commitment and how they adapt in any situation to best meet the needs of our community – this is no more true with all we've faced this year, some more so than others. Once the COVID-19 pandemic hit, our organization had to make some difficult decisions, but with our clients and community front of mind, I believe Klinik is stronger. Success is often found in the ability to adjust – everything we've accomplished and experienced up to this point will only shape our organization for the better. With the continued support of our staff, volunteers, donors, community partners, funders, and friends, we will continue to serve our community with your needs in mind, always.

We appreciate your support over the pandemic and are grateful to the community we serve.

Allison Fenske,  
CHAIR OF THE BOARD



## Message from the Executive Director

I am so pleased to share with you the 2020/2021 Klinik Community Health Annual Report.

I joined Klinik Community Health in August of 2020 and on July 26th 2021 I was appointed Interim Executive Director. While I've only been working at Klinik for a little over a year now, my relationship with Klinik started as a teenager when I would travel by bus to the old house on Broadway for care that I wasn't able to access from my family doctor. Those first experiences, and all of my experiences in the intervening years in the professional and volunteer roles that kept me connected to Klinik have firmly embedded for me what a truly special place Klinik is.

Since joining Klinik last summer I've had the privilege of getting to know the staff and volunteers that do such outstanding work. Moving to a new location in July 2020 and adopting new technology, all during the COVID-19 pandemic, was no small accomplishment. Even more inspiring is the many ways Klinik has continually adapted our programs and services to support and care for our clients and community, many of whom have been disproportionately affected by the pandemic. I have been inspired by the way our staff and volunteers continually step up to whatever challenge is before them – to support and advocate for clients, for community members and for each other. We are proud to highlight a few notable examples throughout our Annual Report for you.

Earlier this year we embarked on the development of a new four-year Strategic Plan. An essential part of this process was engagement with our broader community to help shape our work over the coming



years. We received essential feedback from our clients, our staff and volunteers, community members and community organizations. At the heart of this plan, and all of our work, will be a reaffirmation of our commitment to Social Justice and the understanding that we cannot hope to achieve our Vision of Engaged and Healthy Communities until we collectively begin to address the significant inequities that exist. Our work will be centred in our journey towards Truth & Reconciliation and anti-oppression in all forms. Our tagline of ***Just Care. For Everyone*** has never been more critical.

We would like to acknowledge the support of our funders including 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. It is an honour and a privilege to work with such an amazing team of people at Klinik and throughout our community.

Thank you for your continued support.

Ayn Wilcox,  
INTERIM EXECUTIVE DIRECTOR

# Vision, Mission, Values

## Vision

Engaged and healthy communities

## Mission

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

## Value Statements

Klinic remains rooted in our core value of social justice for all, recognizing that there are diverse needs and experiences for people who are most impacted by discrimination and oppression that must be addressed.

We are committed to providing safe, quality, holistic care that is person-centred.

We value relationships – with our colleagues, with our clients and within our communities.

We value diversity and promote equity, inclusion and accessibility. We strive to ensure that our organization and our work reflects and honours the communities we serve.

On our path towards Truth and Reconciliation, Klinic will work to decolonize systems and practices with cultural humility.

Klinic Community Health is physically located on Treaty 1 territory and the homeland of the Métis Nation and provides services on Anishinaabe, Ininew, Anish-Ininew, Dene, and Dakota lands.

As a non-Indigenous organization, Klinic is committed to working toward solidarity and participating in actions that create changes to address systemic racism, patriarchy, heterosexism, cissexism, and the harms that stem from colonial systems and the resulting practices. We recognize the need to approach this work with humility and how essential it is that we seek support and accept direction from Indigenous peoples.

Primary to this work, we acknowledge that we are a part of a health service delivery model which contributes to ongoing power imbalances and health inequities that includes within it processes of colonization. In the spirit of reconciliation, we aim to respectfully engage in processes that work towards breaking down colonial structures and systems within which we work.

## Jeana's Story

**How a transgender woman in Winnipeg discovered her true self with the power of community, self-discovery, and a long road of ups and downs.**

Jeana Sanger knew she felt different from an early age and struggled to understand what that meant. She often felt misunderstood and was unable to safely express her feelings to anyone.

"In the '40s and '50s, the feelings that she had, weren't discussed and they had no frame of reference" said Andrew Sanger, Jeana's son.

Throughout Jeana's life, she often felt that she was unable to fully connect with people and started realizing that there may be something deeper that she had been pushing away for years. It was at this point that Jeana decided to start her journey to discover who she was as a person.

Jeana decided to take time away to find her true self and it was here that she began to understand that the feelings she had inside, were that she was born a woman. Jeana began meeting other people in the community and immediately felt a belonging. She realized it was time to let the woman she had been hiding, free.

"Jeana worked hard for a long time to understand those feelings and she finally had a frame of reference for who she was and what she was feeling. In 2010, she finally felt comfortable enough to share with her family and friends how she was feeling and that she was going to transition," said Andrew.

During Jeana's transition, her biggest hurdle was finding a family doctor who could understand what she was experiencing, how she felt and who could assist her with transitioning. They often used the incorrect pronoun for Jeana, and she wanted to be seen for the way she felt.

It wasn't until Jeana found Klinik's Trans Health team that she finally found a place that was free of judgement. It was Klinik who could provide her with the healthcare she deserved and recognize her for who she was. "The more she became Jeana, the more she opened up," said Andrew.

Jeana felt strongly that those around her understood what pronouns were – and how to address transgender and non-binary people. Most importantly, she taught them how to address her. While Jeana kept some things in her life private from her family, her son Andrew says their relationship blossomed and they began to talk more regularly following her transition.

Before her passing, Jeana graciously left a bequest in her will to Klinik. She wanted this donation to go towards our Trans Health Clinic, so we could help other clients along their journey.

**"Jeana has a powerful story, and we are so happy to have been part of her journey," said Rachel Klassen Huebner, Manager of Clinical Health Services at Klinik.**

Jeana's legacy will live on forever, not only in the transgender community in Winnipeg, but in the hearts of our staff, and in the memories of family and friends.

"I certainly hope there are other folks who have the ability to go to a place like Klinik and be able to feel understood," said Andrew.

**Thanks to generous donors like Jeana, we can be a leader in transgender healthcare and offer a safe and welcoming space for transgender and non-binary communities.**









# Counselling Services Report

**Terri Cressman, Manager, Counselling Services**



The onset of the COVID-19 pandemic resulted in a full-scale change in the delivery of counselling services. Once the province of Manitoba declared a state of emergency, we worked rapidly to move in-person counselling to telephone and online video sessions. At the same time, the vast majority of counselling staff were asked to work remotely to ensure the safety of staff and clients. Both of these realities were extremely challenging for clients and staff.

In addition to the effect on in-person counselling sessions, the pandemic saw significant changes in our Sexual Assault Crisis Program's ability to provide in-person advocacy for clients who have experienced sexual assault. Our partnership with the Health Sciences Center's Sexual Assault Nurse Examiners Program, where Klinik provides staff and volunteers as Hospital Advocates, was halted. A great deal of time was required to pivot the programming and adjust protocols to ensure that we were following safety protocols to support our Advocates to return to the Hospital. Klinik was fortunate to receive funding from the Canadian Women's Foundation – Safer + Stronger Grant, to help us put this program back into action.

Several other in-person services were adapted to be delivered virtually including our Dialectical Behavior Therapy (DBT) based skills group, Suicide Bereavement group, yoga for clients and several trainings for service providers.

Despite the challenges, we have seen some positive outcomes in our Counselling programming as a result of the pandemic. Some clients report that they prefer not having to leave home to attend counselling. The no show rate for scheduled in-person sessions has decreased and the ability to provide online video sessions allows us to reach Manitobans across the province. Moving our in-person Drop-in Counselling Program to same day scheduled phone appointments has reduced the amount of time that clients spend physically waiting to be seen by a counsellor.

In line with the Mental Health Commission of Canada's report, Canadians have seen their stress levels double since the onset of the pandemic and we believe the impact on the counselling staff and clients to be similar. The commitment that staff have shown to continuing to provide the best possible care to our clients has been inspirational.



## Crisis Services Report

**Sandy Fotty, Manager, Crisis Services**

The COVID-19 pandemic resulted in a ‘perfect storm’ for the Klinik Crisis Lines, highlighting both the importance of the crisis lines as an essential service and the challenges of meeting growing demands for mental health services with limited resources.

To ensure we followed physical distancing protocols for the safety of staff & volunteers, we reorganized our Crisis Room from having all staff and volunteers in the same room, to working throughout the Klinik building. We are so thankful to have moved into the new building during this time, it allowed us to safely physically distance while providing much needed services to our community.

On top of this, prior to COVID-19, we had a contingent of 110 crisis volunteers, and due to reasons related to COVID-19, our volunteer complement dropped to 55. This caused a significant challenge in offering services, to offset this loss, Klinik hired term staff to ensure we could still actively support our community.

A further battle due to the COVID-19 restrictions was being unable to safely train volunteers in a physically distanced way. To combat this, we successfully received funding from the United Way Winnipeg to redesign our training to be delivered completely online. With this redesign, we were able to start rebuilding our volunteer complement.

While we saw some challenges in the crisis rooms, the perseverance we have seen from staff and volunteers answering the lines have been remarkable. We are truly thankful to work with such amazing people.



**Volunteers  
donated a total  
of 9,055 hours to  
our crisis lines!**



## Manitoba Trauma Informed Education Centre & Public Education

Vycki Atallah, Sylvia Massinon, Nadia Larosa

Klinic is committed to providing quality educational and training opportunities to community groups and professionals to help them provide more compassionate care to the community in which they serve. With the onset of COVID-19 pandemic, we saw an important need to adapt our in-person trainings to be delivered virtually.

We are also working on a revamp of our [www.trauma-informed.ca](http://www.trauma-informed.ca) website which will include updated information, resources, and a new section on Vicarious Trauma. This site will also encompass sections on trauma in Indigenous communities, Immigrant and Refugee communities, childhood trauma, and toxic stress.

Please keep an eye out for the re-launch of this website.

# Health Services Report

**Andrew Lodge, Medical Director**

**Rachel Klassen Huebner,  
Manager, Clinical Health Services**



Life for the staff and clients of the Health Services Department has been unusually tumultuous this past year. It has been a year of fatigue, loss, frustration, and separation – met with grit, perseverance, courage, loyalty, and hope. It is exceptionally challenging to provide health care during a pandemic. Pandemic health care means precarious staffing and re-booking clients several times over, as providers wait to be symptom free for 24 hrs. It means phone appointments, lengthy isolation visits, and unexpected COVID-19 exposures. It means staff redeployment, program suspensions, and COVID-19 vaccine clinics. It means witnessing and walking with our clients as they struggle with isolation and anxiety, in addition to the diabetes, heart disease, cancer, and other health concerns that continue to affect their lives. Because none of these issues stop during a pandemic – they are just harder to manage. For this team it also meant leaving our home at 870 Portage and moving into a new space at 167 Sherbrook, and celebrating the retirements of many well-loved colleagues. It has been a year of change.

Approximately 2700 individuals within our geographic catchment area rely on us for their primary health care. We attempt to prioritize clients who have life circumstances that make it difficult to access care in the fee for service system. Our augmented team of providers means that we can provide additional support needed to facilitate this access. This may look like a Medical Assistant arranging for an interpreter to accompany a client to an appointment, or a nurse going to a housebound client's home to provide a COVID-19 vaccine, or an outreach worker taking a client to an urgent CT appointment at 7:30 a.m. because the

client has difficulty waking up on their own. This interdisciplinary team means that our clients are more likely to have access to healthcare that would otherwise be difficult for them to obtain. Intake for higher priority clients has continued throughout the pandemic. These intake pathways include our limited visit clinics such as Teen Clinic or our Sexually Transmitted Infection (STI) Clinic, partner agencies in the community and Family Doctor Finder. In response to the unique needs of our community, Klinik established a COVID-19 Assessment clinic for people in the Downtown Point Douglas neighbourhood who require primary care services while having, or potentially having, COVID-19. When Manitoba went into code red on the pandemic response system in the fall of 2020 we opened a temporary Same Day Care Clinic in partnership with Nine Circles, Women's Health Clinic, MFL Occupational Health Centre and SERC. This temporary in-person walk-in clinic was set up to support community members who were unable to access the virtual appointments system offered by





the other walk-in clinics in our neighbourhood.

Our specialty clinics have each had a unique journey through this pandemic. Public health orders around social distancing have not affected the demand for sexually transmitted and blood borne infection (STBBI) testing and treatment. An increasingly devastating syphilis outbreak has resulted in unprecedented numbers of congenital syphilis in the province, many coming through our STI and Teen clinics for assessment and treatment. Within our Transgender Health program we currently support 1,180 clients with gender-affirming medical care. The team is eager to provide accessible, safe, and welcoming care to Manitoba's transgender population to reduce wait times through improved service delivery both within the program and in the larger community. The Mobile Withdrawal Management Service (MWMS) is another innovative team that has seen a great deal of expansion over the year. With

time limited funding from the Province and Health Canada we were able to hire a program coordinator, expand the team of nurses and Health and Social Support Workers, partner with PEER Connections Manitoba to bring in two peer support workers, and add a counsellor to provide trauma counselling and facilitate Dialectical Behaviour Therapy skills groups.

Pandemic health care has meant asking our staff to take risks. In the initial days when no one knew what we were facing with this virus, when many workplaces were telling staff to hunker down at home, we asked Health Services staff to continue to provide client care – in person. I cannot say enough about the willingness of our staff to respond to the many challenges that came their way over the past year. They have been reliable, flexible, patient, and have risen to this challenge. We have a quality team here that is truly inspirational.





# Your Support in Action



**90,532**

Healthcare Appointments

**14,638** of these were  
in-person

**75,894** of these were  
virtual sessions



**4,411**

Mobile Withdrawal  
Management  
Services Appointments



**3,034**

Safe Injection Kits  
Distributed



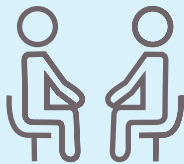
**41,831**

People Called our  
Crisis Lines



**3,603**

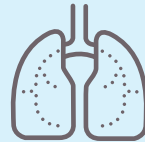
Trans Health Visits



**7,762**

Counselling Sessions

**2,029** Drop-In Visits



**383**

Latent Tuberculosis  
Infection Appointments



**2,694**

STI Klinik Appointments



**75**

Public Health Education  
Sessions Delivered



**779**

Teen Klinik Visits

These numbers wouldn't have been possible without your support and donations. Thank you so much for allowing us to do the work that we are so privileged to do in our community.



# Volunteers

Over the past year, the COVID-19 pandemic impacted in-person volunteering at Klinik heavily, with the onset of public health restrictions, the volunteer team had to shift its priorities and come up with new, meaningful and impactful ways to engage and keep connected with our volunteers. We are so thankful for the ongoing volunteer support during this unprecedented time.

## Welcome Volunteers

In true Klinik fashion, our amazing community stepped up to help us provide exceptional care with the introduction of our Welcome Volunteers. Our welcome volunteers provide support at our front entrance and are a diverse group of people from a variety of backgrounds and experiences who are committed to community health and wellness. They offer support and assistance in providing connection, screening, and resources to visitors, clients, and community members who visit our building. These volunteers allow us to continue providing care to people who visit us for in-person care and to access other Klinik services. They are a friendly face (behind a medical mask and protective eye shield) who greets you at the door to enthusiastically welcome you, provide access to a washroom, telephone, basic essential needs and harm reduction supplies. We are extremely grateful to have these volunteers support us everyday.

**A special thank you to all of our volunteers who supported us throughout this past year, you are invaluable.**

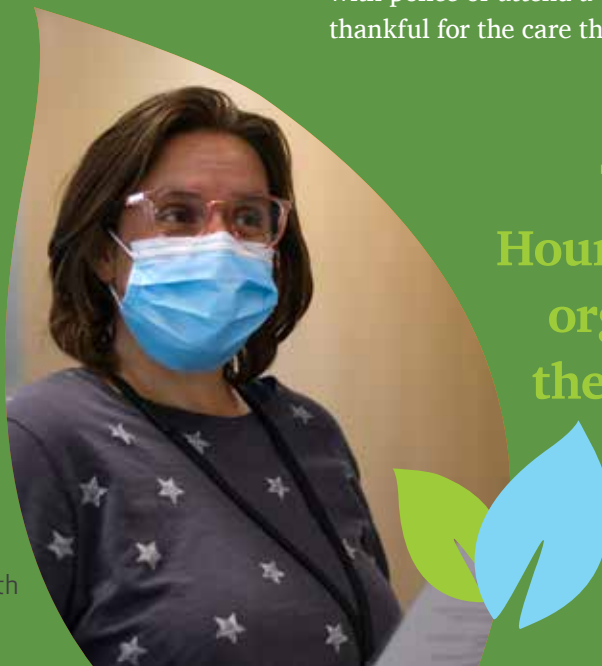
## Crisis Volunteers

During the pandemic, our volunteer training sessions had to transition from an in-person environment to an entirely remote process. We are currently scheduling several trainings for crisis volunteers, with a goal of reaching 200 active volunteers. We've been working diligently to grow the program as much as we can, and it will continue to grow with the support of our community, staff, and funders.

## Sexual Assault Crisis Program Volunteers (SACP)

Sexual Assault Crisis Program Volunteers have a dual role, they provide sexual assault supports in the crisis room where they answer questions and provide support with the knowledge and familiarity they have with sexual assault related medical and legal concerns. They are also In-Hospital Advocates at Health Sciences Centre where they provide support to survivors of sexual assault soon after they walk through the doors at HSC.

These advocates assist survivors by advocating on their behalf, explaining what they will be going through at the hospital and by providing a listening ear during a time where they may be feeling afraid, alone and overwhelmed. These individuals provide information about options for reporting the assault which could include accompanying someone to meet with police or attend a criminal trial. We are so thankful for the care they provide to our survivors.



**Total Volunteer Hours for the entire organization over the year is 10,725!**



# Meet Lexi

## How a simple act of kindness turned into a fundraiser to keep the most vulnerable people warm during Winnipeg's harsh winters.

Lexi Taylor was only nine years old when she decided she didn't want to see any more individuals experiencing homelessness without warm clothes. After learning about cold winters in school and seeing individuals living on the street during a trip to Winnipeg, Lexi knew she had to help.

Her idea soon sparked into A Little Bit of Warm – an initiative that collects toques, mittens, and other goodies like hot chocolate and candy canes into individually packaged bags for those who need it most.

“Winnipeg, as you know, gets really, really cold,” said Lexi, who is 14 years old now. “I think everyone deserves to have that basic human right met.”

Starting in 2016, Lexi collected \$100 from her birthday money to buy toques and mittens that she could put inside gift bags. She then decorated these bags with the name of her initiative, “A Little Bit of Warm.”

**“I thought the work you guys were doing was really incredible,” said Lexi.**

Another reason Lexi started her initiative was to prevent frostbite. At only -9°C (-15°F), frostbite can occur with just a little bit of wind on exposed skin within 15 minutes. With harsh Winnipeg winters often reaching anywhere from -25°C to -30°C, and sometimes even up to -45°C with the windchill, it's important to Lexi that everyone has the resources to prevent frostbite.



“Frostbite is more dangerous than some people may think it is,” said Rachel Klassen Huebner, Manager of Clinical Health Services at Klinik. “It can go from numbing your skin to landing you in the emergency room within an hour.”

Lexi's mother, Rhonda, who says she never gave a second thought to helping Lexi with this initiative and admits she's “probably visited every Dollarama in the city,” and couldn't be prouder of what her daughter has accomplished.

“At such a young age, I was blown away by Lexi's ability to see the inequities that exist and then want to do something about it,” said Rhonda. “It's amazing to me how she thinks about others.”

Thanks to Lexi's simple act of kindness, she has been able to donate over 1,000 gift bags to the community.

Lexi's goal for this year's drive is 500 gift bags – we are so excited for the support again this year from Lexi, thank you for helping to ensure our community stays warm.

**Donors like Lexi and Rhonda help us keep our communities warm and safe. With help from generous donors like Lexi, we can provide our community with much needed warmth during the cold winter months.**





## Fundraising Report

**Stephanie Bevacqua, Director of Development and Engagement**

I am so honoured to have joined Klinik in November 2020 in their first leadership position dedicated to fund development and engagement. Every day, I am humbled by the tremendous work that this organization does for the community and am privileged to be part of such an amazing team.

We want to extend our gratitude to our Capital Campaign donors for their support during the past year. Because of your generosity, you made it possible for us to move into our new building at 167 Sherbrook St.

This capital campaign has made a big impact on our services. It allowed us to expand our capacity for critical services including primary care, mental health and addiction services, support groups, and resources. It has improved accessibility to ensure clients can receive services at Klinik without having to worry about barriers. This new space has enabled us to provide a cultural room that is a sacred space to be used for cultural and healing ceremonies such as smudging, sharing circles and drumming. While centering traditional Indigenous healing practices, the room is open for all nations and all spiritual practice.



### **You helped us Inspire Hope**

In December, we reached out to our community to help us 'Inspire Hope' as we were seeking funds to replace our outdated technology on our crisis lines.

A special thank you to our community and Wawanesa Insurance, you stepped forward to help us raise \$27,000, which provided our crisis room with 10 new workstations.

**A heartfelt thank you to all of our donors throughout the year, we wouldn't be able to offer the programs and services we do without you.**

### **305 gifts from 190 donors**

#### **THANK YOU TO OUR GENEROUS FUNDERS**

Winnipeg Regional Health Authority

Province of Manitoba

United Way Winnipeg

Government of Canada

Winnipeg Foundation

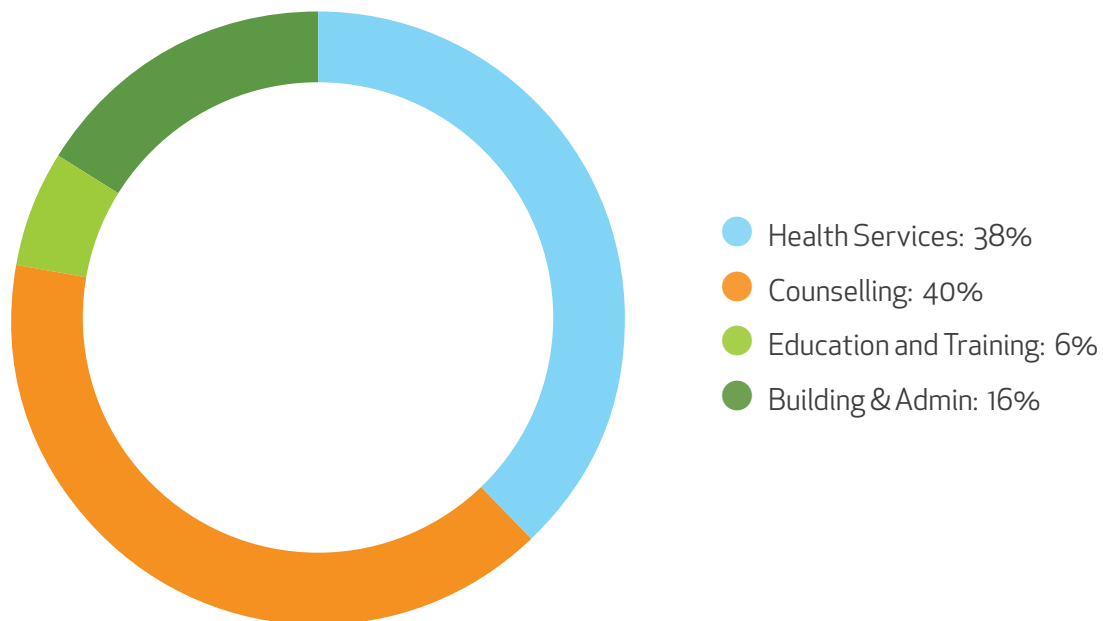
Canadian Women's Foundation

# Financial Snapshot

## Sources of Revenue



## How the money is spent





167 Sherbrook Street  
Winnipeg, MB R3C 2B6  
Reception: (204) 784-4090  
Centralized Intake Line: (204) 784-4059  
info@klinik.mb.ca

**Klinik.mb.ca**

**Visit our other sites:**



**Supportline.ca**



**Reasontolive.ca**



**Trauma-informed.ca**  
**Trauma-recovery.ca**

*A special thank you to Rebecca Driedger, who volunteered her time to take the pictures of our clinic, staff and volunteers you see in this annual report.*