



2005 – 2006
ANNUAL REPORT

Klinic is a non-profit, community-based health care centre in part of the core area of Winnipeg. We provide primary health care to our geographic community as well as providing specialized health services to the Province of Manitoba. Klinic promotes health and quality of life for all; helps people make choices about their own health in a context which is culturally sensitive and supportive of personal and community development; seeks to address the special needs of our neighbourhoods and helps communities organize on issues of concern; and looks to our community for direction.

What is the Vision of Klinic?

- An inspiring, enduring community.
- A voice of hope, opportunity and change.
- A centre of healing, learning and thriving.

What is the Mission of Klinic?

Providing hope and healing to all we serve.

What are the Services provided by Klinic?

Community Health & Education Services

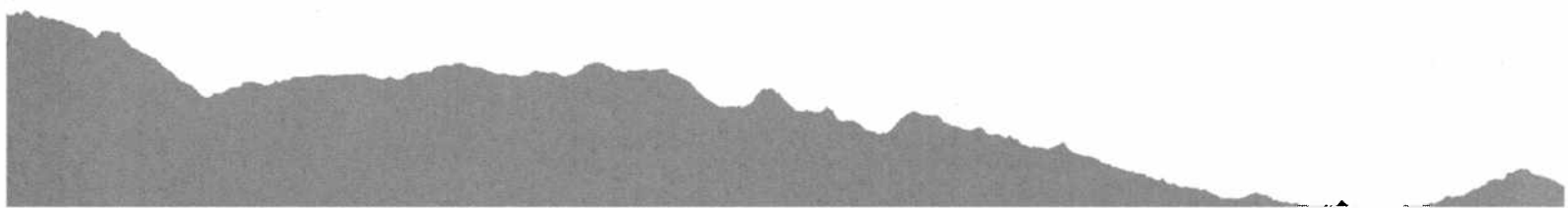
- 24-hour sexual assault crisis line for Manitobans.
- short-term in-person counselling to victims of sexual assault and to their families, friends and supporters.
- training and education in areas such as crisis intervention, suicide prevention, sexual assault, family violence, reproductive health, prenatal care and well baby care.
- youth health education services (Teen Talk).
- community health education.
- community development.
- volunteer recruitment and screening.

Counselling Services

- 24-hour Manitoba Suicide Line provides confidential telephone support for Manitobans who are impacted by suicide. This includes services to individuals who are feeling suicidal, those who are concerned about family and friends who may be at risk of suicide, and those who have suffered personal bereavement from suicide.
- 24-hour crisis line for Manitobans providing confidential telephone counselling, support and referral.
- individual and group counselling for individuals affected by trauma, domestic abuse and suicide bereavement.
- Manitoba Farm & Rural Stress Line which provides telephone support, counselling and information to anyone whose life is in any way affected by farming, agriculture and rural living; this service is provided out of our Brandon office and staffed locally.
- individual and group counselling to women transitioning out of the sex trade and recovering from childhood sexual abuse and addictions.
- no fee drop-in counselling to anyone for any reason, typically a one-time appointment but can provide short-term follow up counselling.
- Workers Compensation Distress Line providing 24-hour confidential telephone counselling for those having trouble dealing with the effects of their injury.

Health Services

- Primary health care 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/sexual health care (including youth), child and maternal health, geriatrics, HIV, Hep C.
- Outreach services for the elderly and those with mobility and mental health issues provided by physicians, nurses, social workers and dieticians.



Chairperson of the Board's Message

The more things change

I am a new chair for this Board, though a long time member. In a way that parallels recent developments at Klinik. Exciting initiatives seem to arrive at a dizzying pace. Yet they are here because Klinik has shown a sustained ability to create, innovate and operate high quality programs of care for its diverse clientele and community.

It is humbling, and a privilege, to be associated with this organization and its people. As a Board, I can only hope that we achieve the right balance of providing support and encouragement, while staying out of the way.

The best part of my role is I get to do this:

Thank you

To our funders at all levels – for supporting this important work;

To my fellows on the Board – for your interest and dedication, and especially to Judy Schilling, Past Chair, for your service and ongoing support;

To Kathie Timmermann – for everything;

To the management team and Lori Johnson – for keeping it all happening; and

To the staff and volunteers of Klinik – for setting, not just following, standards of excellence in care and caring.

I am really looking forward to this next year.

Wayne Rose, Chairperson
Board of Directors

Executive Director's Message

It is with pleasure that we present this year's Annual Report detailing some of the work of the Agency over the past year. We ground our multi-disciplinary community health practice in respect for the unique characteristics and needs of our diverse community. We strive to keep our clients at the front of the decision making process across program areas,

allowing for creative adaptation to the ever-changing realities of the communities we serve.

It has been an honour and a privilege for me to serve this agency in the capacity of Executive Director over the past year. Klinik's accomplishments and successes are due to the admirable commitment and professionalism of all of the individuals involved. To each and every one of you goes the well-deserved credit.

Sincere thanks to the dedicated members of our Board of Directors for your leadership and generous commitment of time and talent in service to the organization. To the members of our Management Team, I am deeply grateful for your support and commitment to excellence in each of your program areas. To Klinik staff and volunteers, you are the means by which we have been able to accomplish so much. We couldn't do it without your professionalism and commitment to those we serve. Thanks to each of you for your work in furthering our mission and mandate to provide hope and healing.

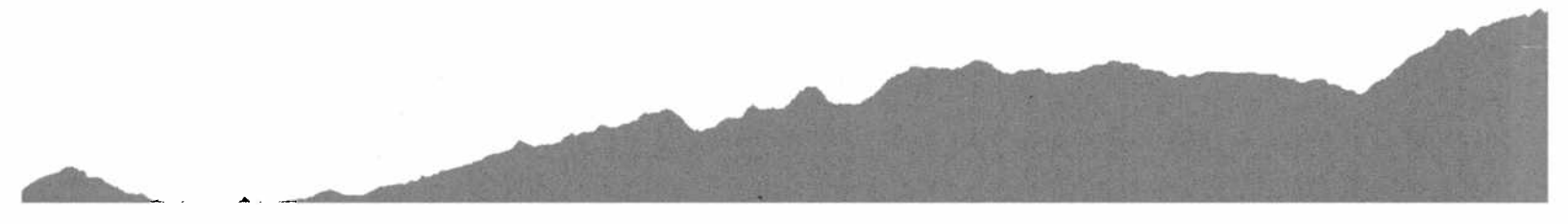
I would also like to acknowledge the support of our core funder, the Winnipeg Regional Health Authority. It is your belief in Klinik and in the importance of the services that we provide that creates the ways and means for us to move forward.

We are grateful as well to our many generous donors, local organizations and government departments, both Provincial and Federal, who invest their resources in support of the various project initiatives and programs of the Agency.

Finally, thanks to all of our sister organizations in the community for your willingness to work with Klinik in partnership ventures. Together, we are indeed strengthened in our capacity to serve our often-shared clientele.

Please read on in this report to learn the details of our work over this past year. We present them to you with enthusiasm and pride in our accomplishments.

Lori Johnson, RN
Executive Director



THANK YOU FOR YOUR SUPPORT

Operations:

Canada

- Canadian Heritage
- Government of Canada, National Crime Prevention Strategy
- Health Canada
- Human Resources Development Canada, National Homelessness Initiative

Manitoba

- Healthy Child Manitoba
- Healthy Living
- Manitoba Department of Justice
- Manitoba Department of Family Services & Housing, Family Violence Prevention Program
- Manitoba Health
- Manitoba Mental Health



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg



THE UNIVERSITY OF WINNIPEG



With support from

The
Winnipeg
Foundation
Established in 1921



- Anonymous Donors
- The Winnipeg Foundation – Youth in Philanthropy Program
- Members of the public who made financial donations
- Klinik Staff Benevolent Fund
- Our local merchants and suppliers – to numerous to mention – including donations for fundraising events, Senior's Holiday Gift Baskets and other initiatives

Klinik volunteers who provided 36,114 hours of community service

Capital Campaign Contributors:

- All Charities Campaign
- Anonymous Donors
- Klinik at the Copa Social – silent auction gift donors
- Spring Fling Gala Fundraising event participants
- United Way – employee deductions
- And many private donors

KLINIC PROGRAMS

Klinik Community Health Centre had 252,534 client contacts during the 2005/06 fiscal year, their 35th year of operation. These services and support for these services, through its various program areas, were provided by 168 staff providing a full time equivalent of 78.5 individuals, and over 200 volunteers providing approximately 36,114 hours of service. Included in these numbers are:

- health education services provided to 23,521 youth throughout the province by the Teen Talk program.
- crisis lines answered 30,413 calls (suicide, crisis, sexual assault, Manitoba Farm & Rural Stress lines).
- accepted 191 new clients for primary health care services.

Partnerships

Partnerships provide many opportunities for Klinik to expand its services and reach more members in the community. Many exciting partnerships were formed as well as expanded during the year.

Klinik's partnership with the University of Winnipeg has continued to evolve. Klinik Student Health Services were relocated to MacNamara Hall where we now have a space to provide expanded community health services.

The Sexual Assault Crisis Program partnered with the Kenora Sexual Assault Centre and is providing them with training for staff and volunteers and support with protocol and policy development.

Teen Talk received funding from Health Canada for a three-year project focusing on the development and integration of a substance use awareness curriculum into our program.

Klinik has strengthened its partnership with the Western Alliance for International

Physicians with our training of students, residents and foreign medical graduates.

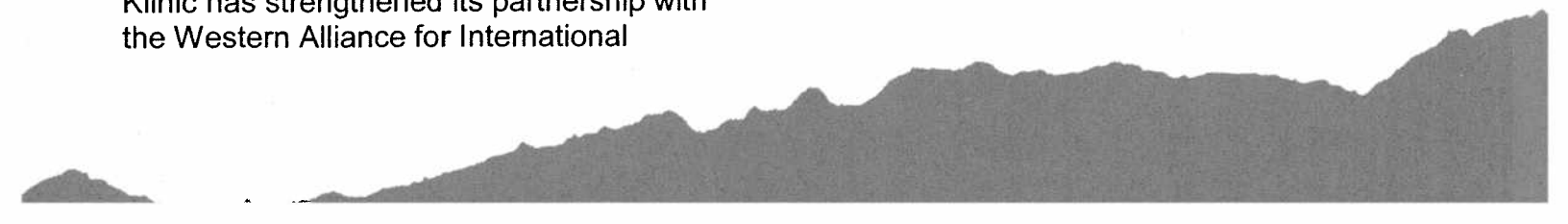
The Manitoba Suicide Line was launched in January 2006. Following this, Klinik partnered with the Assembly of Manitoba Chiefs (AMC) and the First Nations and Inuit Health Branch (FNIHB) on the AMC's Aboriginal Youth Suicide Prevention campaign and toll free line. Klinik is providing support to this line which is being relayed to the Manitoba Suicide Line. Klinik continues to develop partnerships with Aboriginal organizations and is working to best meet the needs of Aboriginal people in Manitoba.

In January 2006, the Department of Health announced permanent funding for Dream Catchers. This vital and innovative program provides support to women and transgender persons in the sex trade, helping them recover from the trauma of abuse, maintain sobriety, exit the sex trade and develop healthy support systems, relationships and communities.

Klinik's long and valued relationship with the Addictions Foundation of Manitoba (AFM) deepened in the fall of 2005 when Klinik became more involved in the operations of the AFM Gambling Help Line. All Klinik's Crisis Line Counsellors were provided with intensive training on gambling addictions.

The Manitoba Farm and Rural Stress Line located in Brandon has now begun a volunteer program to assist in support for the Manitoba Suicide Line.

Klinik is a member of the WRHA Patient Safety and Quality Committee where all critical incidents are reviewed monthly with CEO's and program heads. A client satisfaction survey is being developed by this committee.



Klinik participates in the WRHA Primary Health Quality Team. Activities focused on documentation in health records and emergency carts. These priorities were recommended through the Canadian Council on Health Services Accreditation (CCHSA) process.

Klinik is privileged to serve with Mount Carmel Clinic representing Community Health on the WRHA Quality Council. This Council exists to provide overall leadership and guidance for the WRHA relative to the promotion and implementation of high quality care processes and systems and the mitigation of risk to ensure the Health Authority achieves its objectives as defined in the Board's vision, mission and strategic direction.

Klinik participates in two initiatives on the Regional committees related to immigrant/refugee health. The first is the Regional Language Access committee which was struck to develop a strategy to address language barriers in the system for those whose first language is not English. This includes those who speak Aboriginal languages, French language speakers, and those languages spoken by ethno-racial minority community members. The work of this committee is related to health interpretation across the system and translation of print resources. The second committee is the regional Immigrant/Refugee Health working group, made up of representatives from both Community Health Agencies and WRHA direct operations. This group is working collaboratively to address barriers in access to primary care and public health services to newcomers to the region.

Innovation

Klinik's goal of increased accessibility for primary health care clients was supported by the implementation of "same day" appointments as well as the use of a "floating" medical assistant to ensure ease of transition from the moment the client arrives until their appointment is complete.

Health Services developed a partnership with the Manitoba Tuberculosis (TB) Registry, WRHA Public Health and provides treatment for latent TB, which has never before been done in community health.

Community

Klinik continues to take steps to increase its involvement in its community. In September 2005 the annual picnic for community members was held at Klinik on Broadway providing an opportunity for informal interaction between Klinik staff/volunteers and those we serve.

Klinik held its second annual Spring Fling in May 2005. Planning is underway for the third annual gala scheduled for April 2006.

Recognition

Klinik, as part of the WRHA Regional Sequential Survey, was accredited by the Canadian Council on Health Services Accreditation for a three year period.

Klinik participated in the United Way campaign and had a successful campaign which included receiving the Workplace Silver Award.

Klinik holds an annual agency recognition award event to acknowledge and celebrate with staff and volunteers. In conjunction with the Annual General Meeting in 2006, Klinik will recognize three people for 25 years of service, one for 20 years of service, seven for 15 years of service, four for 10 years of service and twelve for 5 years of service.

It is Klinik's staff and volunteers which make Klinik the successful community health centre that it is.

For further information on Klinik's services, please see our web site at www.klinik.mb.ca

KLINIC INCORPORATED
STATEMENT OF FINANCIAL POSITION
March 31, 2006

ASSETS						
	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2006	2005
Cash and short-term investments	\$ 323,047	\$ -	\$ 111,260	\$ 28,104	\$ 462,411	\$ 674,310
Cash in trust	139,692	-	-	-	139,692	87,005
Accounts receivable						
Health Authority	182,241	-	-	-	182,241	203,423
Other	195,213	-	-	-	195,213	68,342
Inter-fund balances	105,794	-	(106,477)	683	-	-
Prepaid expenses	3,471	-	-	-	3,471	8,742
Capital assets	3,573	354,727	1,378,709	-	1,737,009	1,924,734
	\$ 953,031	\$ 354,727	\$ 1,383,492	\$ 28,787	\$ 2,720,037	\$ 2,966,556
LIABILITIES						
Payable and accruals	\$ 707,761	\$ -	\$ -	\$ -	\$ 707,761	\$ 725,067
Deferred revenue	152,155	354,727	1,077,791	-	1,584,673	1,756,898
Funds in trust	139,692	-	-	-	139,692	87,005
Pre-retirement leave	301,251	-	-	-	301,251	-
	1,300,859	354,727	1,077,791	-	2,733,377	2,568,970
FUND BALANCES						
Invested in capital assets	-	-	300,916	-	300,916	378,259
Unrestricted - retainable	(347,828)	-	4,785	28,787	(314,256)	19,327
	(347,828)	-	305,701	28,787	(13,340)	397,586
	\$ 953,031	\$ 354,727	\$ 1,383,492	\$ 28,787	\$ 2,720,037	\$ 2,966,556

KLINIC INCORPORATED
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
FOR THE YEAR ENDED MARCH 31, 2006

	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2006	2005
REVENUES						
Grants and other revenue	\$ 6,036,596	\$ -	\$ -	\$ -	\$ 6,036,596	\$ 5,362,301
Donations	-	-	-	804	804	5,000
Interest	-	-	-	141	141	-
Amortization of deferred revenues	1,786	118,246	60,229	-	180,261	174,753
	<u>6,038,382</u>	<u>118,246</u>	<u>60,229</u>	<u>945</u>	<u>6,217,802</u>	<u>5,542,054</u>
EXPENSES						
Operating expenditures	6,138,263	-	-	-	6,138,263	5,367,495
Special projects	-	-	-	1,488	1,488	2,008
Amortization	1,786	118,246	67,693	-	187,725	185,925
	<u>6,140,049</u>	<u>118,246</u>	<u>67,693</u>	<u>1,488</u>	<u>6,327,476</u>	<u>5,555,428</u>
(DEFICIENCY) OF REVENUE OVER EXPENSES FROM OPERATIONS	(101,667)	-	(7,464)	(543)	(109,674)	(13,374)
Pre-retirement leave	(301,252)	-	-	-	(301,252)	-
(DEFICIENCY) OF REVENUES OVER EXPENSES	(402,919)	-	(7,464)	(543)	(410,926)	(13,374)
Fund balances, beginning of year	55,091	-	313,165	29,330	397,586	410,960
Fund balances, end of year	<u>\$ (347,828)</u>	<u>\$ -</u>	<u>\$ 305,701</u>	<u>\$ 28,787</u>	<u>\$ (13,340)</u>	<u>\$ 397,586</u>

The foregoing statements are selected from financial statements audited by Booke and Partners Chartered Accountants. The comparative figures were audited by another firm of chartered accountants. Copies of the auditors' report and a complete set of financial statements are available from Klinic Incorporated, 870 Portage Avenue, Winnipeg, Manitoba R3G 0P1.

BOARD OF DIRECTORS

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Friederike Von Aweyden
Tim Wall
Colleen Warkentin
Dave Willems
Terry Wilson
Carie Winslow
Lori Yusishen
Ingrid Zebinski

Agency Recognition Event



Bold denotes 10+ years of service



COMMUNITY PARTNERSHIP & NETWORK ACTIVITIES

- APIN (Adolescent Parent Interagency Network)
- Aboriginal Suicide Prevention Ctee
- Agape Table
- Age & Opportunity
- Agencies for School Health
- Assiniboine South School Division #3
- Breastfeeding Interest Group of MB
- CADHAM Lab
- Canadian Alliance of Community Health Centre Associations
- Canadian Association for Suicide Prevention
- Canadian Association of Sexual Assault Centres
- Canadian Council on Health Services Accreditation (CCHSA)
- Canadian Diabetes Association
- Canadian Mental Health Association
- CARI - Methadone Program
- Centre de Sante Saint-Boniface
- Centre for Aboriginal Human Resource Development
- Child & Family Services Central Area Council
- Childbirth & Postpartum Professional Association (CAPPA)
- Citizenship & Immigration Canada
- Coalition for Anti-Homophobia Resources & Education (CARE)
- Coalition for Reproductive Choice
- College of Physicians & Surgeons of MB
- College of Licensed Practical Nurses
- College of Registered Nurses of MB
- Community Coalition on Mental Health
- Community Development/Community Economic Development Gatherings
- Community Mobilization Program/ Government of Canada
- Connect-2 Community Voice Mail
- Consumer Advisory Committee of CMHA
- Crossways-in-Common
- CUPE Manitoba
- Diabetes Education Network
- Diabetes Prevention Project for Children
- Downtown Parent Child Coalition
- DONA (Douglas of North America)
- Ellice Street Festival
- Foot Care Interest Group
- Fort Garry School Division #5
- Frontier College
- Frontier School Division
- Geriatric Program Assessment Team
- HIV Counsellor's Network
- Health Action Centre
- Health Links
- Health Sciences Centre
- Healthy Schools – Mental Health Working Group
- Healthy Start for Mom and Me
- Hep C Nurses Support Group
- Hepatitis Interest Group
- Herzing College
- House of Hesed
- Injured and Disabled Workers Association
- Innerscity Network for Senior Care Professionals
- Inner City Network Group
- Inter-Facility Sexual Assault Ctee
- Interlake School Division #21
- Jane's Clinic
- Jewish Child & Family Services
- Journeys Adult Education Centre
- Justice Canada
- Kali-Shiva
- Kivalliq Inuit Centre
- Lord Selkirk School Division #11
- MACH (Manitoba Association of Community Health)
- MAVA (Manitoba Association of Volunteers Association)
- Mamawiwichiitata Centre
- MB Aids Cooperative
- MB Association of Childbirth & Family Education
- MB Association of Family Violence Workers
- MB Association of School Trustees - Pregnancy Prevention Media Campaign
- MB Breast Screening Program
- MB Cervical Screening Program
- MB Childbirth Community
- MB Coalition for Reproductive Health
- MB College of Family Physicians
- MB Committee for Suicide Prevention
- MB Cross Cultural Coalition Against Violence & Domestic Abuse

- MB Cross Cultural Resource Team for War Affected People
- MB Eating Disorders Network
- MB Farm & Stress Line Advisory Ctee
- MFL Occupational Health Centre
- MB Harm Reduction Network
- MB Labour & Immigration
- MB Medical Association
- MB Public Health Department
- MB RH Lab
- MB Schizophrenia Society
- MB Women's Advisory Council
- MB Youth Centre
- MPHA (Manitoba Public Health Association)
- Medical Examiners Office
- Mental Health External Review Implementation Ctee
- Men's Resource Centre
- Mount Carmel Clinic
- Mystery Lake School Division
- Neighbourhoods Alive
- New Directions
- Nine Circles Community Health Centre
- Northern Aids Initiative Inc.
- North Eastman Sexual Assault Advisory Ctee
- Nor'West Co-op Community Health Centre
- Perinatal Educators Group
- Planned Parenthood Federation Canada
- Portage la Prairie School Division #24
- Pregnancy Counselling Network
- Progressive Assertive Community Team
- Provincial Psychiatrist
- Public Health (WRHA)
- Public Health Agency of Canada
- Public Trustee
- Rainbow Resource Centre
- Red River College
- Rehabilitation Centre for Children
- RESOLVE Manitoba
- River-East School Division #9
- SAGE House
- Scope
- Seven-Oaks School Division #10
- Sexuality Education Resource Centre
- Social Planning Council
- Spence Neighbourhood Association
- St. Boniface Hospital - HIV Program
- St. James Collegiate
- St. James School Division #2
- St. Matthew's-Maryland Community Ministry
- St. Vital School Division #6
- Statistics Canada
- Status of Women Canada
- Sunshine House
- Take Back the Night
- Taking Charge Adult Education
- Teen Clinic Services Network
- Transcona-Springfield School Division #12
- United Way
- University of Manitoba
- Unplanned Pregnancy Network
- Urgent Care - Misericordia
- Victoria General Hospital
- Volunteer Centre of Winnipeg
- Volunteer Coordinators Network
- Youville Centre
- Welcome Place
- Wellness Institute
- West Broadway Development Corporation
- West Central Women's Resource Centre
- West Central Network
- Wpg Committee for Suicide Prevention
- Wpg Child & Family Services
- Wpg Police Crisis Negotiating Team
- Wpg School Division #1
- Wpg Service Providers Network
- Wpg Sexual Assault Response Team
- Wpg Trauma Team
- Women's Advocacy Program
- Women's Health Clinic
- Workers Compensation Line

Klinic's Annual Community Picnic



Client Comments Regarding Services

"Awesome, completely awesome. I never thought this would help, but it truly did." Dream Catchers Program

"Powerful and amazing experience that has changed my life. I feel so much more equipped to move forward." Evolve Women's Program

"I enjoyed the relaxed environment where questions were easily answered and easy to ask." Teen Talk Program

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.

I am interested in becoming a volunteer. Please contact me.

I would like more specific Program information. Please contact me.

Please complete and enclose with your gift or request for more information 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 / website: www.klinik.mb.ca

THANK YOU



Information regarding insurance policies and wills that would list Klinik Community Health Centre as a beneficiary is available through your life insurance agent.

