



2006 – 2007
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 for victims of sexual assault and their families, friends and supporters.
- medical, legal support and advocacy for sexual assault victims.
- 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 through 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 by local residents.
- 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, dietitians, social workers and lab technologists.
- Service areas include family practice, reproductive/sexual health care (including youth), child and maternal health, geriatrics, HIV, Hep C and TB.
- Outreach services for the elderly and those with mobility and mental health issues provided by physicians, nurses, social workers and dietitians.



Chairperson of the Board's Message

Having just completed interviews for Board positions, I am once again struck by the strength of Klinik's reputation. People want to be associated with this organization.

As someone who already is, let me say how much I appreciate the chance to reflect the light of hope, caring, and growth generated here.

It has been a year of challenge and excitement. We have seen the fruits of past efforts generate funding, expansion, and opportunity. Everyone involved – volunteers, staff, and management – deserve thanks and congratulations.

For the Board let me offer both. Everyday you earn the high regard and real respect which you enjoy.

However, there is another side to this. The opportunities exist, the expansion happens, because the need is great and growing. Poverty, violence, marginalization, and disease are not disappearing. I am proud to stand with the people of Klinik to face these realities and seek new and better ways to serve the needs of this community.

Thank you to all who contribute to this work. Keep it up. Please let us know how we can help.

Wayne Rose, Chairperson
Board of Directors

Executive Director's Message

The Annual Report provides the opportunity for all of us at Klinik to pause to reflect on the challenges and accomplishments of the year behind us, even as we plan and work toward our goals for the year ahead.

First of all, we bid those staff and volunteers who have left the Agency in the past year a

fond farewell and express our sincere thanks for their important contributions over the years.

Also, we extend a warm welcome to those who are new and have chosen to share their talents and experience with the Klinik team.

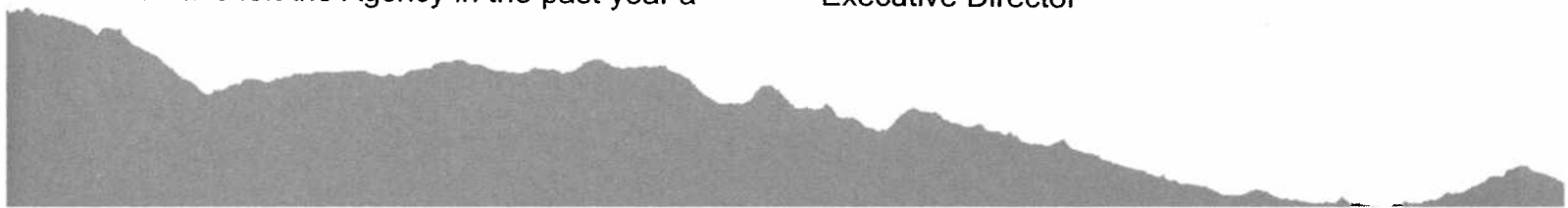
Sincere thanks to the dedicated members of our Board of Directors for your leadership and generous commitment of time and talent in service to Klinik. I am deeply grateful as well to the members of the Klinik management team for their support and commitment to excellence and quality in service provision across program areas. To Klinik staff and volunteers, thank you for your professionalism, dedication, and commitment to those we serve. It is your work on the front lines that indeed inspires hope and encourages healing.

We would like to acknowledge the support of our core funder, the Winnipeg Regional Health Authority for their ongoing belief in the importance of the services we provide. Thanks also to our many generous private donors, local organizations and government departments both Federal and Provincial for providing the necessary resources in support of all of the special initiatives, projects and programs of the Agency.

Last but certainly not least, we are grateful to all of our many community partners and sister organizations in the province for the continued sharing of expertise and support as we all work together in service to the diverse members of the many communities we serve. Together, we are greatly strengthened.

We are proud to present this year's report highlighting some of the Agency's recent accomplishments and invite you to read on to learn more about the programs, projects, and special initiatives that have been the focus of our work over the past year.

Lori Johnson, RN
Executive Director



THANK YOU FOR YOUR SUPPORT

Operations:

Canada

- Health Canada
- National Crime Prevention Strategy
- National Homelessness Initiative
- Public Health Agency of Canada

Manitoba

- Aboriginal & Northern Affairs
- Department of Family Services & Housing including Education and Family Violence Prevention Program
- Health
- Health – Mental Health
- Healthy Child



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg



THE UNIVERSITY OF WINNIPEG



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

Klinik volunteers who provided 41,744 hours of community service

Capital Campaign Donors:

- 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 277,642 client contacts during the 2006/07 fiscal year, their 36th year of operation. These services and support for these services, through its various program areas, were provided by 191 staff providing a full time equivalent of 90.35 individuals, and an average of 227 monthly volunteers providing approximately 42,000 hours of service (over 20 full time positions).

Highlights of our service volumes include:

- health education services provided to 20,262 youth throughout the province by the Teen Talk program.
- crisis lines answered 43,679 calls (suicide, crisis, sexual assault, Manitoba Farm & Rural Stress lines).
- accepted 112 new clients for primary health care services.

Partnerships

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

Klinik has partnered with Tec Voc High School to open a primary care Teen Klinik at the school. This initiative is funded through the WRHA.

Klinik continues to partner with the University of Winnipeg through Klinik Student Health Services, which have continued to evolve and grow.

The Sexual Assault Crisis Program (SACP) launched its awareness campaign on date rape drugs. Funding for this project was received from Health Canada – Drug Strategy Community Initiatives Fund.

SACP continues to partner with the Kenora Sexual Assault Centre, providing training for staff and volunteers and support with protocol and policy development.

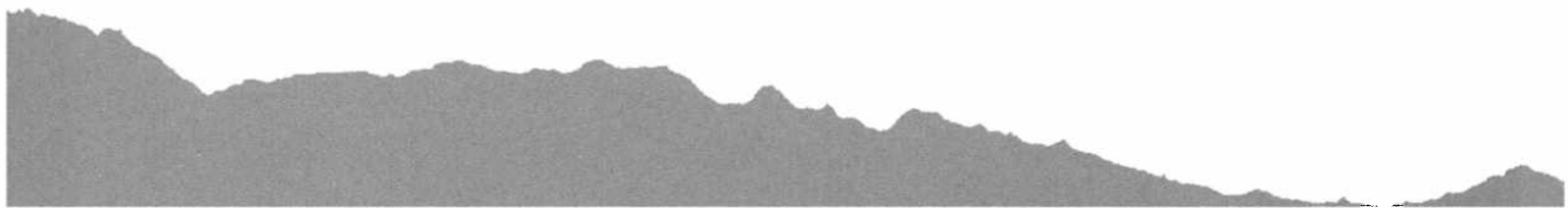
Klinik continues to strengthen its partnership with the Western Alliance for International Physicians with our training of students, residents and foreign medical graduates.

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.

Funding from the Winnipeg Partnership Agreement was received for the Dream Makers project. Dream Makers provides peer mentorship and training to women who have left the sex trade to prepare them for other job training and continuing educational opportunities.

Funding from The Winnipeg Foundation was received for the Man to Man project. This project provides education for employers and their work force on men and depression with a goal of increasing help-seeking behaviour among men.

Klinik's partnership with the Gambling Help Line for Addictions Foundation of Manitoba (AFM) expanded this year.



Klinic is privileged to serve 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.

Klinic participates on the Regional Immigrant/Refugee Health Strategy 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

The Crisis Lines began the process of going paperless and introducing electronic record keeping through a new system called iCarol.

Klinic'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 continues to provide nurse managed Hepatitis C and Tuberculosis (TB) services.

Recognition

Klinic participated in the United Way campaign and had a successful campaign which included a Quantum Leap Award.

Klinic holds an annual agency recognition award event to acknowledge and celebrate with staff and volunteers. In conjunction with the Annual General Meeting in 2007, Klinic will recognize one person for 25 years of service, two for 20 years of service, five for 15 years of service, two for 10 years of service and eleven for 5 years of service.

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

For further information on Klinic's services, please see our web site at:
www.klinic.mb.ca



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Staff Forum Meeting



Bold denotes 10+ years of service



COMMUNITY PARTNERSHIP & NETWORK ACTIVITIES



- AFM (Addictions Foundation of MB):
 - Gambling Distress Line
 - Harm Reduction & Rehab Working Group
 - Methadone Program
 - Youth Services
- APIN (Adolescent Parent Interagency Network)
- Aboriginal Suicide Prevention Ctee
- Agape Table
- Age & Opportunity
- Agencies for School Health
- Assiniboine College – Nursing Students
- Assiniboine South School Div #3
- Baby Friendly Network of Wpg
- 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 Assoc
- 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 Action Program for Children
- Community Coalition on Mental Health
- Community Development/Community Economic Development Gatherings
- Community Mobilization Program/Gov't of Canada
- Connect-2 Community Voice Mail
- Consumer Advisory Committee of CMHA
- Crossways-in-Common
- CUPE Manitoba
- Daniel McIntyre/St. Matthews Community Association
- Diabetes Education Network
- Diabetes Prevention Project for Children
- Downtown Parent Child Coalition
- DONA (Doula of North America)
- Ellice Street Festival
- Foot Care Interest Group
- Fort Garry School Division #5
- Frontier College
- Frontier School Division
- Geriatric Program Assessment Team
- Government of Canada:
 - Canadian Heritage
 - Ntl Crime Prevention Strategy
 - Ntl Homelessness Initiative
 - Wpg Partnership Agreement
- HIV Counsellor's Network
- Health Action Centre/Elgin Avenue
- Health Canada
- Health Links
- Health Sciences Centre
- Healthy Child Manitoba
- Healthy Living Program
- 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
- Inter-Agency Sexual Assault Ctee
- Interlake School Division #21
- Jewish Child & Family Services
- Journeys Adult Education Centre
- Justice Canada
- Kali-Shiva
- Kivalliq Inuit Centre
- Lord Selkirk School Div #11
- MACH (Manitoba Association of Community Health)
- MAVA (Manitoba Association of Volunteers)
- Mamawiwichitata Centre
 - Family Violence Program, Counselling, Family Service
- 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 Family Services & Housing
 - Family Violence Prevention Program
 - Supportive Living Program
- MB Farm & Stress Line Advisory Ctee
- MB Federation of Labour Occupational Health Centre
- MB Food Charter
- MB Harm Reduction Network
- MB Health
- MB Healthy Living
- MB Justice
- MB Labour & Immigration
- MB Medical Association
- MB Public Health Department
- MB RH Lab



COMMUNITY PARTNERSHIP & NETWORK ACTIVITIES



- 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/Four Rivers:
 - Cross Cultural Consulting Program
- Mystery Lake School Division
- Native Women's Transition Centre
- Neighbourhoods Alive
- Network for Infant & Toddler Caregivers
- New Directions: TERF (Transition, Education, Resources for Females)
- Nine Circles Community Health Centre
- Northern Aids Initiative Inc.
- North Eastman Sexual Assault Advisory Ctee
- NorWest Co-op Community Health Centre
- Perinatal Educators Group
- Planned Parenthood Federation of Canada
- Portage la Prairie School Division #24
- Pregnancy Counselling Network
- Progressive Assertive Community Team
- Provincial Psychiatrist
- 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
- Salvation Army – Corrections & Justice, Prostitution Diversion Program
- Scope
- Seven-Oaks School Division #10
- Sexuality Education Resource Centre
- Social Planning Council - Environment Ctee
- Spence Neighbourhood Association
- St. Boniface Hospital - HIV Program
- St. James Collegiate
- St. James School Div #2
- St. Matthew's-Maryland Community Ministry
- St. Vital School Div #6
- Statistics Canada
- Status of Women Canada
- Sunshine House
- Take Back the Night
- Taking Charge Adult Education
- Teen Clinic Services Network
- Transcona-Springfield School Div #12
- United Way:
 - Brandon & District
 - Winnipeg
- University of Manitoba:
 - Access Program
 - Faculties of Social Work, Medicine, Nursing and Education
- University of Winnipeg
 - Resident Advisors
 - Student Health Services
 - Urban Futures
- Unplanned Pregnancy Network
- Urgent Care - Misericordia
- Victoria General Hospital
- Volunteer Centre of Winnipeg
- Volunteer Coordinators Network
- Yellowquill College
- Youville Centre
- Welcome Place
- Wellness Institute
- West Broadway Development Corporation
- West Central Women's Resource Centre
- West Central Network
- Winnipeg Foundation
- Wpg Committee for Suicide Prevention
- Wpg Child & Family Services
- Wpg Child & Family Services Area Council
- Wpg Child & Family Services – Joint Training Unit
- Wpg Police Crisis Negotiating Team
- Wpg Regional Health Authority (WRHA):
 - Community Health Agencies Table
 - CHA's Research and Evaluation Table
 - CUPE Wage Standardization Negotiations
 - Downtown/Point Douglas Primary Care/ Public Health Service Providers Working Group
 - Immigrant/Refugee Health Working Group
 - Language Access Ctee
 - Provincial Advisory Ctee
 - Outbreak Control/ Pandemic Planning
 - Public Health
 - Reproductive Health:
 - A) Steering Ctee;
 - B) Implementation Ctee
 - Reproductive Health Supplies Working Group
 - Quality Council
- Wpg School Divi #1
- Wpg Service Providers Network – CD Working Group
- Wpg Sexual Assault Response Team
- Wpg Technical College
- Wpg Trauma Team
- Women in Housing Network
- Women's Advocacy Program
- Women's Health Clinic
- Workers Compensation Line:
 - WCB Distress Line

KLINIC INCORPORATED
STATEMENT OF FINANCIAL POSITION
March 31, 2007

ASSETS						
	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2007	2006
Cash and short-term investments	\$ 302,868	\$ -	\$ 179,142	\$ 17,602	\$ 499,612	\$ 462,411
Cash in trust	71,819	-	-	-	71,819	139,692
Accounts receivable						
Health Authority	508,456	-	-	-	508,456	182,241
Other	156,989	-	-	-	156,989	195,213
Interfund balances	122,685	-	(123,374)	689	-	-
Prepaid expenses	10,627	-	-	-	10,627	3,471
Capital assets	1,786	294,995	1,311,017	-	1,607,798	1,737,009
	<u>\$ 1,175,230</u>	<u>\$ 294,995</u>	<u>\$ 1,366,785</u>	<u>\$ 18,291</u>	<u>\$ 2,855,301</u>	<u>\$ 2,720,037</u>
LIABILITIES						
Payables and accruals	\$ 714,732	\$ -	\$ -	\$ -	\$ 714,732	\$ 707,761
Deferred revenue	177,810	291,875	1,066,049	-	1,535,734	1,584,673
Funds in trust	71,819	-	-	-	71,819	139,692
Pre-retirement leave	369,286	-	-	-	369,286	301,251
	<u>1,333,647</u>	<u>291,875</u>	<u>1,066,049</u>	<u>-</u>	<u>2,691,571</u>	<u>2,733,377</u>
FUND BALANCES						
Invested in capital assets	-	3,120	244,968	-	248,088	300,916
Unrestricted - retainable	(158,417)	-	55,768	18,291	(84,358)	(314,256)
	<u>(158,417)</u>	<u>3,120</u>	<u>300,736</u>	<u>18,291</u>	<u>163,730</u>	<u>(13,340)</u>
	<u>\$ 1,175,230</u>	<u>\$ 294,995</u>	<u>\$ 1,366,785</u>	<u>\$ 18,291</u>	<u>\$ 2,855,301</u>	<u>\$ 2,720,037</u>

KLINIC INCORPORATED
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
FOR THE YEAR ENDED MARCH 31, 2007

	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2007	2006
REVENUES						
Grants and other revenue	\$ 6,585,488	\$ -	\$ -	\$ -	\$ 6,585,488	\$ 6,036,596
Donations	-	-	-	-	-	803
Interest	-	-	-	141	141	141
Amortization of deferred revenues	1,786	118,246	62,728	-	182,760	180,261
	<u>6,587,274</u>	<u>118,246</u>	<u>62,728</u>	<u>141</u>	<u>6,768,389</u>	<u>6,217,801</u>
EXPENSES						
Operating expenditures	6,561,228	-	-	-	6,561,228	6,138,263
Special projects	-	-	-	10,637	10,637	187,725
Amortization	1,786	118,246	67,693	-	187,725	1,488
	<u>6,563,014</u>	<u>118,246</u>	<u>67,693</u>	<u>10,637</u>	<u>6,759,590</u>	<u>6,327,476</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS	24,260	-	(4,965)	(10,496)	8,799	(109,675)
Pre-retirement leave	<u>168,271</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>168,271</u>	<u>(301,521)</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	192,531	-	(4,965)	(10,496)	177,070	(410,926)
Fund balances, beginning of year	(347,828)	-	305,701	28,787	(13,340)	397,586
Interfund transfers	<u>(3,120)</u>	<u>3,120</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
Fund balances, end of year	<u>\$ (158,417)</u>	<u>\$ 3,120</u>	<u>\$ 300,736</u>	<u>\$ 18,291</u>	<u>\$ 163,730</u>	<u>\$ (13,340)</u>

The foregoing statements are selected from financial statements audited by Booke and Partners Chartered Accountants.

Copies of the auditors' report and a complete set of financial statements are available from Klinik Incorporated, 870 Portage Avenue, Winnipeg, Manitoba R3G 0P1.

With Gratitude to Klinik's Capital Fundraising Campaign Donors

Donors - Up to \$499

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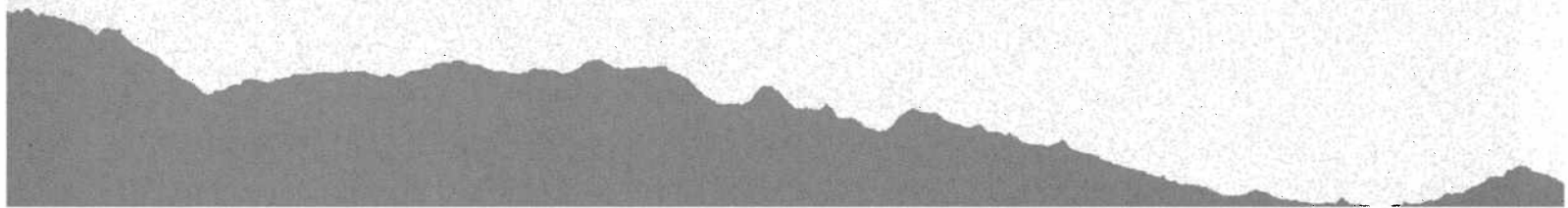
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