



**2012 – 2013 ANNUAL REPORT**

and

**MANAGEMENT DISCUSSION  
AND ANALYSIS**

**Just Care**



## 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 • Choice

### **Leadership**

Mentorship • Advocacy • Capacity

### **Responsiveness**

Collaboration • Accessibility • Care

# CHAIRPERSON OF THE BOARD'S MESSAGE

Our exceptional staff and volunteers have had another very busy year with the implementation of many new initiatives as well as the ongoing development of innovative and quality primary health care, mental health care and community health services; serving as a voice for equality, social justice and social change and reflecting the core values of equity, engagement, choice, mentorship, advocacy, capacity, collaboration, accessibility and care.

Under the excellent leadership of Lori Johnson, all of the staff and volunteers have continued to demonstrate a strong passion and commitment in everything they do. Each of these people has contributed to the outstanding reputation that Klinik has earned not only in the community it serves but also in the wider health community of Manitoba.

The Management Team, the staff and volunteers and my colleagues on the Board are to be commended for their dedication to the important work of Klinik to ensure that the Agency continues to grow and flourish in line with our vision, mission and values statements.

During this past year, the Board of Directors of the Klinik Community Health Centre and the Management Team have continued the development and implementation of initiatives consistent with the objectives of the third year of the strategic plan and its operational objectives.

The committee that has been established by the Board to identify and prioritize space requirements has begun the process of identifying existing space requirements as well as the needs for any future expansion of programs and services. Discussions have been held with like-minded agencies to determine the opportunities and challenges of possible co-locating. Discussions have also been held with our funders to determine what support might be available for this proposal.

The Board will be meeting in May to review the strategic plan and to develop objectives for the next three years.

I would also like to acknowledge the support of our funders, particularly the Winnipeg Regional Health Authority, who has demonstrated its belief in the importance of the services Klinik provides and has enabled us to grow as an organization. We are grateful as well to our many generous donors, local organizations and government departments who have invested in the various projects and initiatives that have strengthened our capacity to serve our community.

I look forward to another exciting year ahead.

Jan Schubert, Chairperson  
Board of Directors

# EXECUTIVE DIRECTOR'S MESSAGE

Klinic is pleased to present this year's Annual report highlighting some of the Agency's accomplishments over the past busy year. We'd like to express our gratitude to the many individuals and organizations that have done so much to assist us to further our Agency goals and serve our diverse clientele both in the Region and across the province of Manitoba. Thanks to our Klinic Management Team members for your dedication and commitment to our mandate, your professionalism and your support. To Kathie, Holly, Tim, Rosemarie, Linda and Mike – you make it a lot of fun and your hard work is greatly appreciated.

To all Klinic staff members and volunteers – thank you for the positive difference that you make every day by the often difficult work that you do on the front lines and for the always sensitive, caring and compassionate way that you serve our clients at every level of the Agency and across all Program areas. The contributions of each of you are what create the vibrant whole of our Klinic team. You have my deepest admiration and respect. Special thanks to our volunteer Klinic Board members under the dedicated and strong leadership of Chairperson Jan Schubert. We are grateful for the Board's dedication to the people and to the work of this organization. For your unfailing support and your generous commitment of time and talent to Klinic – thank you so very much.

To all those whose important commitment of financial support and resources allow the Agency to maintain and enhance the provision of primary care, mental health care and community development and education services – we acknowledge with appreciation your steadfast support and continued expression of confidence in the work that we do as we strive to enhance quality of care and accessibility of services. In particular we wish to thank our core funder, the Winnipeg Regional Health Authority, the Province of Manitoba, the Government of Canada, numerous charitable organizations and our many faithful private donors for their important support for Klinic's programs and services.

It continues to be a privilege and a pleasure to serve as Executive Director of Klinic Community Health Centre – I am proud to be a part of this exceptional place. I look forward to the coming year as we strive together toward our organizational ideal of "Just Care."

Lori S. Johnson, RN  
Executive Director



Just Care

# MANAGEMENT DISCUSSION AND ANALYSIS

The following discussion and analysis is the responsibility of Management for the purpose of providing the opportunity for a view into the operations of Klinik through the eyes of the Management Team. We examine our degree of achievement of our organizational and program objectives over the past year as they relate to the strategic directions and priorities mandated by Klinik's Board of Directors.

Klinik Inc., operating as Klinik Community Health Centre is a charitable, not for profit community-based primary health care centre providing services out of twelve sites across the province, to all Manitobans. Klinik's head office is located in the core area of Winnipeg at 870 Portage Avenue. Services at this site are staffed and open twenty-four hours a day, three hundred and sixty-five days per year. Services are also provided out of Klinik on Broadway, the Manitoba Farm and Rural Support Services located in the City of Brandon, Tec Voc High School, TERF – New Directions for Children and Youth, Wolseley Family Place, Klinik Student Health Services at the University of Winnipeg, Sage House, Resource Assistance for Youth, the CONNEX with offices in Winnipeg and Regina and the WRHA's Access Transcona. Klinik provides on-going information technology support to 16 community agencies. Throughout the past year, Klinik offered training, professional development and education services at over sixty locations beyond our permanent locations mentioned above. We have provided services in every Regional Health Authority across the Province of Manitoba. Klinik serves in the capacity of national office of the Canadian Association for Suicide Prevention.

Klinik provides primary health care services to Manitobans in three overarching program areas – Community Health and Education, Counselling Services and Health Services.

## GOVERNANCE

Klinik is governed by a volunteer community based Board of Directors. The Executive members of the Board are Janet Schubert (chair), Jim Kingdon (vice-chair), Marc Rivard (secretary-treasurer), Nora Schwetz and Amanda Le Rougetel (members-at-large).

## MANAGEMENT

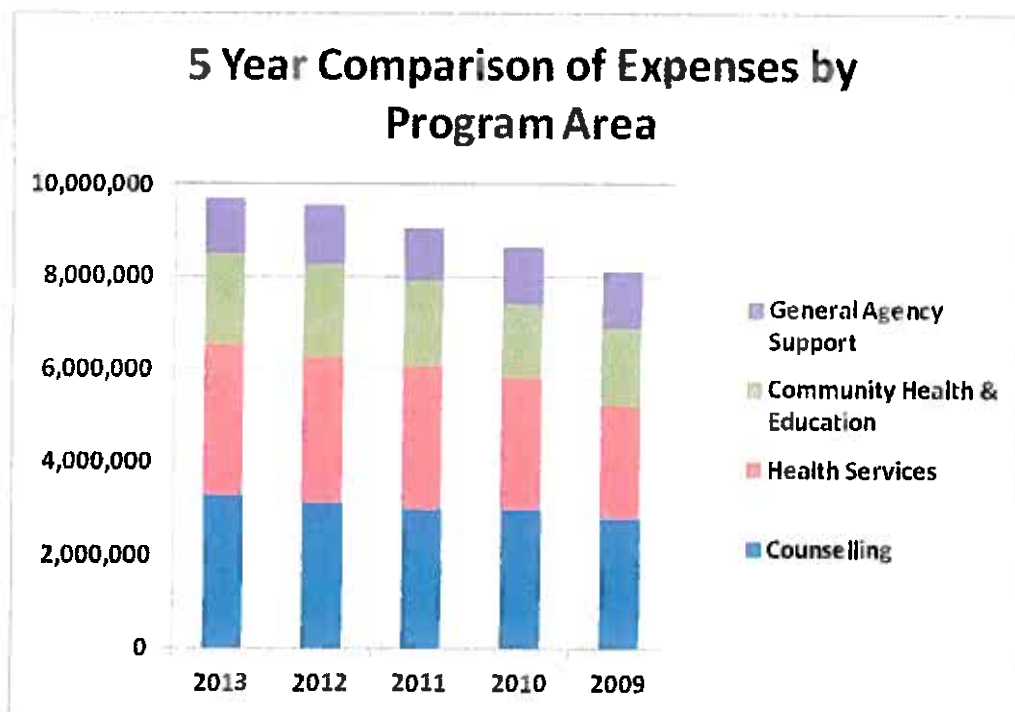
The Executive Director, Lori Johnson, is responsible for the operations and leadership of Klinik. The senior management team is comprised of Holly Banner (Director of Finance and Human Resources), Linda Dawson (Director of Health Services), Rosemarie Gjerek (Director of Community Health and Education), Kathie Timmermann (Director of Administration) and Tim Wall (Director of Counselling Services). The Medical Director is Dr. Mike Dillon. The Counselling Clinical Director is Mary Jo Bolton. All Klinik employees and volunteers report to a Director.

## FINANCIAL ANALYSIS

Klinic is showing a loss from operations of approximately \$50,000 at March 31, 2013. The loss is due to the implementation of Electronic Medical Records (EMR) at Klinic. Klinic staff delayed vacation in order to assist with the initiation of the EMR transition, this has resulted in an increase of vacation time owing of approximately \$30,000. This is a timing issue and deferral will normalize in the upcoming year. Klinic incurred approximately \$15,000 in additional staffing hours and overtime costs required for the EMR implementation.

Klinic also acquired additional computer equipment at a cost of approximately \$75,000 to implement EMR; this is the largest capital asset addition to Klinic since the renovation project at Klinic on Broadway.

Over the past five years Klinic has been increasing services through securing additional resources to enhance existing programs at Klinic.



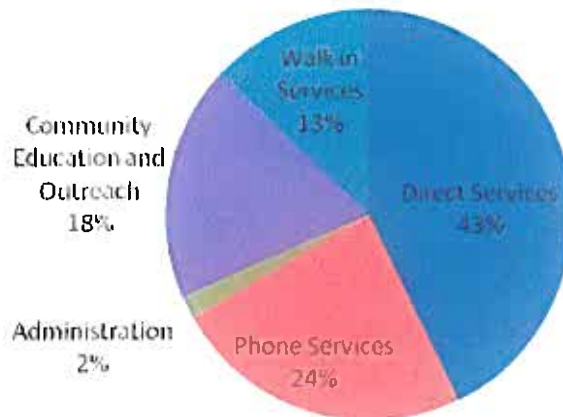
Salaries and benefits continue to be largest expense category at Klinic.

|                                          | 2013      | 2012      | 2011      | 2010      | 2009      |
|------------------------------------------|-----------|-----------|-----------|-----------|-----------|
| Total Expenses                           | 9,666,489 | 9,326,539 | 8,887,350 | 8,416,597 | 7,692,879 |
| Salaries and Benefits                    | 8,548,572 | 8,219,028 | 7,837,458 | 7,837,458 | 6,742,489 |
| Percentage of salaries of total expenses | 88.4      | 88.1      | 88.2      | 88.4      | 87.6      |

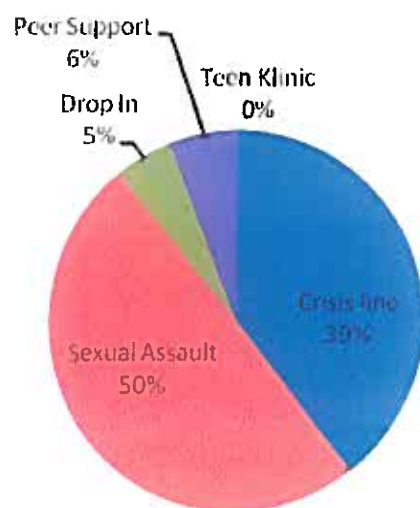
## STAFFING

Klinik Community Health Centre provided services throughout Manitoba during the 2012/13 fiscal year. These services were provided by 190 employees. Additionally 205 trained Agency volunteers provided 31,244 hours of service - a full time equivalent of 15 individuals.

### Staffing Hours by Service Type



### Volunteer Hours by Service Area



# PRIMARY HEALTH CARE AT KLINIC

## PHONE SERVICES

- ◆ Critical Incident Reporting and Support Line\*
- ◆ Crisis Counselling Line\*
- ◆ Manitoba Suicide Line\*
- ◆ Manitoba Farm and Rural Support Line
- ◆ Sexual Assault Crisis Line\*
- ◆ Seniors Abuse Support Line\*
- ◆ WCB Distress Line
- ◆ AFM Gambling Helpline

\* Denotes service is provided 24 hours a day, 7 days a week

## DIRECT SERVICES

- ◆ Dream Catchers—support to street involved women
- ◆ Counselling for individuals affected by psychological trauma
- ◆ Counselling for individuals and families affected by family violence
- ◆ Health Services—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 and sexual health, child and maternal health, geriatrics, diabetes, HIV, Hep C, TB and Transgender health
- ◆ Project CHOICES—alcohol exposed pregnancy prevention program
- ◆ Sexual Assault Counselling Program—medical, legal support, and advocacy for sexual assault victims



## COMMUNITY

## WALK-IN SERVICES

- ◆ Drop In—counselling for anyone for any reason
- ◆ PAP—cervical cancer screening
- ◆ Klinik Student Health Services at the University of Winnipeg
- ◆ Sage House—counselling outreach
- ◆ STI Klinik—testing and treatment
- ◆ Tec Voc—primary health care
- ◆ Teen Klinik—reproductive health care

## COMMUNITY EDUCATION AND OUTREACH SERVICES

- ◆ Community health education
- ◆ Community development
- ◆ CONNEX—Community Organization Network and Knowledge Exchange
- ◆ Manitoba Farm and Rural Support Services
- ◆ Manitoba Trauma Information and Education Centre
- ◆ Mental health promotion
- ◆ SPEAK—Suicide Prevention Education Awareness Knowledge
- ◆ Teen Talk—youth health education
- ◆ Training and education in areas such as crisis intervention, suicide prevention, sexual assault, family violence and trauma
- ◆ Volunteer recruitment, screening and training
- ◆ Outreach services for the elderly and those with mobility and mental health issues provided by physicians, nurses, social workers and dieticians

# STRATEGIC PLAN FRAMEWORK

| STRATEGIC DIRECTION      | STRATEGIC PRIORITIES                                                                                                                                                                               |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1. Social Justice</b> | <b>1.1</b> Engage marginalized populations in their health care: <ul style="list-style-type: none"> <li>a. Refugee People</li> <li>b. Aboriginal Peoples</li> <li>c. Transgender People</li> </ul> |
|                          | <b>1.2</b> Expand staff and volunteer diversity to reflect communities served.                                                                                                                     |
|                          | <b>1.3</b> Advocate for social justice.                                                                                                                                                            |
| <b>2. Leadership</b>     | <b>2.1</b> Build capacity among other health and social service providers.                                                                                                                         |
|                          | <b>2.2</b> Promote the integration and coordination of community health and social services.                                                                                                       |
|                          | <b>2.3</b> Enhance staff and volunteer development & wellness.                                                                                                                                     |
| <b>3. Responsiveness</b> | <b>3.1</b> Enhance internal integration to improve client care.                                                                                                                                    |
|                          | <b>3.2</b> Enhance access to care.                                                                                                                                                                 |
|                          | <b>3.3</b> Enhance cultural awareness and culturally sensitive care provision.                                                                                                                     |
| <b>4. Management</b>     | <b>4.1</b> Develop facilities options to manage existing and future service capacity.                                                                                                              |
|                          | <b>4.2</b> Enhance electronic information systems capability.                                                                                                                                      |
|                          | <b>4.3</b> Enhance communications strategies and methods.                                                                                                                                          |

Following are the strategic priorities of the Klinik Board of Directors. The Board is currently undergoing a review and revision of the strategic priorities to carry the agency forward over the next 3 to 5 years beginning in April 2014.

| STRATEGIC PRIORITY                                                     | INTENT                                                                                                                                                                                                                                                                                           | ACCOMPLISHED                                                                                                                                                                                                                                                                                                                                 | FUTURE PLANS                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Engage marginalized populations in their health care                   | <ul style="list-style-type: none"> <li>- Enhance service to high needs, vulnerable populations, in particular refugees, Aboriginal Peoples and transgender individuals in order to increase access to care and to assist in improved health outcomes for individuals and communities.</li> </ul> | <ul style="list-style-type: none"> <li>- Reduced Trans Health Klinik wait times by 25%</li> <li>- Developed a Hep C Awareness Campaign targeting youth and service providers and revised the Teen Talk curriculum to include Hep C information</li> <li>- Newcomer refugees remain a target population for new client acceptance.</li> </ul> | <ul style="list-style-type: none"> <li>- Work in partnership with other community health agencies and private fee for service family physicians to enhance access to primary care for transgender people across Manitoba.</li> </ul>                 |
| Expand staff and volunteer diversity to reflect the communities served | <ul style="list-style-type: none"> <li>- Over time Klinik's complement of employees and volunteers will be reflective of the diversity of our clientele and the communities we serve.</li> </ul>                                                                                                 | <ul style="list-style-type: none"> <li>- Developed Voluntary Self Declaration Form for Klinik staff to determine our own demographics</li> <li>- Klinik recruits from priority populations.</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>- More accurately capture the demographics of those we serve.</li> <li>- Implement Voluntary Self Declaration Form</li> <li>- Targeted employment recruitment and retention strategies formalized.</li> </ul> |

| STRATEGIC PRIORITY                                                                | INTENT                                                                                                                                                                                                                                                    | ACCOMPLISHED                                                                                                                                                                                   | FUTURE PLANS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advocate for social justice                                                       | <ul style="list-style-type: none"> <li>- To work in formal and informal partnerships to assist with and attempt to mitigate common social justice issues that negatively impact the health and well-being of Klinik clients and communities.</li> </ul>   | <ul style="list-style-type: none"> <li>- During the year we developed a public awareness campaign on sexual violence against women using social media.</li> </ul>                              | <ul style="list-style-type: none"> <li>- Continue in collaborative non-partisan efforts with current and new partners and allies to initiate and participate in community discussions on matters of concern on issues like housing, food security, poverty, community safety, etc.</li> <li>- When and where appropriate, to engage the public presence, leadership and voice of the Board of Directors of Klinik on matters of concern such as policy consultations, public statements, and Agency positions.</li> </ul> |
| Build capacity among other health and social service providers                    | <ul style="list-style-type: none"> <li>- To assist in building enhanced capacity in community health service provision outside of Winnipeg by the provision of professional development opportunities in areas of particular Klinik expertise.</li> </ul> | <ul style="list-style-type: none"> <li>- Developed the Manitoba Trauma Information and Education Centre's website which will assist in providing trauma information electronically.</li> </ul> | <ul style="list-style-type: none"> <li>- Continue the work of developing curriculum and training workshops and models for instruction on new professional development subject areas not currently offered to health care professionals.</li> </ul>                                                                                                                                                                                                                                                                        |
| Promote the integration and co-ordination of community health and social services | <ul style="list-style-type: none"> <li>- Take a leadership role in the development and coordination of discussions between partnerships new to the Agency.</li> </ul>                                                                                     | <ul style="list-style-type: none"> <li>- Klinik participated in the development of the steering committee for the Winnipeg Women's Network.</li> </ul>                                         | <ul style="list-style-type: none"> <li>- Klinik will continue to take leadership roles in the community where opportunity presents.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                            |

| STRATEGIC PRIORITY                                                 | INTENT                                                                                                                                                                                                                            | ACCOMPLISHED                                                                                                                                                                                                                                                                                                                                | FUTURE PLANS                                                                                                                                                                                                   |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enhance staff and volunteer satisfaction and wellness              | <ul style="list-style-type: none"> <li>- Identify and support additional opportunities for enhancing overall staff and volunteer satisfaction in the workplace while maintaining current activities.</li> </ul>                   | <ul style="list-style-type: none"> <li>- Klinik completed the application and was short listed for Canada's Top 100 Employers.</li> </ul>                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>- While looking for additional/new space for Klinik we will incorporate some of the criteria from Canada's Top 100 Employers.</li> </ul>                                |
| Enhance internal integration to improve client care                | <ul style="list-style-type: none"> <li>- Implement an Electronic Medical Record (EMR) system for Klinik clients.</li> </ul>                                                                                                       | <ul style="list-style-type: none"> <li>- Initiated Electronic Medical Records for client charts in February 2013.</li> </ul>                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>- Continue working to incorporate and optimize Electronic Medical Records to its fullest capacity.</li> </ul>                                                           |
| Enhance access to care                                             | <ul style="list-style-type: none"> <li>- Provide alternative ways for individuals to access care and services from Klinik.</li> </ul>                                                                                             | <ul style="list-style-type: none"> <li>- Developed an online resource for people affected by trauma for launch in July 2013.</li> <li>- Launched the Life in Balance program and website.</li> <li>- Partnered with the WRHA in the Downtown Point Douglas Primary Care Network.</li> </ul>                                                 | <ul style="list-style-type: none"> <li>- Klinik will become a Telehealth site.</li> <li>- Launch the on line trauma resources.</li> <li>- Become a provincial trainer for Sources Strength program.</li> </ul> |
| Enhance cultural awareness and culturally sensitive care provision | <ul style="list-style-type: none"> <li>- The Klinik workforce will demonstrate high awareness and understanding of the importance of cultural awareness, sensitivity and safety across all services and program areas.</li> </ul> | <ul style="list-style-type: none"> <li>- Agency directed training is required professional development for all employees. These mandated training initiatives include Aboriginal Cultural Awareness, Trauma-Informed Care, Transgender Cultural Awareness, and Cultural Awareness - Sensitivity and Safety in Service Provision.</li> </ul> | <ul style="list-style-type: none"> <li>- Continue training in these areas.</li> <li>- Monitor trends and continue to explore opportunities for staff professional development.</li> </ul>                      |

| STRATEGIC PRIORITY                                                        | INTENT                                                                                                                                               | ACCOMPLISHED                                                                                                                                                                                                                                                                                                                   | FUTURE PLANS                                                                                                                                                   |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop facilities options to manage existing and future service capacity | <ul style="list-style-type: none"> <li>- Formulate a plan to address Klinik's current critical space needs and plan for future expansion.</li> </ul> | <ul style="list-style-type: none"> <li>- Klinik Board has struck a committee of Board members and staff to move forward on this issue.</li> <li>- Established a four agency space committee with like minded agencies to look for one location for Klinik, Rainbow Resource Centre, SECR and Women's Health Clinic.</li> </ul> | <ul style="list-style-type: none"> <li>- Secure required resources for capital expansion.</li> <li>- Continue to explore partnership opportunities.</li> </ul> |
| Enhance electronic information systems capability                         | <ul style="list-style-type: none"> <li>- Identify and develop alternative service delivery options using newer technologies.</li> </ul>              | <ul style="list-style-type: none"> <li>- Initiated alternate service delivery models using new technologies.</li> </ul>                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>- Provide services through the use of social media tools.</li> </ul>                                                    |
| Enhance communications strategies and methods                             | <ul style="list-style-type: none"> <li>- Redesign and re-engineer the Klinik web site.</li> </ul>                                                    | <ul style="list-style-type: none"> <li>- Carried forward into next fiscal year.</li> </ul>                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>- Klinik web site will be redesigned and re-engineered.</li> </ul>                                                      |

We are pleased to report that we were successful in accomplishing the majority of the goals we laid out for ourselves at the beginning of this year. Some things are yet to be done. It is important to note that this is a snapshot of the work done at Klinik. In fact it represents only a small piece of the daily work at Klinik.

One of Klinik's greatest strengths is our ability to respond quickly and effectively to needs as they are identified. We remained responsive and flexible and as new opportunities were identified throughout the year we successfully incorporated them into our existing goals and objectives. This has allowed us to better meet the needs of our clients and communities.

Some of these new initiatives are highlighted in the next section. We hope these highlights will provide a glimpse into the scope and nature of services and programs provided by Klinik.

# INNOVATION

## **Klinic Comes into the 21<sup>st</sup> Century with Electronic Medical Records**

The big news at Klinic, particularly for the Health Services Program, for 2012/2013 was Electronic Medical Records (EMR). In fact, EMR was present in all our work. We talked about EMR. We planned for EMR. We dreamed about EMR. Our morning Alphabets were



all Es, Ms and Rs. Finally in January/February of 2013, we implemented EMR. It had been a long time coming and, although we feel we were very prepared, this has not been a small transition. We are now learning EMR and we have been surprised by how steep the learning curve is. Despite that, I can say that - generally speaking - all staff are happy to be using this new system. The

advantages of storing client information electronically are huge. Medications will be easier to manage. Client information is easier to access. From a communication and patient safety point of view, EMR makes sense. We are all pleased to be using the system and we look forward to the day we can say we are using EMR optimally and to its fullest capacity to enhance the quality of Klinic client care.

## **Klinic Promotes Trauma-informed Practices**

Klinic Counselling Services received funding from the First Nations Inuit Health Branch and partnered with Saint Elizabeth Health Care to develop a national on-line trauma training. It is based on Klinic's two-day trauma-informed practices training and the trauma toolkit. This resource aims to provide knowledge to service providers working with adults who have experienced or been affected by trauma. It will also help service providers and organizations to work from a trauma-informed perspective and develop trauma-informed relationships that cultivate safety, trust and compassion.

## **Manitoba Farm and Rural Support Services (MFRSS) Pilots Emergency Room Project**

The MFRSS, located in Brandon, piloted a project to make follow-up calls to people who presented at hospital following a suicide attempt. This first pilot involved a partnership with Thompson General Hospital and will hope to see it expand next year.

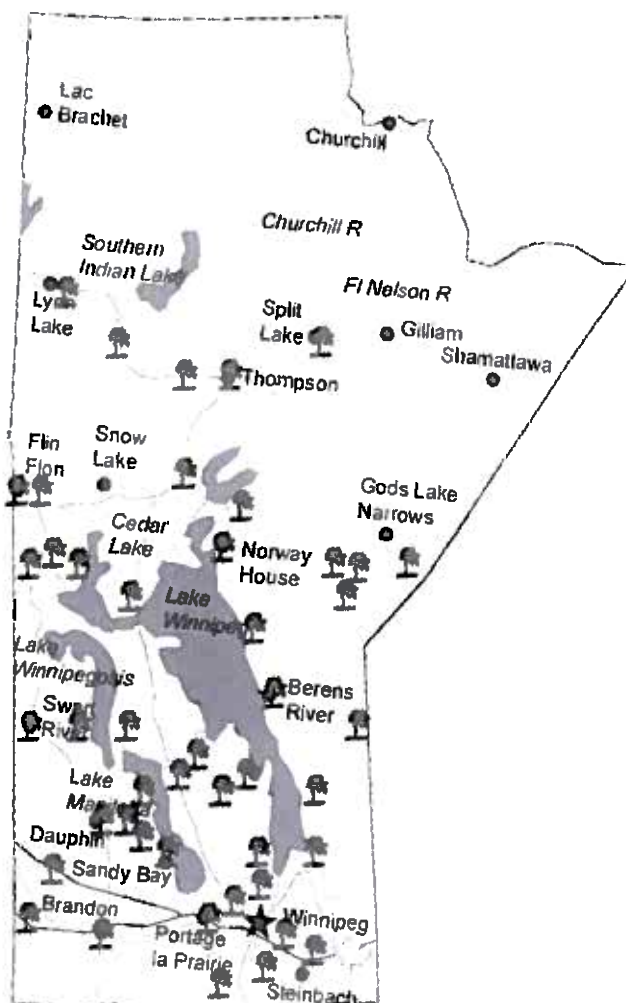
## Life in Balance

Counselling Services introduced "Life in Balance" activities, art therapy and piloted its first Self-Compassion group. Being healthy is more than being physically well, it involves tending to all the other aspects of what makes us human and contributes to our well-being. The mind, body and spirit are connected and, when they are balanced, we can increase our capacity to live healthier, happier and enriched lives. Life in Balance activities offer a range of services that are designed to promote wellness through greater life balance. They are intended to enhance the ability to be calmer, quieter, and more self compassionate. These approaches to life can better equip us to listen carefully to what our bodies and minds might be telling us.

## Building Bridges to Northern

### Communities

Klinik received funding from First Nations Inuit Health - National Aboriginal Youth Suicide Prevention Strategy (NAYSPS) program for Teen Talk to provide Teen Talk North multi-day Service Provider Training sessions. Trainings were coordinated with NAYSPS Workers with Cree Nation Tribal Council, West Region Tribal Council, Four Arrows and Interlake Reserves Tribal Council. Teen Talk North trainings (as noted with the Klinik tree on the map of Manitoba to the right) were also delivered in Thompson and Birdtail Sioux First Nation with an additional two trainings hosted in Winnipeg which brought together service providers from the communities of Gillam, Long Plain, Lynn Lake, Birch River, Shortdale, Ebb and Flow, Pinaymootang, Easterville, Ashern, Peguis, and Swan River. We provided training to 131 individuals working in northern Manitoba during the year.



# SERVICE HIGHLIGHTS

## Relationship with Wolseley Family Place

In the summer of 2012 we began a new relationship with one of our community partners, Wolseley Family Place. Once a week one of our Nurse Practitioners works on-site at Wolseley Family Place, providing primary care to women and families who use the many services of Wolseley Family Place. Clients at Wolseley Family Place are primarily aboriginal and refugee, most living in poverty. This is an excellent example of extending care well beyond the structural walls of Klinik, meeting people where they are in the community.

## Canadian Association for Suicide Prevention (CASP)

Klinik continued in its role as national office for CASP. This association provides Klinik with many unique opportunities to be involved with suicide prevention on a national level. Klinik has developed numerous relationships with other national bodies that have benefited Klinik's work at a regional level. Klinik has taken the lead role in planning the 2013 National CASP Conference which will be held in Winnipeg.

## Dream Catchers Celebrates 10 Years



Dream Catchers celebrated its 10th Anniversary with an Open House bringing together past and present participants and our service provider partners. A private gathering and feast was held the following day for program participants. Dream Catchers has facilitated over 500 sessions since its inception.

## Canadian Professional Association for Transgender Health (CPATH) Conference: A Big Success

Klinik participated in the planning of the CPATH Conference, which was held in Winnipeg in September 2012. The conference and the preconference education session were well attended by Klinik staff, where we learned and networked with healthcare professionals from Winnipeg, Manitoba, and all around Canada. The conference was a great opportunity to increase the capacity of health care providers in Winnipeg to provide transgender healthcare. We continue to provide opportunities for interested healthcare providers to shadow one of our practitioners at the Trans Health Klinik, and in March, 2013 Dr. Whetter and Carla Chomoby were in Brandon, providing education to healthcare providers and office staff of interested clinics in Brandon. It was very well received. There were about 20 people in attendance. We remain committed to increasing the number of trans-friendly healthcare providers in Manitoba and are pleased to be working with Mount Carmel Clinic and Aboriginal Health and Wellness in their transgender health initiatives.

## Klinik Promotes Trauma-informed Practices

Klinik's Counselling Services work in the field of psychological trauma and the promotion of trauma-informed practices continued to receive national attention and recognition.

Klinik's Counselling Services Trauma Toolkit, which is going into its second edition, has received significant positive feedback.

Klinik was instrumental in the creation of the Canadian Trauma-informed Collaborative and the development of a national trauma community of practice.



## Mindfulness a Big Hit

Mindfulness Based Stress Reduction trainings continued to be very popular and in great demand. Mindfulness is the practice of paying attention to the present moment without judgment. Essential to BEING, mindfulness invites us to be fully present, open and available to ourselves and others. It seeks to cultivate deeper knowledge and trust of self, enables us to learn, grow, contribute meaningfully and raises awareness of the body, mind and emotions. Throughout the year, Klinik offered four 8-week programs, an intensive training program that asks participants to draw on their own inner capacity to actively engage in caring for themselves. Klinik also offered weekly facilitated sessions to over 1,000 attendees.

## Klinik Develops New Mental Health Resources

Klinik continued to be actively involved in numerous mental health promotion activities and the production of new resources including: "After a Suicide Attempt – A guide for Family and Friends," "Every Person's Guide to Self Compassion" and "Hope and Resiliency at Home." We distributed over 1,400 of these resources this year. These resources are available on Klinik's website.

## MEND – Engaging Men & Boys to Prevent Violence

Klinik received a grant from The Winnipeg Foundation in support of the development of a web based social media campaign entitled Project MEND (Males Ending Gendered Violence) web based sexual assault awareness campaign. You may view the campaign at: <https://www.facebook.com/pages/Project-MEND-Males-ENDING-gendered-violence/565007530200138>.

## RECOGNITION

Winnipeg film producers created a film tracking Klinik's spirit of spontaneous compassion to its origin 40 years ago in response to the needs of the community. This video, aired in October 2012, is entitled "Just Care: The Story of Klinik" and is available on MTS TV – Winnipeg On Demand.

Three peer supporters from the Teen Talk Program were nominated for the YM/YWCA Women of Distinction Awards and Wendy Yushi Wang was awarded the Gerri Hammond Memorial Award of Promise.



Klinik entered a float into the Winnipeg Pride Parade for the 6th consecutive year

Klinik holds an annual agency recognition award event to acknowledge and celebrate staff and volunteers. In 2012, Klinik recognized one person for 30 years of service, two for 25 years of service, five for 20 years of service, one for 15 years of service, seven for 10 years of service and 16 for five years of service to the Agency.

Our employee and volunteer retention rates are high with over 38 percent of Klinik staff having been with the Agency for 10 years or more.

Klinik's staff and volunteers help to make the Agency the successful community health centre that we strive to be.

## BOARD OF DIRECTORS

MaryStella Anidi  
Robert Chartrand  
**Lisa Goss**  
George Heath  
Amanda Le Rougetel  
Tom Kean  
Jim Kingdon  
Terrance Machalek Sr.  
Natalie Mulaire  
Lisa Naylor  
Tracy Nesblitt  
Conrad Padilla  
Maureen Pendergast  
Marc Rivard  
Jan Schubert  
Nora Schwetz  
Lynn Scruby  
**Barbara Weselak**

**Eveline Buehlmann**  
Dawn Busby  
Lissa Callarec  
Sheona Campbell  
Steffie Campbell  
Carlos Campos-Santos  
**Tara Carlson**  
**Jean Chennell**  
Amanda Chopp  
Carla Chornoby  
Valerie Clare  
Sean Close  
**Shannon Collin**  
Vanessa Cook  
**Gwen Crawley**  
**Terri Cressman**  
**Linda Dawson**  
**Leslie Debreceen**  
Tania Demery  
Lisa Derbyshire  
**Mike Dillon**  
**Pat Dorman**  
Edward Dutkiewicz  
La Donna Farber  
**Cindy Fawcett**  
**Gerda Fikkert**  
**Roland Fissette**  
**Sandy Fotty**  
Mandy Fraser  
Tim Freeman  
Kimberley Froese  
**Genny Funk-Unrau**  
**Rosemarie Gjerek**  
**Lisa Goss**  
Sarah Granke  
**Lori Grant**  
**Dianna Grywinski**  
Sherilyn Hale  
**Kelly Hamel**  
**Marge Handford**  
Lyndsay Hersikorn  
Travis Hockley  
Kellee Hodge  
Catherine Hoggarth

Curt Holowick-Sparkes  
Lisa Houtkooper  
Angie Jantz  
Lori Johnson  
**Linda Klaric**  
Rachel Klassen Huebner  
Stela Koznechov  
**Michelle Kreutzer**  
**Nadia La Rosa**  
**Sandra Lawrence**  
Melanie Leslie  
**Kelly Lévellé**  
Jennifer Lewis  
Peiyi Lin  
**Holly Lowe**  
**Mel MacPhee-Sigurdson**  
Deanne Malenfant  
**Laurie Marshall**  
Veroniek Marshall  
Sarah Martens  
Jaime Mateush  
Cheryl Matthews  
Mike McIsaac  
Erica McNabb  
**Kim Moffat**  
Michelle Monkman  
Rhea Mossman Sims  
**Shannon Naldrett**  
**Wendy Neplyk**  
Jami Neufeld  
Travis Neufeld  
Ian Neufeld La Rue  
Kara Neustaedter  
Tracy Oleschak  
Afsaneh Oliver  
Conrad Padilla  
**Lorraine Parrington**  
**Rachelle Pascal Carrick**  
Jessica Pawluk  
Vanessa Poliquin  
Therese Racette-Leneveu  
**Salisha Ramdeen**  
Norma Reichert  
**Donna Reid**

**Brenda Reid-Kuluk**  
**Maureen Rice**  
Krista Ringland  
Shelley Ringland  
Gillian Roy  
Jana Samolesky  
Bauer Scott  
Jenny Shnitka  
Erin Small  
Ashley Smith  
**Janet Smith**  
**Deanna Smith-Geiger**  
Tara Smoker  
Gela Stach  
Simon Thome  
**Nancy Thorne-Finch**  
Helena Tiginagas  
**Kathie Timmermann**  
Jessica Todd-Burton  
**Cathy Trojan**  
Kim Trossel  
Scott Turner  
**Mark Unruh**  
**Elly Van der Zande**  
Friederike Von Aweyden  
Hemali Vyas  
**Tim Wall**  
**Colleen Warkentin**  
Ian Whetter  
Tanis Wiebe  
**Dave Willems**  
Chris Willette  
**Terry Wilson**  
Jane Whitlaw  
**Lori Yushen**  
Laurel Zahn  
Ingrid Zebinski

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10+ years of service**

## STAFF

Mike Alexander  
Miriam Amaladas  
Bonnie Ambrose  
Maureen Andreychuk  
Jenny Armatas  
**Vyckl Atallah**  
**Kristi Aubry**  
Holly Banner  
**Lada Bashuk**  
Alexandra Beattie  
**Marlene Beattie**  
Christine Beatty  
Lisa Begg  
Kimberley Boothe  
Erin Boissonneault  
**Mary Jo Bolton**  
**Leanne Brackenreed**

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Workers Compensation  
Board of Manitoba

Manitoba 

THE  
WINNIPEG  
FOUNDATION 

  
ADDICTIONS  
FOUNDATION  
OF MANITOBA

- All Charities Campaign
- United Way – employee deductions
- Members of the public who made financial donations
- Klinik Staff Benevolent Fund
- Our local merchants, suppliers and private donors – too numerous to mention, including donations for fundraising events, Holiday Gift Baskets and other initiatives

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## 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, 2013, 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 22, 2013.

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, 2013 are a fair summary of those statements, on the basis described above.

*Booke & Partners*

Winnipeg, Canada  
May 22, 2013

Chartered Accountants

**KLINIC INCORPORATED**  
**SUMMARIZED STATEMENT OF FINANCIAL POSITION**  
**AS AT MARCH 31**

| <b>ASSETS</b>                   |                       |                     |                          |                      |                     |                     |
|---------------------------------|-----------------------|---------------------|--------------------------|----------------------|---------------------|---------------------|
|                                 | <b>Operating Fund</b> | <b>Capital Fund</b> | <b>Wilson House Fund</b> | <b>Donation Fund</b> | <b>2013</b>         | <b>2012</b>         |
| Cash and short-term investments | \$ 1,529,333          | \$ -                | \$ -                     | \$ 220,847           | \$ 1,749,980        | \$ 1,725,709        |
| Cash in trust                   | 44,097                | -                   | -                        | -                    | 44,097              | 47,614              |
| Accounts receivable             |                       |                     |                          |                      |                     |                     |
| Health Authority                | 658,516               | -                   | -                        | -                    | 658,516             | 743,149             |
| Other                           | 406,949               | -                   | -                        | -                    | 406,949             | 350,426             |
| Interfund balances              | (271,771)             | -                   | 69,015                   | 202,756              | -                   | -                   |
| Prepaid expenses                | 11,380                | -                   | -                        | -                    | 11,380              | 7,384               |
| Capital assets                  | 64,517                | 42,187              | 904,929                  | -                    | 1,011,633           | 1,026,389           |
|                                 | <u>\$ 2,443,021</u>   | <u>\$ 42,187</u>    | <u>\$ 973,944</u>        | <u>\$ 423,403</u>    | <u>\$ 3,882,555</u> | <u>\$ 3,900,871</u> |
| <b>LIABILITIES</b>              |                       |                     |                          |                      |                     |                     |
| Payables and accruals           | \$ 1,314,874          | \$ -                | \$ -                     | \$ -                 | \$ 1,314,874        | \$ 1,187,245        |
| Deferred revenue                | 307,982               | 25,796              | 793,541                  | -                    | 1,127,319           | 1,387,675           |
| Funds in trust                  | 44,097                | -                   | -                        | -                    | 44,097              | 47,614              |
| Obligation under capital lease  | 62,287                | -                   | -                        | -                    | 62,287              | -                   |
| Pre-retirement leave            | 822,720               | -                   | -                        | -                    | 822,720             | 706,440             |
|                                 | <u>2,551,960</u>      | <u>25,796</u>       | <u>793,541</u>           | <u>-</u>             | <u>3,371,297</u>    | <u>3,328,974</u>    |
| <b>FUND BALANCES</b>            |                       |                     |                          |                      |                     |                     |
| Invested in capital assets      | -                     | 16,391              | 111,388                  | -                    | 127,779             | 124,309             |
| Unrestricted - retainable       | (108,939)             | -                   | 69,015                   | 423,403              | 383,479             | 447,388             |
|                                 | <u>(108,939)</u>      | <u>16,391</u>       | <u>180,403</u>           | <u>423,403</u>       | <u>511,258</u>      | <u>571,697</u>      |
|                                 | <u>\$ 2,443,021</u>   | <u>\$ 42,187</u>    | <u>\$ 973,944</u>        | <u>\$ 423,403</u>    | <u>\$ 3,882,555</u> | <u>\$ 3,900,671</u> |

**KLINIC INCORPORATED**  
**SUMMARIZED STATEMENTS OF OPERATIONS AND CHANGES IN FUND BALANCES**  
**FOR THE YEAR ENDED MARCH 31**

|                                                                      | <b>Operating Fund</b> | <b>Capital Fund</b> | <b>Wilson House Fund</b> | <b>Donation Fund</b> | <b>2013</b>       | <b>2012</b>       |
|----------------------------------------------------------------------|-----------------------|---------------------|--------------------------|----------------------|-------------------|-------------------|
| <b>REVENUES</b>                                                      |                       |                     |                          |                      |                   |                   |
| Grants and other revenue                                             | \$ 9,487,798          | \$ -                | \$ -                     | \$ -                 | \$ 9,487,798      | \$ 9,252,150      |
| Donations                                                            | -                     | -                   | -                        | 40,174               | 40,174            | 15,038            |
| Interest                                                             | -                     | -                   | -                        | 4,095                | 4,095             | 4,042             |
| Amortization of deferred revenues                                    | -                     | 1,843               | 72,140                   | -                    | 73,983            | 73,983            |
|                                                                      | <u>9,487,798</u>      | <u>1,843</u>        | <u>72,140</u>            | <u>44,269</u>        | <u>9,606,050</u>  | <u>9,345,213</u>  |
| <b>EXPENSES</b>                                                      |                       |                     |                          |                      |                   |                   |
| Operating expenditures                                               | 9,539,509             | -                   | -                        | -                    | 9,539,509         | 9,224,492         |
| Special projects                                                     | -                     | -                   | -                        | 2,734                | 2,734             | 1,663             |
| Amortization                                                         | 20,947                | 2,834               | 67,679                   | -                    | 91,460            | 79,273            |
|                                                                      | <u>9,560,456</u>      | <u>2,834</u>        | <u>67,679</u>            | <u>2,734</u>         | <u>9,633,703</u>  | <u>9,305,428</u>  |
| <b>(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS</b> | <b>(72,658)</b>       | <b>(991)</b>        | <b>4,461</b>             | <b>41,535</b>        | <b>(27,853)</b>   | <b>39,785</b>     |
| Pre-retirement leave                                                 | (32,786)              | -                   | -                        | -                    | (32,786)          | (21,111)          |
| <b>(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES</b>                 | <b>(105,444)</b>      | <b>(991)</b>        | <b>4,461</b>             | <b>41,535</b>        | <b>(60,439)</b>   | <b>18,674</b>     |
| Fund balances, beginning of year                                     | (3,495)               | 17,382              | 175,942                  | 381,868              | 571,697           | 553,023           |
| Fund balances, end of year                                           | <u>\$ (108,939)</u>   | <u>\$ 16,391</u>    | <u>\$ 180,403</u>        | <u>\$ 423,403</u>    | <u>\$ 511,258</u> | <u>\$ 571,697</u> |

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

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Winnipeg, MB R3G 0P1

Telephone: (204) 784-4076 / Fax: (204) 772-7998  
e-mail: [klinik@klinik.mb.ca](mailto:klinik@klinik.mb.ca) / website: [www.klinik.mb.ca](http://www.klinik.mb.ca)

**THANK YOU**



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