



2013 – 2014 ANNUAL REPORT
and
MANAGEMENT DISCUSSION
AND ANALYSIS



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

This has been a very difficult year for the Board, Management Team, staff and volunteers at Klinik. The illness and ultimate departure of Lori Johnson, the Executive Director of Klinik, has left a void that the Board is hoping to fill as soon as possible.

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

A particular thanks needs to be given to Holly Banner, acting Executive Director and the other members of the Management Team for their exceptional leadership in successfully maintaining the ongoing operation of Klinik.

A special mention needs to be made of the contributions that Lori Johnson made to Klinik over the past 10 years. Her outstanding service to the Agency and her strong passion and commitment in everything she did on behalf of Klinik definitely contributed to the excellent reputation that Klinik has earned not only in the community it serves but also in the wider health community of Manitoba. On behalf of the Board and everyone involved with Klinik, we wish her good health and happiness in her future endeavours.

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 Board has also adopted a new strategic plan 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 interesting year ahead.

Jan Schubert, Chairperson
Board of Directors

EXECUTIVE DIRECTOR'S MESSAGE

Klinic is proud to present this year's Annual Report and Management Discussion and Analysis which highlights some of our accomplishments over the past year.

This year Klinic has undergone many changes and all members of the organization have responded to keep Klinic a truly great place to work and support the community. Our tag line of "Just Care" is very true; all staff and volunteers care about the work they do and support each other in their day-to-day work.

Thank you to our staff and volunteers for the work you do. I realize some of the work that Klinic does is often difficult for our staff and volunteers but you handle your duties with the upmost professionalism and provide our clients with not only services but go beyond the bare minimum of service provision. I admire the work you do and it makes me proud to say I work at Klinic. I would like to thank the Klinic Management Team for their support to me as Acting Executive Director, their dedication and commitment to Klinic and their support of their staff. Each person who works at Klinic contributes to the saying "That's just so Klinic;" this saying is not defined but we all know what it means to be Klinic.

I would like to thank the board for their leadership and support this year. Klinic's board is very supportive of the work and listens to the staff's needs. This year the board has undertaken activities in relation to the change in the Executive Director which occurred suddenly and the support they have provided Klinic and listened to Klinic staff while doing this has been very much appreciated. I would also like to thank Jan Schubert, for her support and representing Klinic and community health agencies at various meetings with our funders and with each other. Klinic could not be as strong as it is without the board's support and their contribution of their time and expertise to Klinic's operation, thank you so much.

Klinic would like to thank its funders for without them we are unable to do the work we do and make Manitoba a better place to live. We would like to thank our main funder, the Winnipeg Regional Health Authority as well as the Province of Manitoba, the Government of Canada and the Winnipeg Foundation for their support. Our individual donors and other charitable organizations, you provide Klinic with the resources to add those special little touches to our services which we cannot do with only our core funding – thank you for helping us be Klinic. Those who purchase services from us we would thank you for your support and partnership, our continued relationship allows Klinic to share expertise among us.

On behalf of all the staff and service providing volunteers, I would like to thank Lori Johnson for allowing Klinic to be a great place to work, have fun while working and do great work for those who need our services. Lori was "so Klinic" and has been missed and will be continued to be missed.

It has been a privilege to serve as Acting Executive Director of Klinic Community Health Centre and I would like to thank all those involved with Klinic for your support during this time.

Holly Banner
Acting Executive Director

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 nine 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 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/Mount Carmel Clinic, 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 many locations beyond our permanent locations mentioned above. We have provided services in every Regional Health Authority across the Province of Manitoba. Klinik continues to serve 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) and Nora Schwetz (member-at-large).

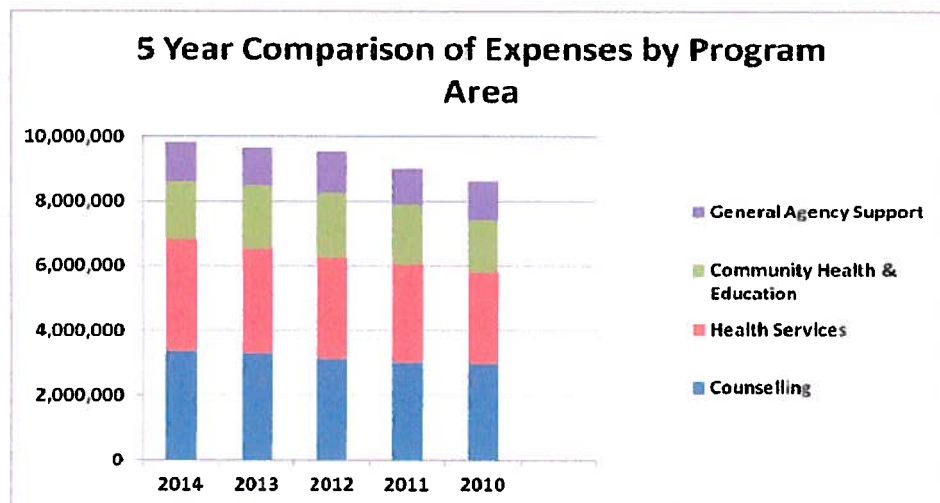
MANAGEMENT

The Executive Director is responsible for the operations and leadership of Klinik. Lori Johnson was Executive Director until September 1, 2013, the Board of Directors appointed Holly Banner, Acting Executive Director when it was determined that Lori Johnson would be away for an extended period. 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

During the year Klinic incurred a loss from operations of \$226,706 (2013 - \$51,281), this loss was a result of increased salary and benefit expenditures of approximately \$185,700, increased medical supplies of approximately \$19,000 and increased office supplies of \$22,000.

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.

	2014	2013	2012	2011	2010
Total Expenses	10,045,745	9,666,489	9,326,539	8,887,350	8,416,597
Salaries and Benefits	8,946,162	8,548,572	8,219,028	7,837,458	7,837,458
Percentage of salaries of total expenses	89.0	88.4	88.1	88.2	88.4

Accounts receivable have increased \$382,468 (2013 – (\$28,110)) most of this increase is due to an increase in the WRHA receivable which is \$338,776 (2013 – (\$84,633)). The receivable from the WRHA is related to operations from the year ended March 31, 2012 to the current year. As of the June 2, 2014 payment from WHRA \$42,714 has been paid on amount owing that was set up in fiscal 2014.

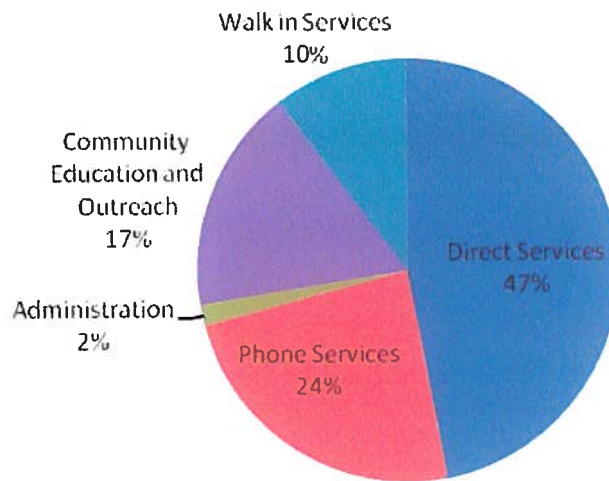
During the year Klinic added \$74,862 to its capital assets. Klinic replaced all computers that were not replaced in the prior year at a cost of \$52,601, added an exam room and additional office (including equipment) at a cost of \$17,842 and purchased a vaccine storage fridge at a cost of \$4,419.

Deferred revenue has decreased by \$98,774 (2013 - \$186,373) as Klinic incurred the expenses that the funding was specified for.

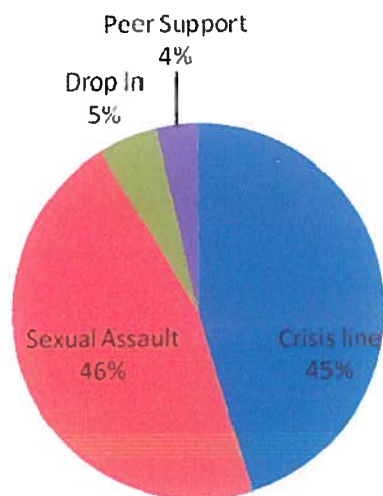
STAFFING

Klinik Community Health Centre provided services throughout Manitoba during the fiscal year. These services were provided by 196 employees. Additionally 228 trained Agency volunteers provided 33,359 hours of service - a full time equivalent of 16 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. 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



WALK-IN SERVICES

- ◆ Drop-In—counselling for anyone for any reason
- ◆ PAP—cervical cancer screening
- ◆ Klinik on Campus—primary health care at the University of Winnipeg
- ◆ Sage House/Mount Carmel Clinic—counselling outreach
- ◆ STI Klinik—testing and treatment
- ◆ Tec Voc—primary health care
- ◆ Teen Klinik—reproductive health care
- ◆ TERF—primary health care at New Directions

COMMUNITY EDUCATION AND OUTREACH SERVICES

- ◆ Community health education
- ◆ Community development
- ◆ Life in Balance and mental health promotion
- ◆ Manitoba Farm and Rural Support Services
- ◆ Manitoba Trauma Information and Education Centre
- ◆ SPEAK—Suicide Postvention 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 Plan for 2010 - 2014

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

Following is a summary of the work completed with respect to the strategic priorities for the 2013-2014 fiscal year.

STRATEGIC PRIORITY	INTENT	ACCOMPLISHED
Expand staff and volunteer diversity to reflect the communities served	<ul style="list-style-type: none"> - Over time Klinik's complement of employees and volunteers will be reflective of the diversity of our clientele and the communities we serve. - 	<ul style="list-style-type: none"> - Klinik does not collect cultural or ethnic data on clients. - Klinik will continue to support diversity in the workforce.
Promote the integration and co-ordination of community health and social services	<ul style="list-style-type: none"> - Develop a suicide prevention video aimed at youth. 	<ul style="list-style-type: none"> - Klinik developed a 20 minute education video with an accompanying facilitator guide. It is to be piloted in 4 MB schools in the fall of 2014.
Enhance access to care	<ul style="list-style-type: none"> - Explore innovative initiatives to enhance service delivery. 	<ul style="list-style-type: none"> - Klinik continued to facilitate Sources of Strength programming.
Develop facilities options to manage existing and future service capacity	<ul style="list-style-type: none"> - Formulate a plan to address Klinik's current critical space needs and plan for future expansion. 	<ul style="list-style-type: none"> - Klinik Board Space committee explored options to co-locate with three other agencies. - Klinik developed an estimate of space requirements to include potential expansion of services.
Enhance communications strategies and methods	<ul style="list-style-type: none"> - Redesign and re-engineer the Klinik web site. 	<ul style="list-style-type: none"> - Klinik web site needs are being identified. - A Request for Proposal for a design consultant was prepared.

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 to better meet the needs of our clients and communities. It is important to note that the above is a small snapshot of the work done at Klinik.

During this fiscal year, the Board reviewed and confirmed Klinik's strategic framework (Vision, Mission, Values and Positioning Statement) and developed a strategic plan for the next 3 years.

Strategic Plan for 2014 - 2017

STRATEGIC DIRECTION	STRATEGIC PRIORITIES
1. Leadership	Strengthen community health system within the Province of Manitoba.
2. Responsiveness	Utilize community information to inform service delivery and service development.
3. Management	3.1 Develop a succession plan for management and Board Executive.
	3.2 Develop a communications strategy to address internal and external communications.
	3.3 Explore alternative sources of funding.

Some of the 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

Let's Talk about Suicide Video

As part of its ongoing efforts to promote suicide prevention, Klinik, in partnership with the Canadian Association for Suicide Prevention, produced a fourteen minute public awareness video on how to talk about suicide with family and friends. "Let's Talk About Suicide" features Klinik's Clinical Director discussing the warning signs of suicide, how to begin a conversation with someone who might be at risk of suicide, and what to do. This video can be viewed at <http://vimeo.com/96936846>.

Safe Affordable Housing

Access to safe affordable housing is one of the key social determinants of health and an issue for many in the communities we serve. In partnership with the St. Matthews' Non Profit Housing Board, Klinik provided staff resources to support the development of the WestEnd Commons, a new housing initiative located in the former St. Matthew's Anglican Church. The Commons will provide affordable housing for 26 families, provide onsite supports for tenants and foster a sense of community connectedness. The Commons will be open for residents by Fall 2014.



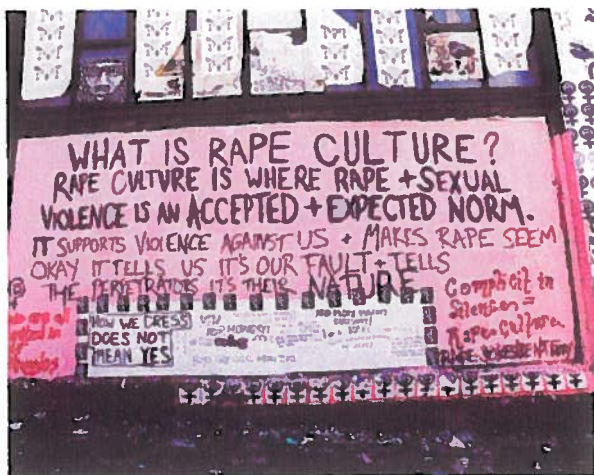
Gathering Area in WestEnd Commons.

Youth Substance Use Prevention

Klinik was awarded funding through the Drug Strategy Community Initiatives Fund (Health Canada) for the project Building Alternatives: Teen Talk Youth Substance Use Prevention Initiative. The project will engage youth who are currently using substances, have previously used, or are at higher risk of substance use, and will also address the growing issue of prescription drug abuse. This work was conducted throughout the province and utilizes peer to peer outreach and builds upon the capacity of service providers in various sectors to integrate prevention education into their activities.

Occupational Health Students

This year we hosted two occupational health students for the first time in a decade. Among many contributions, they collaborated with some of our health and counselling staff to design a series of modules for a coping skills group. The group helps clients to build coping skills they can use in times of distress. We have had one group already and anticipate another group starting in Fall 2014. In addition to this series of group modules, they successfully demonstrated how Occupational Health therapists work collaboratively in a primary care setting to provide the best care possible to our clients.



MEND – Engaging Men & Boys to Prevent Violence

Video interviews were added to the Project MEND: Men ENDing gendered violence Facebook page

<https://www.facebook.com/pages/Project-MEND/565007530200138> . These videos aim to capture the thoughts and feelings of men in our community about masculinity, sexism, violence and identify ways to engage men in addressing these issues in our society.

Mental Health Webinars

The Manitoba Trauma Information and Education Centre (MTIEC) continues to explore how to use technology to promote trauma informed practices across systems. During the past year, the MTIEC began expanding its reach through the creation of webinars. In partnership with the Mental Health Commission of Canada (MHCC), the MTIEC provided a webinar on Trauma Informed Organizations and Systems to over 300 participants from all over Canada. This webinar, one of the best attended, was part of a series of webinars offered by the MHCC. This webinar can be viewed at

<http://www.mentalhealthcommission.ca/English/suicide-prevention-webinar-series-archive>.

Research Project

We participated in a Haemoglobinopathies Research project, which is being run by a group of haematologists at Health Sciences Centre. The goal of the research is to study the prevalence of haemoglobinopathies (sickle cell disease and thalassemia for example) in the refugee population. Ultimately the research will help to determine the value of haemoglobinopathy screening in Immigrant and Refugee people.

SERVICE HIGHLIGHTS

Condom Distribution throughout Winnipeg

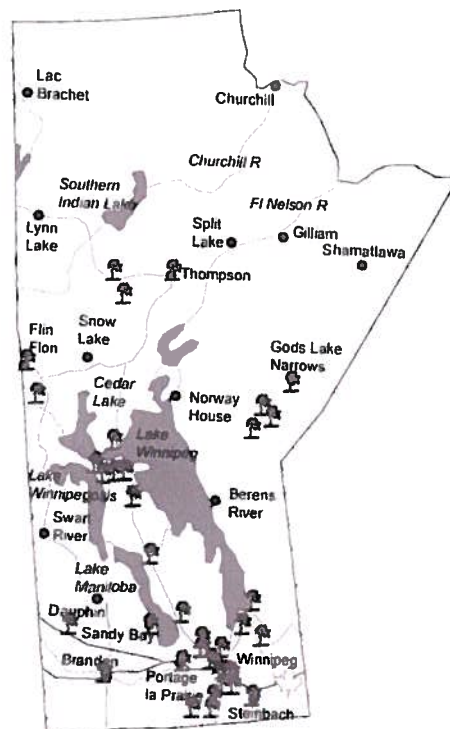
Klinik distributed no cost safer sex supplies to community organizations throughout Winnipeg through funding provided by the WRHA. We have distributed over 100,000 condoms amongst other supplies. The response from the community has been very positive and plans are to continue with supply distribution next year.

Service Provided Beyond Our Permanent Locations

Klinik services were delivered to many communities throughout Manitoba, as noted on the map.

Klinik at Winnipeg Folk Fest

The Sexual Assault Crisis Program developed curriculum and conducted a number of training session for Winnipeg Folk Festival crews (Traffic, Safety, First Aid) in partnership with Red Tent volunteers. In addition, we provided onsite crisis counselling services during the Folk Festival at the Red Tent for the third consecutive year.



Transgender Health Survey

We completed a satisfaction survey in our Transgender Health program. We were pleased to learn that generally people are happy with the service they receive. We are using the survey to inform how we deliver services.

Canadian Association for Suicide Prevention (CASP) Conference

One of the biggest accomplishments for Counselling Services this year was planning the 2013 CASP conference which took place in Winnipeg on October 1 & 2, 2013. The conference theme was "Creating New Pathways: Trauma Informed Approaches to Suicide Prevention." It was an enormous undertaking and a tremendous success. By all accounts this conference was one of CASP's best conferences.

EMR ... continued

In February, 2013 we began using Electronic Medical Records (EMR) instead of paper charts to document client care. We share the WRHA community health EMR, which allows for greater continuity of care when clients receive services in more than one community agency (e.g., Community Living Psychiatry Services and Klinik). We also began using eChart, which allows us to easily find many diagnostic test results, the prescription history, and the immunization history of a client. This is an excellent tool and protects clients from such things as repeat blood tests or x-rays, or inappropriate prescriptions.

Additional Physician Funding

We added one full time physician to our team. As a result of this increased physician time, we have been able to accept 436 new clients.

RECOGNITION

Klinik received accreditation from Accreditation Canada as part of the Primary Care accreditation done by the WRHA in 2013. We were very pleased to be one of the agencies surveyed and had excellent feedback from the surveyor. Klinik did not have any critical areas noted for improvement as part of this process.

Klinik was invited to present at the 2013 Refugee Health Conference. Our presentation, entitled "From the Mekong to the Red River: Why and How Winnipeg Built BridgeCare Clinic for Newcomer Refugees," described the process of imagining and collaborating to build a stand-alone refugee health centre.



Teen Talk's Peer Support *Skitz* Volunteers were awarded the 2013 YMCA-YWCA of Winnipeg Youth Peace Medal in recognition of their peace building efforts. *Skitz* volunteers write, rehearse and present interactive skits and workshops for middle school-aged youth with the goal of creating safer, healthier schools and communities. They are an incredible group of young people who have drawn from their own personal experience to help facilitate change. *Skitz* presentations tackle such issues as racism; sexism; homophobia; body shaming; discrimination, substance use, sex and much more. Last year *Skitz* volunteers conducted 34 presentations for 1951 youth.

Klinik holds an annual agency recognition award event to acknowledge and celebrate staff and volunteers. This year 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 40 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
Jim Kingdon
Terrance Machalek Sr.
Natalie Mulaire
Conrad Padilla
Marc Rivard
Jan Schubert
Nora Schwetz
Lynn Scruby
Barbara Weselak*

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 Debrecen**
Lisa Derbyshire
Hillary Devries
Mike Dillon**
Pat Dorman***
Jenny Ewasiuk
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Gerda Fikkert**
Roland Fiset**
Sandy Fotty*
Mandy Fraser*
Tim Freeman*
Kimberley Froese
Kristina Froese
Genny Funk-Unrau*
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Lori Grant*
Sherilyn Hale
Kelly Hamel*
Marge Handford**
Lyndsay Hersikorn
Travis Hockley
Kellee Hodge
Catherine Hoggarth
Curt Holowick-Sparkes
Lisa Houtkooper
Angie Jantz*
Lori Johnson
Steffie Kampman
Linda Klaric**

Rachel Klassen Huebner
Stela Koznechov
Michelle Kreutzer*
Nadia La Rosa*
Sandra Lawrence*
Melanie Leslie
Kelly Léveillé*
Jennifer Lewis
Peiyi Lin
Shannon Loechner
Holly Lowe*
Mel MacPhee-Sigurdson*
Deanne Malenfant
Laurie Marshall**
Veroniek Marshall
Sarah Martens
Jaime Mateush
Cheryl Matthews
Kelly McKinnon
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
Krystal Payne
Vanessa Poliquin
Therese Racette-Leneveu
Salisha Ramdeen*
Norma Reichert
Donna Reid**
Brenda Reid-Kuluk**
Maureen Rice***

Krista Ringland
Shelley Ringland
Gillian Roy
Jana Samolesky
Ian Scott
Michelle Shephard
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
Jenna Yuen
Lori Yusishen
Laurel Zahn
Ingrid Zebinski

STAFF

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Miriam Amaladas
Bonnie Ambrose
Maureen Andreychuk
Jenny Armatas
Vycki Atallah*
Kristi Aubry**
Holly Banner
Lada Bashuk**
Alexandra Beattie
Marlene Beattie*
Christine Beatty
Lisa Begg
Kimberley Boothe
Erin Boissonneault
Mary Jo Bolton**
Leanne Brackenreed*
Eveline Buehlmann*
Dawn Busby
Lissa Callarec-Feldman
Owen Campbell
Sheona Campbell

Years of service denoted:

10+ *
20+ **
30+ ***

THANK YOU FOR YOUR SUPPORT

Canada 

- Health Canada
- Public Health Agency of Canada



THE UNIVERSITY OF
WINNIPEG



CASP/ACPS

Canadian Association For Suicide Prevention
Association canadienne pour la prévention du suicide



- 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

Just Care

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, 2014, 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 28, 2014.

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, 2014 are a fair summary of those statements, on the basis described above.

Booke & Partners

Winnipeg, Canada
May 28, 2014

Chartered Accountants

KLINIC INCORPORATED
SUMMARIZED STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31

ASSETS						
	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2014	2013
Cash and short-term investments	\$ 943,554	\$ -	\$ -	\$ 22,612	\$ 966,166	\$ 1,749,980
Cash in trust	39,345	-	-	-	39,345	44,097
Accounts receivable						
Health Authority	997,292	-	-	-	997,292	658,516
Other	450,641	-	-	-	450,641	406,949
Interfund balances	(480,517)	-	69,015	411,502	-	-
Prepaid expenses	11,082	-	-	-	11,082	11,380
Capital assets	70,641	60,228	837,250	-	968,119	1,011,633
	\$ 2,032,038	\$ 60,228	\$ 906,265	\$ 434,114	\$ 3,432,645	\$ 3,882,555
LIABILITIES						
Payables and accruals	\$ 1,301,217	\$ -	\$ -	\$ -	\$ 1,301,217	\$ 1,314,874
Deferred revenue	209,208	27,930	721,401	-	958,539	1,127,319
Funds in trust	39,345	-	-	-	39,345	44,097
Obligation under capital lease	37,757	-	-	-	37,757	62,287
Pre-retirement leave	852,000	-	-	-	852,000	822,720
	2,439,527	27,930	721,401	-	3,188,858	3,371,297
FUND BALANCES						
Invested in capital assets	-	32,298	115,849	-	148,147	127,779
Unrestricted - retainable	(407,489)	-	69,015	434,114	95,640	383,479
	(407,489)	32,298	184,864	434,114	243,787	511,258
	\$ 2,032,038	\$ 60,228	\$ 906,265	\$ 434,114	\$ 3,432,645	\$ 3,882,555

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

	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2014	2013
REVENUES						
Grants and other revenue	\$ 9,691,994	\$ -	\$ -	\$ -	\$ 9,691,994	\$ 9,487,798
Donations	-	-	-	6,208	6,208	40,174
Interest	-	-	-	5,647	5,647	4,095
Amortization of deferred revenues	-	2,285	72,140	-	74,425	73,883
	9,691,994	2,285	72,140	11,855	9,778,274	9,606,050
EXPENSES						
Operating expenditures	9,918,701	-	-	-	9,918,701	9,539,509
Special projects	-	-	-	1,144	1,144	2,734
Amortization	46,476	4,219	67,679	-	118,374	91,460
	9,965,177	4,219	67,679	1,144	10,038,219	9,633,703
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES FROM OPERATIONS	(273,183)	(1,934)	4,461	10,711	(259,945)	(27,653)
Pre-retirement leave	(7,526)	-	-	-	(7,526)	(32,786)
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES	(280,709)	(1,934)	4,461	10,711	(267,471)	(60,439)
Fund balances, beginning of year	(108,939)	16,391	180,403	423,403	511,258	571,697
Interfund transfers	(17,841)	17,841	-	-	-	-
Fund balances, end of year	\$ (407,489)	\$ 32,298	\$ 184,864	\$ 434,114	\$ 243,787	\$ 511,258

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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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



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