



Just Care

2014-2015 Annual Report



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

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Message from Jan Schubert, Chairperson of the Board



I am pleased to present this report on behalf of the Board of Directors of Klinik. The year of 2014-2015 came with many changes for our organization and I continue to be impressed by the breadth of important services that we provide throughout Manitoba, and the dedication and innovation of our staff and volunteers, and I thank all of our staff and volunteers for their ongoing

commitment. I have watched Klinik continue to grow and flourish in line with our vision, mission and values statements over the last year and I am truly thankful to be part of such an inspiring organization.

I would like to start by offering my heartfelt thanks to Holly Banner, who served as acting Executive Director during our Executive Director recruitment, and the other members of the Management Team, for their exceptional leadership in successfully maintaining the ongoing operation of Klinik during this time. The board was very pleased to announce the appointment of our new Executive Director, Nicole Chammartin, who began in this role October 1, 2014. Recruitment of a new Executive Director is critical work for any

board and I would like to thank my colleagues on the board, as well as all members of the recruitment committee, for their diligence in completing this work.

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 strategic plan and its operational objectives. Many of these objectives are near completion and over the upcoming year the board will be looking at development of a new plan for implementation in 2017.

Finally, I would like to acknowledge the support of our funders, particularly the Winnipeg Regional Health Authority and the Province of Manitoba, who have demonstrated their belief in the importance of the services Klinik provides and have 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 am optimistic that the coming year brings more exciting possibilities for Klinik to do great work in our community.

Jan Schubert

"I have watched Klinik continue to grow and flourish in line with our vision, mission and values statements over the last year"



l-r: Linda Dawson, Mike Dillon, Nicole Chammartin, Tim Wall, Kathie Timmermann, Rosemarie Gjerek, Holly Banner

Message from Nicole Chammartin, Executive Director



On behalf of Klinik I am pleased to present this year's Annual Report which highlights some of our accomplishments over the past year, and my first report as Executive Director.

Since beginning my work with Klinik October 1, 2014, I have had the opportunity to engage with the staff and board members of this exceptional organization and I am truly impressed and awed by the breadth of services that

Klinik provides, as well as the commitment and dedication of the staff and volunteers. It is not hard to see why the tagline *Just Care* was taken on by Klinik. It is heartening to work in a place where caring truly is part of the core mandate, and that views individuals and our communities from a social justice perspective - not only do we *Just Care*, I truly believe we provide *Just Care*. I feel honoured to have been chosen for my role in helping to lead this great organization.

"Key areas of focus for the Board and Management over the last year have been realigning our organizational structure to support service delivery across programs, development of a communications strategy, and development of Klinik's new website and brand identity."

This annual report will provide you with information on our constantly expanding program areas and projects, as well as the important core work Klinik provides throughout Manitoba. Key areas of focus for the Board and Management over the last year have been realigning our organizational structure to support service delivery across programs, development of a communications strategy, and development of Klinik's new website and brand identity. In February we held our first all staff meeting in many years where we were able to engage our staff in conversations about these important areas, as well as share information about other important work happening at Klinik.

This year has brought about many changes for Klinik and I am pleased to have been able to join the team as a result of the

Executive Director Recruitment process. I want to thank all our staff and volunteers for their patience and support to the organization and the board through these processes. I would like to in particular thank Holly Banner, Director of Finance and Human Resources, who served as acting Executive Director for close to one year; I know that the amount of work and dedication this required was extensive. Holly, along with the rest of the management team, has been critical to supporting both my orientation and the organizations continued success during these changes, my heartfelt thanks. In talking about changes it is important to acknowledge the retirement of Tim

Wall, Director of Counselling Services, after 35 years of service. This was another very large change for Klinik and though Tim will be missed greatly I am confident that our new organizational structure, with the leadership in counselling and community health provided by Rosemarie Gjerek, will be effective in continuing to move our organization forward.

Finally, on behalf of Klinik, I would like to thank our funders, starting with our core funders; the Winnipeg Regional Health

Authority and the Province of Manitoba. In addition to our core funders a significant amount of work undertaken by Klinik continues to occur through project based funding through many financial supporters and private donors. Your financial support allows Klinik to provide additional supports to our programming and services and we thank you for your ongoing commitment.

Nicole Chammartin

Klinik's New Website
www.klinik.mb.ca

Retirement of Tim Wall, Director, Counselling Services

On March 26, 2015 we celebrated the 35 years of service and dedication that **Tim Wall** offered to Klinik (*Retirement Gathering pictured at top of page*). During the years that Tim served as Director of Counselling the service experienced tremendous growth and added many new and innovative programs and services. Tim epitomized the Klinik spirit of caring and was constantly looking for ways to make the world

a better place. In particular Tim's role over the last several years as the Executive Director of the Canadian Association for Suicide Prevention (CASP), and the work that he lead in trauma informed care, has ensured Klinik has a role in national conversations around suicide and trauma. Tim's commitment to Klinik and to those we serve has been greatly appreciated, and he will be missed. Best wishes in your retirement Tim!

“Every time I step into this Klinik I feel welcomed and am treated with respect and dignity. Never have I had an institution that I felt welcomed like at this place.”

-Klinik Client

Health Services

Linda Dawson, Director

Last year, **Health Services** at Klinik saw 313 new clients accepted to our primary care program. In our determination to **Just Care** and to provide **Just Care** we continue to prioritize people in our community who have barriers to accessing health care and complex socio-economic, psychological and medical needs.

In addition to the clients seen through our general primary care program we see many people at limited visit clinics, including STI Klinik, Teen Klinik, Latent TB Klinik and Transgender Health Klinik. At the STI Klinik alone, nurses provided assessment and treatment for 1,850 people last year. That represents over 2,800 appointments. At our Latent TB Klinik we saw almost 600 people last year, representing 5,500

visits. We also continue to offer full primary health care offsite at Transition Educational Resources for Females (TERF), a program of New Directions, Wolseley Family Place, and Tec Voc High School. Needless to say we are very busy in **Health Services**!

None of this work could be done without the work of a highly motivated, client centered team starting with the efficient and friendly front desk staff, through to our medical assistants, physicians, nurses and nurse practitioners, social workers, lab staff, our outreach worker, dietitian, administrative assistant/coordinator, and our Health Services manager. This incredible group of people and their commitment to providing **Just Care** to each and every client they meet is what makes Klinik **Health Services** so special. Their work makes a difference and I want to take this opportunity to thank each and every one of them. Together they make a very special team.

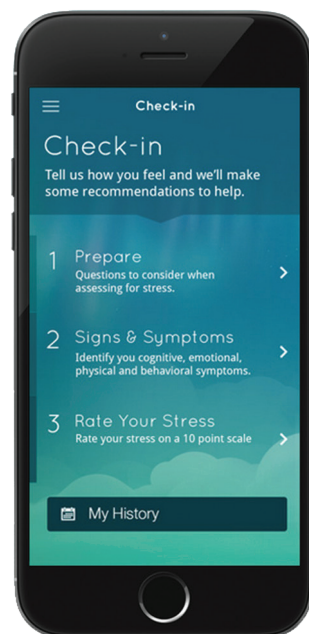
Counselling Services

Rosemarie Gjerek, Director

The past year saw **Counselling Services** develop a number of innovative ways of promoting wellness and delivering information on suicide prevention, such as our **Life in Balance** series which offers a range of complimentary topics, from creative expression through art to yoga to mindfulness meditation, with the intent of helping individuals develop

coping practices that help to reduce the impact of stress in their lives. These new initiatives and services work alongside Klinik's in person counselling to offer additional and timely support for people accessing our services. In 2014-2015 our 24 hour crisis line service provided support on close to 50,000 calls, and continues to be a critical piece of the crisis response system in our Province.

Embracing technology, Klinik, in partnership with the Winnipeg Suicide Prevention Network and the Canadian Association for Suicide Prevention (CASP) launched **Calm in the Storm**, an App for coping with the stresses of life. **Calm in the Storm** can be found at: www.calminthestormapp.com.



Calm in the Storm App

Klinik Counselling Services also:

- Partnered with CASP and the Mental Health Commission of Canada to host the first ever virtual conference on suicide prevention held in Canada.
- Piloted Klinik's first email helpline and Instant Messaging (live web chat) service under the Manitoba Farm & Rural Support Services.
- Developed an on-line trauma forum for service providers through the leadership of the Manitoba Trauma Information and Education Centre (MTIEC), and in partnership with the Manitoba Trauma Collaborative and Tactica Interactive. This virtual community of practice will link people and ideas from all over Manitoba and support ongoing efforts to promote trauma informed services and practices.

All of this work is made possible through the dedication and hard work of our **Counselling Services** team who are all committed to providing the highest level of care and service. Integral to this team are the 200 Klinik Volunteers who provide support to the Crisis Program, the Sexual Assault Counselling Program and at Drop-in Counselling, totaling 39,561 service hours (a full time equivalent of 19 individuals). We could not do this work without you, and we would not want to try. Thank you all!

Calm in the Storm App
An App for coping with the stresses of life
www.calminthestormapp.com

Community Health and Education Services

Rosemarie Gjerek, Director

Community Health & Education Services had a very busy year providing resources and supports to communities throughout Winnipeg and Manitoba. Responding to the issue of sexual violence, Klinic was awarded a grant from Status of Women Canada for the project: *A Manitoba and Western Canadian Collaboration to Preventing and Responding to Sexual Violence Against Women and Girls*. The goal of this project is to identify the barriers to comprehensive sexual assault response services for women in Manitoba especially those residing in rural, remote and northern communities, and to develop strategies to address these barriers. In addition the **Sexual Assault Crisis Program** provided ongoing consultation and support to the University of Winnipeg, University of Manitoba and Providence College in the development of their respective sexual assault response protocols.



Minister Leitch announces funding Status of Women Canada at a Press Conference on April 30, 2015

l-r: Rosemarie Gjerek, Minister Kellie Leitch, Jan Schubert

Housing

Klinic recognizes that good quality, affordable housing is a need in our community and has contributed many hours of support to the planning and development of the **WestEnd Commons**, a new community housing project for individuals and families. We were happy to join in the celebrations at the grand opening on March 6, 2015, and we were pleased that all 26 housing units have been taken by tenants. We continue to offer support in the development of resources and supports to the tenants.



Teen Talk

Teen Talk provided workshops and peers support training to 14,937 youth throughout Manitoba, including a first time visit to the community of Shamattawa. In addition, our new revised mobile friendly website www.teentalk.ca was accessed by 114,246 users! Peer Support Youth Volunteers continue to bring health promotion messages to their peers through Skitz, booths and via some well placed sidewalk chalk.

Therapy Dog

We have an incredible team working in **Community Health and Education**, happy to travel far and wide building relationships with communities throughout the province and even across species – this year the **Dream Catchers** program welcomed therapy dog Yara to their weekly group with great success. Thank you again to all our dedicated staff and volunteers who make this work happen.





Klinic's New Website
www.klinic.mb.ca

Calm in the Storm App
An App for coping with the stresses of life
www.calminthestormapp.com

Social Justice Committee

Nicole Chammartin, Executive Director

The Klinic **Social Justice Committee** is made up of a representative group of staff and board members, and supports the organization in identifying and planning action on social justice issues. In 2014, the committee reformed and developed a process to engage staff at Klinic in identifying our top social justice related priorities as an organization. After consultation with program teams the following areas were identified as initial priorities:

- Poverty
- Violence
- Access to Care

The committee is beginning this work with the development of position papers for each of these broad areas, and identifying sub areas where further statements will need development, for example, access issues for specific marginalized populations. Once the committee has developed position papers and they are approved by the board, the committee will begin to develop action plans for supporting our work on these priorities. The committee is excited to start to move this work into action in 2015-2016.

Administrative Services

Kathie Timmermann, Director

The **Administrative Program** consists of Buildings, Information Technology Support (IT) and Intake for Drop-In Counselling. Over the last year program staff continued to provide support to all areas throughout Klinic's eight physical locations. In Winnipeg sites are: Klinic at 870 Portage Avenue; Klinic on Broadway at 545 Broadway; Drop-In Counselling at 845 Regent Avenue West; Klinic on Campus at the University of Winnipeg; Tec Voc Klinic at 1555 Wall Street; Transition Educational Resources for Females, a program of New Directions at 491 Portage Avenue; and Wolesey Family Place at 691 Wolesey Avenue. Klinic also provides service in Brandon to Manitoba Farm and Rural Stress Support Services.

Klinic IT provides support to over a dozen external community health agencies on a cost recovery basis. These agencies include:

- Alpha House Project
- Hope Health Centre
- The Laurel Centre
- Manitoba FASD Centre
- MFL Occupational Health Centre
- Main Street Project
- The Men's Resource Centre of Manitoba
- NorWest Co-op Community Health
- Rainbow Resource Centre
- Rehabilitation Centre for Children
- SERC (Sexuality Education Resource Centre)
- St. Raphael Wellness Centre
- Wolesey Family Place

I would like to take this opportunity to thank staff for their continued dedication to their work at Klinic.



Klinic at 870 Portage Avenue



Klinic on Broadway at 545 Broadway

*“Being able to access free yoga has literally saved my life.
I look forward to it every week and knowing it will
happen helps me survive through mental health crisis.”*
-Klinik Client

Finance and Human Resources

Holly Banner, Director

The year ending March 31, 2015 was a year of transition for Klinik and I would like to thank the management team, staff and Board of Directors for their assistance last year. Klinik continued to move its strategic plan forward while undertaking a search for the new Executive Director, and looked for opportunities to service the needs of the community better throughout the year. This work could not have been done without the dedicated, professional, and hard working staff at Klinik who *Just Care*.

Klinik continues to have the majority of its expenses relating to salary and benefits. During the year a retroactive salary increase was paid to the majority of Klinik's unionized staff, which resulted in over \$240,000 in salary and benefits for prior year service. During the year Klinik also upgraded its public address system at a cost of \$2,989 and placed a television in the wait room at its Portage Avenue location which broadcasts health information.

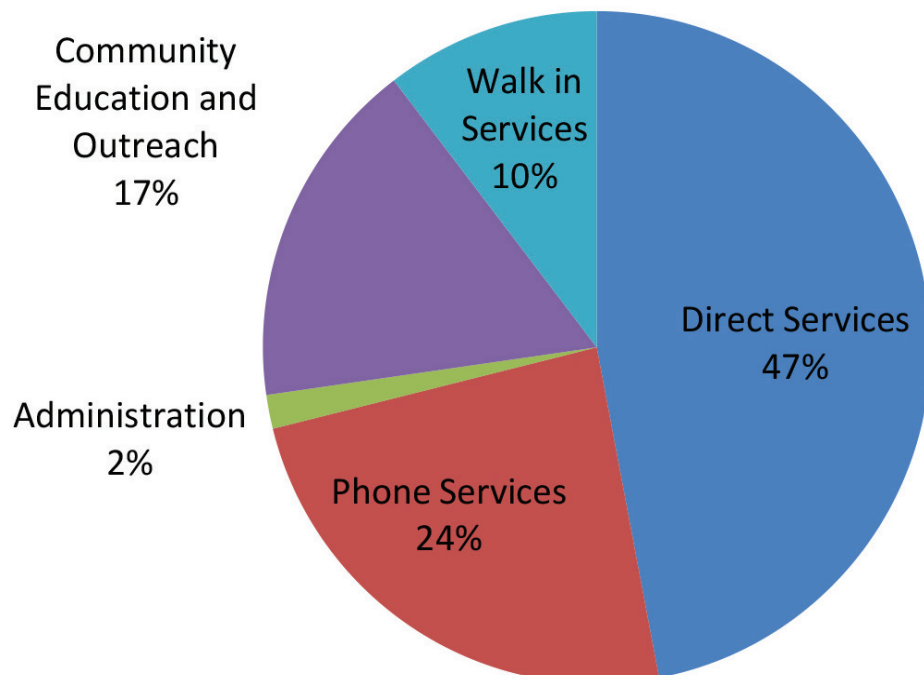
Klinik staff and volunteers had 40,497 office visits at our various locations, and provided 5,225 visits to Klinik clients in the hospital or their homes for the year ending March 31, 2015. Klinik provided 3,189 group sessions to 41,477 participants throughout the year. Klinik's phone services, Critical Incident Reporting and Support Line, Crisis Counselling Line, Manitoba Suicide Line, Manitoba Farm and Rural Support Line, Sexual Assault Crisis Line, and Senior's Abuse Support Line provided support to 48,155 calls throughout the year.

There were 217 employees and 238 trained volunteers providing services throughout the year. Last year Klinik had 4 employees retire whose combined years of service totaled 84. Klinik awarded twelve 5 year pins, eight 10 year pins, two 15 year pins, two 20 year pins, one 25 year pin, and one 35 year pin. Forty-seven percent of Klinik employees have worked at Klinik for at least 10 years. These numbers demonstrate the dedication of our volunteers and employees and we thank them for their ongoing commitment.



Television in Wait Room at Klinik on Portage Avenue

Staffing Hours by Service Type





“Front desk staff are kind and my Doctor is one of the best Doctors a person can have. I am very grateful to be a client at Klinik.”

-Klinik Client

Just Care

Workplace Wellness Initiative Committee

Wendy Neplyk, Human Resources Administrator, Committee Chair

The Workplace Wellness Initiative Committee meets on a quarterly basis and is comprised of representatives from all of the departments at Klinik. Our purpose is to promote the health and wellness of staff and volunteers including their emotional, spiritual and physical health. Some of the activities/ events we held this past year are as follows:

January: SAD/Cheer Us Up Luncheon

February: Valentine's Love Week

March: St. Patrick Day Coffee Break and Alzheimer's Awareness

April: Wear Pink – Anti-Bullying

June: Summer Solstice All Staff Event

October: Toonie Lunch – Breast Cancer Awareness

Ongoing events and initiatives:

- Meditation Wednesday
- Massage Monthly
- Yoga Thursday
- Book Club
- Six Week Belly Dancing
- Employee Assistance Program (EAP) Session Hosting
- Fitness Room

We would like to thank all the staff for their participation and support of these events and helping to ensure Klinik is a healthy and fun place to come to work every day.

Klinik donors and sponsors

Thank You

Your support makes **Just Care** possible in Manitoba



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé



THE
WINNIPEG
FOUNDATION



THE UNIVERSITY OF
WINNIPEG

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

*Never doubt that a small group of thoughtful, committed citizens
can change the world; indeed, it's the only thing that ever has.*
- Margaret Mead

Klinic Board of Directors and Staff

Board of Directors

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George Heath
Jim Kingdon (resigned)
Terrance Machalek Sr.
Natalie Mulaire
Conrad Padilla
MaryStella (Anidi) Praise
Marc Rivard*
Jan Schubert*
Nora Schwetz
Lynn Scruby
Barbara Weselak*

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Miriam Amaladas
Bonnie Ambrose
Maureen Andreychuk
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Stela Koznechov
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Friederike Von Aweyden*
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Tim Wall***
Colleen Warkentin*
Ian Whetter
Tanis Wiebe
Dave Willems*
Chris Willette
Terry Wilson**
Jenna Yuen
Lori Yusishen
Laurel Zahn
Ingrid Zebinski*

Years of service:

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

Summarized Financial Statements



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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, 2015, 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 27, 2015.

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, 2015 are a fair summary of those statements, on the basis described above.

A handwritten signature in blue ink that reads "Booke & Partners". The signature is written in a cursive, flowing style.

Winnipeg, Canada
May 27, 2015

Chartered Accountants

KLINIC INCORPORATED
SUMMARIZED STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31

ASSETS						
	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2015	2014
Cash and short-term investments	\$ 805,748	\$ -	\$ -	\$ 31,014	\$ 836,762	\$ 966,166
Cash in trust	31,209	-	-	-	31,209	39,345
Accounts receivable						
Health Authority	1,281,668	-	-	-	1,281,668	997,292
Other	489,482	-	-	-	489,482	450,641
Interfund balances	(488,795)	-	69,015	419,780	-	-
Prepaid expenses	15,517	-	-	-	15,517	11,082
Capital assets	33,247	122,433	770,108	-	925,788	968,119
	<u>\$ 2,168,076</u>	<u>\$ 122,433</u>	<u>\$ 839,123</u>	<u>\$ 450,794</u>	<u>\$ 3,580,426</u>	<u>\$ 3,432,645</u>
LIABILITIES						
Payables and accruals	\$ 1,344,015	\$ -	\$ -	\$ -	\$ 1,344,015	\$ 1,301,217
Deferred revenue	210,474	63,088	649,798	-	923,360	958,539
Funds in trust	31,209	-	-	-	31,209	39,345
Obligation under capital lease	13,209	-	-	-	13,209	37,757
Pre-retirement leave	1,032,000	-	-	-	1,032,000	852,000
	<u>2,630,907</u>	<u>63,088</u>	<u>649,798</u>	<u>-</u>	<u>3,343,793</u>	<u>3,188,858</u>
FUND BALANCES						
Invested in capital assets	-	59,345	120,310	-	179,655	148,147
Unrestricted - retainable	(462,831)	-	69,015	450,794	56,978	95,640
	<u>(462,831)</u>	<u>59,345</u>	<u>189,325</u>	<u>450,794</u>	<u>236,633</u>	<u>243,787</u>
	<u>\$ 2,168,076</u>	<u>\$ 122,433</u>	<u>\$ 839,123</u>	<u>\$ 450,794</u>	<u>\$ 3,580,426</u>	<u>\$ 3,432,645</u>

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	2015	2014
REVENUES						
Grants and other revenue	\$ 10,422,083	\$ -	\$ -	\$ -	\$ 10,422,083	\$ 9,686,112
Donations	7,695	-	-	7,406	15,101	12,090
Interest	-	-	-	7,707	7,707	5,647
Amortization of deferred revenues	-	5,131	72,168	-	77,299	74,425
	<u>10,429,778</u>	<u>5,131</u>	<u>72,168</u>	<u>15,113</u>	<u>10,522,190</u>	<u>9,778,274</u>
EXPENSES						
Operating expenditures	10,359,089	-	-	-	10,359,089	9,918,701
Special projects (recovery)	-	-	-	(1,567)	(1,567)	1,144
Amortization	49,048	9,267	67,707	-	126,022	118,374
	<u>10,408,137</u>	<u>9,267</u>	<u>67,707</u>	<u>(1,567)</u>	<u>10,483,544</u>	<u>10,038,219</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS						
	21,641	(4,136)	4,461	16,680	38,646	(259,945)
Pre-retirement leave	(45,800)	-	-	-	(45,800)	(7,526)
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES						
	(24,159)	(4,136)	4,461	16,680	(7,154)	(267,471)
Fund balances, beginning of year	(407,489)	32,298	184,864	434,114	243,787	511,258
Interfund transfers	(31,183)	31,183	-	-	-	-
Fund balances, end of year	<u>\$ (462,831)</u>	<u>\$ 59,345</u>	<u>\$ 189,325</u>	<u>\$ 450,794</u>	<u>\$ 236,633</u>	<u>\$ 243,787</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

Just Care

Donate Online

www.klinik.mb.ca/donations.htm



870 Portage Avenue, Winnipeg, Manitoba R3G 0P1

Phone: 204-784-4090 | Fax: 204-772-7998

Email: klinik@klinik.mb.ca

www.klinik.mb.ca

Calm in the Storm App

An App for coping with the stresses of life

www.calminthestormapp.com