



# 2016/2017

## 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, Feminism*  
Leadership:  
*Mentorship, Advocacy,  
Capacity*  
Responsiveness:  
*Collaboration, Accessibility,  
Care*

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Just Care. *For Everyone.*

[www.klinik.mb.ca](http://www.klinik.mb.ca)

# MESSAGE FROM

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Jan Schubert,  
**CHAIRPERSON OF THE BOARD**  
&  
Nicole Chammartin,  
**EXECUTIVE DIRECTOR**

It has been another exciting year at Klinik Community Health as we continue to make strides to ensure we are working in the spirit of our tagline: **Just Care. For Everyone.** We have spent a lot of time over the last year thinking about how we can work efficiently to provide the best care and reach the most people; a huge thank you to our dedicated staff and volunteers who are the core of this work and help lead these discussions. Klinik has continued to be a member of, and involved in, both the Manitoba Association of Community Health (MACH) and the Canadian Association of Community Health Centres (CACHC) and we are grateful for our partnerships with other community health centres.

Our Board of Directors has consulted and worked within Klinik, the community and stakeholders to develop a new strategic plan to take us forward to 2022. The following outcomes are the core strategic directions that will guide the development of our new operational plan:

- 1. Klinik is a healthy, respectful and collaborative workplace.**
- 2. Klinik demonstrates efficiency and effectiveness.**
- 3. Klinik's communities and stakeholders understand Klinik's mission, vision and values.**
- 4. Klinik's focus generates accessible and responsive programs and services.**

We look forward to implementing our new strategic plan over the next five years, propelling us towards our vision of engaged and healthy communities.

Our social justice committee, made up of board members and staff, recently released several position papers on topics including Equitable Access to Care, Poverty, Trauma-Informed Practice and Violence. These are available on our website and we are currently working on how best to implement the recommendations of each paper into our work. Klinik staff are leading the development of a position paper on Inter-Professional Collaboration; these recommendations are central to our new operational plan and we look forward to sharing it.

This year we launched a quarterly e-newsletter to share information on what is happening at Klinik, as well as an internal e-newsletter, sent on Monday mornings to staff and volunteers, called Klinik Weekly. Klinik Weekly helps streamline communications and reduces unnecessary internal emails. We continue to be active on social media and would love to connect with you on Twitter at @KlinikCHC.

Our Board of Directors continues to prioritize governance and succession planning. We are grateful to Jan Schubert for her many years of service as Chairperson, and her immense dedication to the organization; she will be moving into the role of Past Chairperson.

Finally, we would like to acknowledge the support of our funders, particularly the Winnipeg Regional Health Authority (WRHA) 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 to our many generous donors, local organizations and government departments who have invested in various projects and initiatives that have strengthened our capacity to serve our community.

## STAFF & VOLUNTEERS RECOGNIZED FOR YEARS OF SERVICE IN 2016

### 5 YEARS OF SERVICE

Myriam Bara  
Kimberly Boothe  
Jay Chen  
Leanne Hayward  
Michelle Juarez-Barros  
Megan Mann  
Sylvia Massinon  
Cheryl Matthews  
Colleen McFee  
Brenna McGregor  
David McIntyre  
Hemali Kreuger Vyas  
Ian Whetter

### 10 YEARS OF SERVICE

Vanessa Cook  
Travis Hockley  
Steffie Kampmamm  
Gela Stach  
Linda Thiessen  
Tanis Wiebe

### 15 YEARS OF SERVICE

Leanne Brackenreed  
Eveline Buehlmann  
Linda Dawson  
Cindy Fawcett  
Genny Funk-Unrau

### 20 YEARS OF SERVICE

Mel MacPhee-Sigurdson  
Salisha Ramdeen  
Barbara Weselak

### 25 YEARS OF SERVICE

Leslie Debrecen  
Roland Fisette  
Nancy Thorne-Finch

### 30 YEARS OF SERVICE

Laurie Marshall

### 35 YEARS OF SERVICE

Cathy Trojan

## BOARD OF DIRECTORS

### EXECUTIVE COMMITTEE

Jan Schubert  
**Chairperson**  
Nora Schwetz  
**Vice-Chairperson**  
Marc Rivard  
**Secretary-Treasurer**

### DIRECTORS

MaryStella Anida  
Pat Finkbeiner  
Jason Gisser  
Ian Goodall-George  
George Heath  
Terrance Machalek Sr.  
Tara Mangano  
Natalie Mulaire  
Conrad Padilla  
Dr. Lynn Scruby  
Barbara Weselak

### LEADERSHIP TEAM

Nicole Chammartin  
**Executive Director**  
Kathie Timmermann  
**Director of Administration**  
Holly Banner  
**Director of Finance & Human Resources**  
Rosemarie Gjerek  
**Director of Counselling & Community Health**  
Jannell Plouffe  
**Director of Health Services**  
Mary Jo Bolton  
**Clinical Director**  
Mike Dillon  
**Medical Director**

We'd love to hear from you! Follow Klinik on Twitter: [@KlinikCHC](https://twitter.com/KlinikCHC)  
& sign up for our quarterly e-newsletter: [klinik.mb.ca](http://klinik.mb.ca)



## HEALTH SERVICES

### JANNELL PLOUFFE, DIRECTOR

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As the new Director of Health Services, as of October 2016, I must first acknowledge the commitment of the Health Services team in providing exceptional care every day to every client. With an emphasis on prevention, health promotion and education, we strive to address the needs of the individual, assisting our clients in making informed choices about their health.

**Accessibility:** The overarching theme over the past year was capacity building: increasing accessibility and offering our clinical expertise to support speciality service development within our community. Alongside other community partners, and in keeping with the provincial trend to increase efficiency and effectiveness, we are learning new methods to increase accessibility for clients. We are committed to eliminating our primary care wait list, our goal for the future being that there will be no wait list for Health Services.

**Fentanyl Crisis:** Klinik has registered as a Naloxone distribution site in response to the fentanyl crisis.

**Specialty Services Wait Times:** We are striving to reduce wait times for our specialty services including the Latent Tuberculosis Clinic and the Transgender Health Clinic. Klinik has provided group-based testosterone injection education, decreasing injection appointments by over 50% and promoting client self-management and independence. Our transgender health team has grown to include a psychologist. The transgender health section on the Klinik website has been revised and updated with useful resources for service providers; we look forward to launching the community resources page this spring.

Our goal is to have our service delivery and accessibility targets finalized in the summer and integrated over the upcoming year. We will strive to better understand our communities' health and accessibility needs, with responsiveness and willingness to explore innovation and best practices, to support Klinik's vision, mission and values.

*"I really, truly want to thank the Klinik team as a whole for providing me with such incredible support & care during a very stressful & painful time. Thank you for helping me navigate our medical system & being so gentle with my anxious heart along the way." - Client*

*"I love Klinik, they have been available when I have needed them. They are quick to report results and very welcoming, friendly and responsive." - Client*





## COUNSELLING AND COMMUNITY HEALTH & EDUCATION SERVICES

**ROSEMARIE GJEREK, DIRECTOR**

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The dedication, commitment and compassion that our staff and 200+ service-providing volunteers demonstrate each and every day make Klinik's counselling and education programs possible. Klinik continues to set the standard in the provision of quality care and service to the community.

**Counselling Services:** Klinik offers crisis, short term, long term and group counselling services to individuals impacted by family violence, sexual violence, trauma and suicide. Requests for support services in all these areas remain high. We continue to respond to more immediate community needs and suicide postvention via our drop-in counselling and crisis services.

**Education & Training:** Our training and education services remained in high demand, with staff providing training both on-site and off-site in the community. A new addition to our in-house training series on suicide prevention is a workshop on Suicide Loss and Bereavement for Service Providers. Many service providers will find themselves working with individuals who have lost a loved one to suicide; this half day workshop focuses on understanding the experience of suicide loss and learning how best to support people in their bereavement.

**Teen Talk:** We were honoured to be the recipient of a Youth WITH ART community art program grant sponsored by The Winnipeg Arts Council & Winnipeg's Public Art Program. This project paired up a local artist with youth from our Peer Supporters, focusing on using the artistic process to explore healthy relationships.

**Research:** We partnered with RESOLVE (Research And Education For Solutions To Violence and Abuse) in support of a research study exploring the processing of, and attrition rates for, sexual assault cases within the criminal justice system. This study is the first of its kind in North America and we look forward to how these research results may improve outcomes in sexual assault cases.

**Manitoba Farm, Rural & Northern Support Services (MFRNSS):** The MFRNSS participated in the annual Royal Manitoba Winter Fair and was selected as the Non-Profit-Of-The-Day. Their theme was calm in the storm: mental health promotion through self-care. The MFRNSS booth collaborated with Robertson College, whose massage therapy students offered free 15-minute massages while staff distributed resources.

**Crisis Services:** In partnership with the WRHA, the Crisis Program added a new phone line, bringing the total number of lines answered in the crisis room to over a dozen. We assumed responsibility for answering the Language Access Line after hours. Staff are responsible for intake, dispatch and scheduling of services for individuals needing interpreter services.

## 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, 2017, 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 31, 2017.

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, 2017 are a fair summary of those statements, on the basis described above.

A handwritten signature in blue ink that reads "Booke & Partners".

Winnipeg, Canada  
May 31, 2017

Chartered Professional 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>2017</b>	<b>2016</b>
Cash and short-term investments	\$ 303,192	\$ -	\$ -	\$ 49,717	\$ 352,909	\$ 790,651
Cash in trust	48,340	-	-	-	48,340	47,194
Accounts receivable						
Health Authority	1,622,397	-	-	-	1,622,397	1,303,051
Other	376,087	-	-	-	376,087	483,644
Interfund balances	(225,066)	-	69,016	156,050	-	-
Prepaid expenses	14,400	-	-	-	14,400	85,989
Assets held for sale	-	-	702,400	-	702,400	702,400
Capital assets	27,500	5,185,674	-	-	5,213,174	163,350
	<b>\$ 2,166,850</b>	<b>\$ 5,185,674</b>	<b>\$ 771,416</b>	<b>\$ 205,767</b>	<b>\$ 8,329,707</b>	<b>\$ 3,576,279</b>
<b>LIABILITIES</b>						
Payables and accruals	\$ 1,387,709	\$ -	\$ -	\$ -	\$ 1,387,709	\$ 1,297,336
Deferred revenue	164,171	98,271	577,630	-	840,072	879,132
Funds in trust	48,340	-	-	-	48,340	47,194
Mortgage payable	-	4,636,777	-	-	4,636,777	-
Pre-retirement leave	1,154,337	-	-	-	1,154,337	1,103,000
	<b>2,754,557</b>	<b>4,735,048</b>	<b>577,630</b>	<b>-</b>	<b>8,067,235</b>	<b>3,326,662</b>
<b>FUND BALANCES</b>						
Invested in capital assets	-	450,626	124,773	-	575,399	203,390
Unrestricted - retainable	(587,707)	-	69,013	205,767	(312,927)	46,227
	<b>(587,707)</b>	<b>450,626</b>	<b>193,786</b>	<b>205,767</b>	<b>262,472</b>	<b>249,617</b>
	<b>\$ 2,166,850</b>	<b>\$ 5,185,674</b>	<b>\$ 771,416</b>	<b>\$ 205,767</b>	<b>\$ 8,329,707</b>	<b>\$ 3,576,279</b>

**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>2017</b>	<b>2016</b>
<b>REVENUES</b>						
Grants and other revenue	\$ 10,180,332	\$ -	\$ -	\$ -	\$ 10,180,332	\$ 9,920,901
Donations	-	-	-	16,385	16,385	10,170
Interest	-	-	-	2,537	2,537	4,187
Rent	-	107,000	-	-	107,000	-
Amortization of deferred revenues	-	7,339	-	-	7,339	76,904
	<b>10,180,332</b>	<b>114,339</b>	<b>-</b>	<b>18,922</b>	<b>10,313,593</b>	<b>10,012,162</b>
<b>EXPENSES</b>						
Operating expenditures	10,135,541	1,734	-	-	10,137,275	9,847,828
Special projects (recovery)	-	-	-	3,934	3,934	9,372
Amortization	27,398	83,713	-	-	111,111	123,220
Mortgage interest	-	34,275	-	-	34,275	-
	<b>10,162,939</b>	<b>119,722</b>	<b>-</b>	<b>3,934</b>	<b>10,286,595</b>	<b>9,980,420</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS</b>	<b>17,393</b>	<b>(5,383)</b>	<b>-</b>	<b>14,988</b>	<b>26,998</b>	<b>31,742</b>
Pre-retirement leave	(14,143)	-	-	-	(14,143)	(18,758)
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS BEFORE DISCONTINUED OPERATIONS</b>	<b>3,250</b>	<b>(5,383)</b>	<b>-</b>	<b>14,988</b>	<b>12,855</b>	<b>12,984</b>
<b>DISCONTINUED OPERATIONS</b>						
Grants and other revenue	899,420	-	-	-	899,420	839,118
Expenditures	(899,420)	-	-	-	(899,420)	(839,118)
<b>(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES</b>	<b>3,250</b>	<b>(5,383)</b>	<b>-</b>	<b>14,988</b>	<b>12,855</b>	<b>12,984</b>
Fund balances, beginning of year	(478,565)	78,617	193,786	455,779	249,617	236,633
Interfund transfers	(112,392)	377,392	-	(265,000)	-	-
Fund balances, end of year	<b>\$ (587,707)</b>	<b>\$ 450,626</b>	<b>\$ 193,786</b>	<b>\$ 205,767</b>	<b>\$ 262,472</b>	<b>\$ 249,617</b>

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

THANK YOU TO OUR GENEROUS FUNDERS:

Canada 

Manitoba



Winnipeg Regional  
Health Authority  
*Caring for Health*

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



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