



Klinik COMMUNITY
HEALTH

2015-2016

ANNUAL REPORT



Just Care. *For Everyone.*

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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THANK YOU TO KLINIC'S GENEROUS FUNDERS!

Canada

Manitoba



THE
WINNIPEG
FOUNDATION
For Good. Forever.



THE UNIVERSITY OF
WINNIPEG



Winnipeg Regional
Health Authority
Caring for Health

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

ADDICTIONS
FOUNDATION
OF MANITOBA

WCB
Workers Compensation
Board of Manitoba

MESSAGE FROM JAN SCHUBERT, CHAIRPERSON OF THE BOARD

I am pleased to present this report on behalf of the Board of Directors of Klinik Community Health. The year of 2015-2016 continued to see many changes for our organization as our new Executive Director, Nicole Chammartin, settled into the role. In 2015, we re-organized our senior management with the combining of some portfolios and introduction of new manager positions to assist in creating efficiencies and collaboration across the organization. We also launched our new brand and website which I am confident is reflective of a bright future for Klinik. 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 thank all our staff and volunteers who are the key behind our ability to continue to provide such high quality service throughout Manitoba, the commitment that you show every day is laudable. In particular I would like to thank our staff that have been involved in the initiatives of the Social Justice Committee of the Board of Directors over the last year. Watching this committee grow and flourish with the creation of new position papers and strategies has been particularly heartening for the board, and we look forward to starting to see some of these strategies move into action in order to further our commitment to social justice. During this past year, the Board of Directors of the Klinik Community Health and the Management Team have continued to develop strategies to meet our strategic and operational objectives. The board struck a committee to begin strategic planning for the organization for 2017-2020, and I look forward to entering this next phase with Klinik.

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.

MESSAGE FROM NICOLE CHAMMARTIN, EXECUTIVE DIRECTOR

On behalf of Klinik Community Health I am pleased to present this year's Annual Report which highlights some of our recent accomplishments. Over the past year I have continued to have many opportunities to engage with the staff and board members of this exceptional organization and the commitment of the staff and volunteers that deliver our wide ranging services is truly impressive; I am grateful for their dedication and support.

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 furthering on the realignment of our organizational structure to support service delivery across programs, and implementation of our communication strategy, including: the website and brand launch, the creation of an organizational communication committee, the recruitment of a communication coordinator and the creation of a weekly internal newsletter for staff. With our focus this year on communication, we have been able to greatly expand our reach through development of our presence on social media networks such as Twitter. I have also personally enjoyed my day in the life experiences shadowing our staff during their activities and further learning about our work, which I write about in a weekly blog that is accessible through the Klinik website and our social media links.



We have spent an increasing amount of time talking about what interprofessional collaboration means at Klinik. In February we held our second all staff meeting in the last two years where we were able to engage our staff in conversations about interprofessional collaboration and what it means to Klinik. We are very excited by the discussions that occurred and are now bringing the principles outlined that day together into a comprehensive position paper and action plan for our organization. Klinik Community Health has a long history of championing interprofessional collaboration and we will continue to share our experience broadly. In both the community health model and interprofessional collaboration models the client and the community consistently remain central to decision-making, this is a core value at Klinik.

Finally, on behalf of Klinik, I would also 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 with the support of project-based funding from many financial supporters and private donors. Your financial contribution allows Klinik to provide additional supports to our programming and services and we thank you for your ongoing commitment.



HEALTH SERVICES: LINDA DAWSON, DIRECTOR

I can't say enough good things about our Klinik Health Services team. Our Social Workers, Dietitian, Nurses and Nurse Practitioners, Physicians, Lab Technicians, Medical and Agency Assistants, and others work together to their maximum ability to ensure that people are receiving the right care at the right time by the right provider. They support each other to provide high quality, respectful, compassionate care to our clients always. As usual, it was a very busy year.

Here are a few of the highlights for Klinik Health Services:

Transgender Health Clinic – We were pleased to receive increased funding for our Transgender Health Clinic. The result has been improved access to service for our clients. More people are being seen, sooner. The impact of shorter waiting times to initial visit can't be underestimated as this is known to be the highest risk time for transgender people. Transgender Health Service is now available in Brandon! While this is not a Klinik program, we are thrilled to have been a part of the development of this clinic which is a partnership between Dr. Carine Minders, Sexuality Education Resource Centre and Public Health in Brandon. We are pleased to be working with them to provide health care to transgender individuals in Manitoba.

Dignity Project – Klinik partnered with WRHA Integrated Tuberculosis Services and Public Health in a research project funded by the Manitoba Patient Access Network. The research involved asking clients a simple question, "What do I need to know about you to provide the best possible care?" and documenting the answer in our care plan. This research was based on previous research published by Dr. Harvey Chochinov, which had been done in the context of palliative care. We were fortunate to have the support of Dr. Chochinov in this project. Erin Phillips was the lead for this work at Klinik and has been involved in presentations at the Ethics Forum and in other venues. The title of the presentation is *Impact of Eliciting Dimensions of Personhood on Outcomes of Patients with Tuberculosis and their Healthcare Providers*.

Smoke Free Hospital to Home Project – Klinik, Access Transcona, and Aboriginal Health & Wellness Centre, in partnership with WRHA Public Health, joined forces to increase capacity in the community to provide nicotine reduction/cessation support. Two of our nurses attended intensive training in Smoking Cessation treatment. They are now able to provide tobacco cessation counselling and manage nicotine replacement therapy. Klinik ran one Commit to Quit group and there are plans for another in the fall. While the program was running we were able to provide free nicotine replacement.

Hans Kai – Hans Kai is a Japanese style of health management based on the belief that people who spend time together monitoring their health can live longer, happier, healthier lives. Groups attend eight weeks of "Health School" led by a Hans Kai facilitator, learning about nutrition, exercise, stress management, and group dynamics among other things. After the eighth class they begin meeting on their own. Klinik trained seven facilitators. Klinik facilitated one group, which was very well received. The participants were enthusiastic and continued to provide great support to each other.

It's not all work – The holiday season saw staff in Health Services prepare and deliver 35 holiday gift packages to clients who would be otherwise unnoticed during a time when so many of us celebrate connection and relationship. These gifts were greatly appreciated and we had fun preparing them.

BOARD OF DIRECTORS

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Colleen Warkentin*
Ian Whetter
Tanis Wiebe
Dave Willems*
Chris Willette
Terry Wilson**
Jenna Yuen
Lori Yusishen**
Ingrid Zebinski*

YEARS OF SERVICE DENOTED:

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

"AFTER SEVERAL EMDR SESSIONS I NOW THINK ABOUT MY TRAUMA MEMORIES AND THEY ARE NO LONGER DISTRESSING TO THINK ABOUT." - EMDR PARTICIPANT



ROSEMARIE GJEREK AT A PRESS CONFERENCE ANNOUNCING THE LAUNCH OF KLINIC'S HUMAN TRAFFICKING HOTLINE

COUNSELLING AND COMMUNITY HEALTH & EDUCATION SERVICES: ROSEMARIE GJEREK, DIRECTOR

Klinic's various counselling programs continue to experience high demands for service. This ranges from calls to the 11 crisis/distress lines we offer, including Manitoba Farm, Rural & Northern Support Services (the only program in Manitoba offering on-line counselling), increased needs for short term counselling offered through our Drop-in Counselling Program and through the Evolve and Post Trauma Counselling programs. This past year also saw a number of significant accomplishments in Klinic's Counselling Services.

EMDR: Individuals whose lives have been profoundly impacted by traumatic events, such as childhood abuse, domestic violence, sexual assault and sudden traumatic loss were offered a new therapy treatment: Eye Movement Desensitization and Reprocessing (EMDR). EMDR is an integrative psychotherapy approach which has been researched extensively and proven effective for the treatment of trauma and many other mental health problems. This approach was used for the first time in our Sexual Assault Crisis Program, the Evolve Program as well as the Post Trauma Program. Therapists and clients reported a noted reduction in emotional distress in a quicker amount of time. Adding this new skill set and certification strengthens our ability to effectively meet the needs of so many of our clients impacted by violence, abuse and trauma.

The Crisis Program: This program was awarded its third consecutive five year accreditation through the American Association of Suicidology. This includes all of our crisis services – the phone lines, Drop-in Counselling, Manitoba Farm, Rural & Northern Support Services and the Sexual Assault Crisis Program. Receiving special mention was the quality and caliber of our Volunteer Training Program and the support provided to over 200 Volunteers who along with staff provide these critical services to Manitobans.

Human Trafficking Hotline: Supported by a grant from Manitoba Justice, we launched a new 24-hour crisis phone service: the Human Trafficking Hotline. This line provides counselling and assistance to individuals who have experienced either sexual or labour related exploitation. Callers are connected with resources provided through the Trafficked Persons Response Team which may include emergency shelter, financial assistance, medical care, Winnipeg Police Service, RCMP, trauma-informed counselling and support amongst other required services.

Education: Klinic staff had the opportunity share our experience and knowledge with other service providers in the areas of Trauma-Informed Care with funding provided by Health Canada First Nations Inuit Health Branch; "Building Self Compassion" at the B.C. Mental Health & Substance Abuse Services Provincial Forum "Converging at the Source" and "Introducing Mind/Body Practices to Men in Group Settings" at the Canadian Domestic Violence Conference in Toronto.

Teen Talk: Health education activities reached 18,734 individuals this past year through workshop presentations, peer support training, service provider training and peer support volunteer related activities. Teen Talk staff were invited into communities throughout Manitoba and worked with youth and service providers in Fisher River Cree Nation, Kisimattawa (Shamattawa), Mathias Colomb (Pukatawagan), Peguis First Nation, Pimicikamak (Cross Lake), Pine Creek, Rorketon, St. Theresa Point and Wassagamack, in addition to numerous communities surrounding Winnipeg.

Marches: In an ongoing effort to raise awareness and understanding of the impact of violence against women in our communities, Klinic staff co-chaired the annual Take Back the Night March Coordinating Committee and also participated on the Coordinating Committee for International Women's Day. Staff and volunteers attended both marches.



TEEN TALK PRESENTING AT YOUTH CAMP



MARCHING ON INTERNATIONAL WOMEN'S DAY

Klinic received an invitation to attend Ontario's two-day It's Never Okay 2015 Summit on Sexual Violence and Harassment in Toronto. In addition, Klinic is now a board member of Ending Violence Association Canada (EVA CAN), a national non-profit organization whose main purpose is to educate and respond to gender based violence at the national level. The Sexual Assault Crisis Program continues to build relationships with service providers with the goal of improving access to sexual assault crisis services throughout the province.

Dream Catchers: Support was provided for Safe Space, the Daniel McIntyre / St. Matthews Community Association (DMSMCA) drop-in for sex trade workers, inclusive for all ages and genders. The drop-in is supported by various community agencies including Sage House, Spence Neighborhood Association, Sunshine House, and Klinic. The hope is that this safe space will help meet the needs of the sex workers within the West End area.

Suicide awareness and prevention: Klinic helped to co-ordinate World Suicide Prevention Day activities in Vimy Ridge Park in conjunction with Winnipeg Suicide Prevention Network. The event included a guided art activity led by Art Beat, music and quiet reflection followed by a community BBQ. Manitoba Farm, Rural & Northern Support Services staff in Brandon participated in a number of events, including Support Services Circle of Remembrance, the annual Andrew Dunne Walk and offering a monthly suicide bereavement support group.

All of this would not be possible without the incredibly hard working and dedicated contingent of staff and volunteers who make up Counselling and Community Health & Education Services. As always their commitment to providing the best quality of care truly exemplifies Klinic.

SOCIAL JUSTICE COMMITTEE

The Social Justice Committee at Klinic had a busy year working to define our position on a number of staff-identified social priorities. Since reforming in 2014, this representative group of staff from across the agency, along with board members, has been meeting regularly. This active committee is working hard to prepare position papers that will allow Klinic staff to speak on behalf of our organization and present a strong and unified voice. These papers also include recommendations to help direct Klinic efforts to effect change in these identified priority areas.

Throughout this process, staff have been offered a number of opportunities to provide feedback and are currently being recruited for short-term working groups to prioritize and act upon the recommendations for the three papers that have been approved by the board. The approved papers have been posted on the Klinic website (<http://klinik.mb.ca/about-klinik/governance/position-statements/>).

- Equitable Access to Care – Approved January 20, 2016
- Reconciliation – In progress
- Poverty Statement – Approved January 20, 2016
- Sexual exploitation – In progress
- Trauma-Informed practice – In progress
- Violence Statement – Approved March 16, 2016

KLINIC NEW BRANDING, TAGLINE AND WEBSITE LAUNCH



You may have noticed Klinik's new branding on klinik.mb.ca as well as on Klinik's hand outs and e-mail newsletter (which you can sign up for on klinik.mb.ca). Klinik worked with KiK Innovation on this exciting refresh which included extending our tagline to *Just Care. For Everyone.* Klinik now has a bright new image, but is still deeply rooted in community.

ADMINISTRATIVE SERVICES: KATHIE TIMMERMANN, DIRECTOR

Administrative Services consist of a number of areas that systemically support Klinik programs and include Information Technology (IT), Buildings, Administration and Intake for Drop-In Counselling. IT staff provided support to all areas throughout Klinik's eight physical locations. In Winnipeg, the sites are Klinik at 870 Portage; Klinik on Broadway at 545; Drop-In Counselling at 845 Regent Avenue W; Klinik on Campus at the University of Winnipeg; Tec Voc Klinik at 1555 Wall Street E; Transition Educational Resources for Females (TERF), a program of New Directions at 717 Portage Avenue; and Wolseley Family Place at 691 Wolseley Avenue. Klinik Administration and Building staff provide support for program areas and locations across Klinik. Intake for Drop-In Counselling supports the offsite location at 545 Broadway.

Klinik IT also provided support to a number of external community health agencies on a cost recovery basis. These agencies are:

- Hope Centre Health Care
- The Laurel Centre
- MB FASD Centre
- MFL Occupational Health Centre
- Main Street Project
- Men's Resource Centre
- Rehabilitation Centre for Children
- SERC (Sexuality Education Resource Centre)
- St. Raphael Wellness Centre
- Wolseley Family Place

I would like to thank staff for their continued dedication to their work at Klinik.

REASON TO LIVE WEBSITE REFRESH



The Reason To Live refresh was made possible through a partnership with Winnipeg Suicide Prevention Network (WSPN) whom Klinik has been working with during the past year, along with KiK Innovation to refresh the reason to live website. The goals of this website include promotion of suicide prevention, intervention and post-vention across Manitoba and to increase help-seeking behaviours.

COMMUNICATIONS COMMITTEE

The communications committee is made up of a variety of staff from different program areas who offer insight and leadership when it comes to Klinik's communication strategy. Though only in its first year, this enthusiastic group has accomplished a lot done already, including starting a weekly all staff e-newsletter, "Klinik Weekly", to help cut down on email fatigue and help build interprofessional collaboration. The committee continues to embrace our new brand and refreshed look for our internal and external communications.

MANITOBA ASSOCIATION OF COMMUNITY HEALTH

Klinik continued to be involved with the Manitoba Association of Community Health (MACH). Activities have included developing a strategic priorities document to help present a united voice to decision-makers, meeting with representatives of various political parties, conducting party surveys prior to the provincial election, and developing a social media strategy to raise awareness about the importance of community health centres.

**Health is a
community
matter.**

#communityhealthmatters

For all of MACH's latest updates you can follow them on Twitter at @MACHmanitoba or visit www.machmb.ca.





A GROUP OF MOTORCYCLISTS DROVE TO BRANDON WITH A \$955 DONATION TO PROMOTE THE MANITOBA SUICIDE LINE



DRESSING UP FOR THE DAY OF PINK ANTI-BULLYING INITIATIVE

FINANCE AND HUMAN RESOURCES: HOLLY BANNER, DIRECTOR

Klinik's largest expense relates to salaries and benefits. Other significant expenditures included the purchase of a new server and better computer connectivity between Klinik's Winnipeg and Brandon locations.

Klinik staff and volunteers had 41,572 office visits at our various locations and provided 5,876 support visits in the hospital or our client's homes. Klinik provided 2,689 group sessions to 38,605 participants throughout the year. Our 11 phone line services answered 51,253 calls.

Klinik's services were provided by 209 employees and 226 trained volunteers. Klinik had two individuals retire, one of whom was employed with Klinik since 1991. Klinik recognized 45 staff for years of service, celebrating those who have been a part of Klinik for 5 years to 30 years. The dedication of our staff is one of the things that makes Klinik unique and we would like to thank them for their ongoing commitment.

THE 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 the program areas at Klinik. Their purpose is to promote the health and wellness of staff and volunteers including their emotional, spiritual and physical health. Some of the activities/events held this past year were:

- **February:** Valentine's Love Week
- **March:** St. Patrick Day Coffee Tea Break and Cancer Awareness
- **April:** Day of Pink Anti-Bullying Initiative (photo above)
- **May:** Annual Chicken Fest Luncheon with Chicken Delight and the Rotary Club -Children's Rehabilitation Foundation
- **June:** Summer Solstice All Staff Event
- **September:** Coffee Break - Winnipeg Harvest Tools for Schools Campaign
- **November:** Movember Canada - 30 day Movement Challenge

Ongoing activities include:

- Yoga – Weekly
- Massage – Monthly
- Book Club
- Employee Assistance Plan (EAP) Session Hosting

We would like to thank the staff that sit on this committee and all the staff that participate in the Wellness Events.



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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, 2016, 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 June 1, 2016.

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, 2016 are a fair summary of those statements, on the basis described above.

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

Winnipeg, Canada
June 1, 2016

Chartered Professional Accountants

KLINIC INCORPORATED
SUMMARIZED STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31

ASSETS						
	Operating Fund	Capital Fund	Wilson House Fund	Donation Fund	2016	2015
Cash and short-term investments	\$ 486,939	\$ -	\$ -	\$ 303,712	\$ 790,651	\$ 836,762
Cash in trust	47,194	-	-	-	47,194	31,209
Accounts receivable						
Health Authority	1,303,051	-	-	-	1,303,051	1,281,668
Other	483,644	-	-	-	483,644	489,482
Interfund balances	(221,083)	-	69,016	152,067	-	-
Prepaid expenses	85,989	-	-	-	85,989	15,517
Capital assets	13,923	149,427	702,400	-	865,750	925,788
	<u>\$ 2,199,657</u>	<u>\$ 149,427</u>	<u>\$ 771,416</u>	<u>\$ 455,779</u>	<u>\$ 3,576,279</u>	<u>\$ 3,580,426</u>
LIABILITIES						
Payables and accruals	\$ 1,297,336	\$ -	\$ -	\$ -	\$ 1,297,336	\$ 1,344,015
Deferred revenue	230,692	70,810	577,630	-	879,132	923,360
Funds in trust	47,194	-	-	-	47,194	31,209
Obligation under capital lease	-	-	-	-	-	13,209
Pre-retirement leave	1,103,000	-	-	-	1,103,000	1,032,000
	<u>2,678,222</u>	<u>70,810</u>	<u>577,630</u>	<u>-</u>	<u>3,326,662</u>	<u>3,343,793</u>
FUND BALANCES						
Invested in capital assets	-	78,617	124,773	-	203,390	179,655
Unrestricted - retainable	(478,565)	-	69,013	455,779	46,227	56,978
	<u>(478,565)</u>	<u>78,617</u>	<u>193,786</u>	<u>455,779</u>	<u>249,617</u>	<u>236,633</u>
	<u>\$ 2,199,657</u>	<u>\$ 149,427</u>	<u>\$ 771,416</u>	<u>\$ 455,779</u>	<u>\$ 3,576,279</u>	<u>\$ 3,580,426</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	2016	2015
REVENUES						
Grants and other revenue	\$ 10,760,019	\$ -	\$ -	\$ -	\$ 10,760,019	\$ 10,422,083
Donations	-	-	-	10,170	10,170	15,101
Interest	-	-	-	4,187	4,187	7,707
Amortization of deferred revenues	-	4,736	72,168	-	76,904	77,299
	<u>10,760,019</u>	<u>4,736</u>	<u>72,168</u>	<u>14,357</u>	<u>10,851,280</u>	<u>10,522,190</u>
EXPENSES						
Operating expenditures	10,686,946	-	-	-	10,686,946	10,359,089
Special projects (recovery)	-	-	-	9,372	9,372	(1,567)
Amortization	43,600	11,913	67,707	-	123,220	126,022
	<u>10,730,546</u>	<u>11,913</u>	<u>67,707</u>	<u>9,372</u>	<u>10,819,538</u>	<u>10,483,544</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS	<u>29,473</u>	<u>(7,177)</u>	<u>4,461</u>	<u>4,985</u>	<u>31,742</u>	<u>38,646</u>
Pre-retirement leave	(18,758)	-	-	-	(18,758)	(45,800)
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES	<u>10,715</u>	<u>(7,177)</u>	<u>4,461</u>	<u>4,985</u>	<u>12,984</u>	<u>(7,154)</u>
Fund balances, beginning of year	(462,831)	59,345	189,325	450,794	236,633	243,787
Interfund transfers	(26,449)	26,449	-	-	-	-
Fund balances, end of year	<u>\$ (478,565)</u>	<u>\$ 78,617</u>	<u>\$ 193,786</u>	<u>\$ 455,779</u>	<u>\$ 249,617</u>	<u>\$ 236,633</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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