



# 2017/2018

## 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, Feminism, Choice*

Leadership:

*Mentorship, Advocacy, Capacity*

Responsiveness:

*Collaboration, Accessibility, Care*

Just Care. *For Everyone.*

**MESSAGE FROM**  
**NATALIE MULAIRE,**  
**CHAIR OF THE BOARD &**  
**NICOLE CHAMMARTIN,**  
**EXECUTIVE DIRECTOR**

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It has been another exciting year at Klinik Community Health as we continue to work in the spirit of our tagline: *Just Care. For Everyone.* As we enter year two of our strategic plan, we have been having important conversations about how we can work efficiently to provide the best care and reach the most people, while supporting our strategic outcomes:

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.

Our Social Justice Committee, made up of board members and staff, continues to work on implementation plans around our position papers on topics including Equitable Access to Care, Poverty, Trauma-Informed Practice and Violence. They finalized positions on Reconciliation and Sexual Exploitation and have endorsed the Winnipeg Regional Health Authority (WRHA) position on Harm Reduction- all of these are available on our website. This committee works with partners to advocate for areas aligned with our values and positions. Klinik assessed all of the committees and coalitions that staff are involved with to better understand our breadth of community engagement, including Take Back the Night, Pride and Transgender Health Coalition Manitoba.

As part of our strategic plan, several new committees are taking on key directions, including our Psychological Health in the Workplace Committee tasked with implementing the standards associated with the new Canadian Standard for Psychologically Healthy Workplaces. This committee has been working hard completing the Guarding Minds workplace assessment and gathering feedback from staff to complete action plans. Our Inter-Professional Collaboration Committee is tasked with several important parts of our operational plan, including developing a unified intake system, shared education strategies and better systems for coordinating care. Our Communications Committee ensures that how we communicate, internally and externally, reflects Klinik's values and is as efficient as possible. Our Staff Building Planning Committee and our Board Oversight Committee have been hard at work finalizing designs to prepare for construction on 167 Sherbrook St, which starts in the fall. Committee work is a vital part of how we work collaboratively and we would like to express our gratitude to those who participate on committees, as well as the amazing work being done every day.

We are busy preparing for our move to 167 Sherbrook slated for summer 2019. We sold our property on 545 Broadway to West Broadway Community Organization, meeting our goal of ensuring this site continues to be a valued community resource. Our site at 870 Portage is currently on the market. We have been working closely with the WHRA, who is providing support in project management of renovating our new site, and we are pleased to be working with the successful tenders on this work, ft3 Architecture.

Our Board of Directors continues to prioritize governance and succession planning and we were pleased to welcome new Board Member Graeme Findlay, an experienced chartered accountant. Graeme has spent the past few months mentoring with our outgoing Board Treasurer, Marc Rivard, who will be stepping down after 14 years of service; thank you to Marc for all his years of support.

We would like to acknowledge the support of our funders, particularly the WRHA and the Province of Manitoba, who have demonstrated their belief in the importance of the services Klinik provides. We are grateful to our generous donors, local organizations and government departments who have invested in various projects and initiatives, strengthening our capacity to serve the community.

## STAFF & VOLUNTEERS RECOGNIZED FOR YEARS OF SERVICE IN 2017

### 5 YEARS OF SERVICE

Becky Lane  
Carlos Campos  
Danielle Berard  
George Heath  
Ikram Haji  
Jennifer Arnold  
Matt Burns  
Nedu Ejeckham  
Peiyi Lin  
Renee Leneveu  
Stephanie Phillips

### 10 YEARS OF SERVICE

Amanda Chopp  
Dawn Busby  
Inna Malchy  
Jennifer Lewis  
Kara Neustaedter  
Lisa Begg  
Maureen Andreychuk  
Nora Schwetz  
Rhea Mossman Simms

### 15 YEARS OF SERVICE

Janet Smith  
Shannon Collin  
Vycki Atallah

### 20 YEARS OF SERVICE

Tara Carlson

### 25 YEARS OF SERVICE

Deanna Smith-Geiger  
Lada Bashuk  
Linda Klaric  
Terri Cressman  
Terry Wilson

### 30 YEARS OF SERVICE

Lyle Skinner  
Mary Jo Bolton

### 35 YEARS OF SERVICE

Maureen Rice

## BOARD OF DIRECTORS

### EXECUTIVE COMMITTEE

**Natalie Mulaire**  
*Chairperson*  
**Jan Schubert**  
*Past Chairperson*  
**Barbara Weselak**  
*Vice-Chairperson*  
**Marc Rivard**  
*Secretary-Treasurer*

### DIRECTORS

MaryStella Anida  
Allison Fenske  
Graeme Findlay  
Pat Finkbeiner  
Ian Goodall-George  
George Heath  
Terrance Machalek Sr.  
Tara Mangano  
Conrad Padilla  
Nora Schwetz  
Dr. Lynn Scruby

*\*Jason Gisser, Director until June, 2017*

## LEADERSHIP TEAM

**Nicole Chammartin**  
*Executive Director*  
**Jannell Plouffe**  
*Director of Health Services*  
**Holly Banner**  
*Director of Finance & Human Resources*  
**Mary Jo Bolton**  
*Clinical Director*  
**Rosemarie Gjerek**  
*Director of Counselling & Community Health*  
**Kathie Timmermann**  
*Director of Administration*  
**Steve Melnyk**  
*Medical Director as of March 1, 2018*

*\*Jenna Yuen, Medical Director November - March 1, 2018*

*\*Mike Dillon, Medical Director until November, 2017*

**WE WOULD LOVE TO CONNECT WITH YOU!**

Follow Klinik on Twitter: **@KlinikCHC**  
& sign up for our quarterly e-newsletter: **klinik.mb.ca**

# HEALTH SERVICES

## JANNELL PLOUFFE, DIRECTOR

As we move into the second year of our strategic plan, the incredibly dedicated Health Services team has assured all changes remain consistent with Klinik's mission, vision and values. Thank you to this amazing team for providing the best possible health care experience for each and every client. I would like to share several noteworthy achievements related to the following three components of the strategic plan:

### ACCESS

We are proud to report that our effort to increase community access to Klinik services has seen strong results. We accepted 57% more new clients into our primary care services, as compared to the preceding year. Our Latent Tuberculosis Infection (LTBI) Program now offers weekend group education and appointments, improving access for those who have employment conflicts. Phone appointments have also been instituted for this program to increase access and point of contact options. Our Transgender Health Program offers group testosterone injection education, empowering clients to achieve health goals with less reliance on clinical appointments and increasing a sense of community among clients. These changes have resulted in a 33% reduction of injection appointments over the year. The Transgender Health Program has seen a 20% increase in clients, accepting almost 200 new clients this past year.



### COMMUNITY ENGAGEMENT

We are committed to strengthening opportunities for community members to engage with Klinik staff and services. More than 400 clients completed an 'Access to Care' survey last spring. A community-based focus group was held to gain greater understanding of client intake processes for our Transgender Health Program. We added a new Transgender Health page onto our website, with sections aimed at both service providers and community members, that will be continually updated.

To ensure our process is meeting clients where they are at, we have utilized a client centered inter-professional framework that has gathered feedback from over 80 clients on what helps them attend health appointments at Klinik. We have also successfully integrated community peer support initiatives into several groups and training events.

### CAPACITY BUILDING

Klinik is a busy place! The LTBI team has supported the education of health professionals at two new Winnipeg LTBI sites; offering increased capacity, increased access, decreased wait times and less travel for clients. Klinik has embraced more than 80 student learners, from seven different health disciplines, within all of our specialty and primary care programs. We always enjoy having these enthusiastic students work alongside our dedicated staff.

A recent student at Klinik shared a quote by Lisa Bodell: "Change cannot be put on people. The best way to instill change is to do it with them, create it with them." We look forward to future opportunities and creating positive change in the upcoming year.

*"THANKS FOR ALL YOUR WORK. YOUR STAFF AND DOCTORS SAVED MY LIFE THREE TIMES IN THE LAST TEN YEARS AND WERE ALWAYS CARING AND LOVING."*

**- KLINIC HEALTH SERVICES CLIENT**

## **COUNSELLING AND COMMUNITY HEALTH & EDUCATION SERVICES**

### **ROSEMARIE GJEREK, DIRECTOR**



I would like to begin by recognizing the invaluable contribution made by our staff and volunteers. I want to acknowledge their commitment to providing quality services to the individuals and communities that we have the privilege to work with. The support they offer through in-person and phone line counselling, education and outreach services, reaches throughout our province.

### **SEXUAL ASSAULT CRISIS PROGRAM**

A significant accomplishment was the announcement that Third Party Reporting is now available to survivors of sexual assault in Manitoba. Klinic, working in partnership with the RCMP (for rural and northern communities) and the Winnipeg Police Service, Ka Ni Kanichihk and Mount Carmel Clinic (for Winnipeg) and Manitoba Justice Victim Services, will continue to build upon and ensure access to this important reporting option.

Currently the vast majority of sexual assaults go unreported with less than 5% of sexual assaults being reported to police. Our hope with Third Party Reporting is that it will reduce some of the barriers survivors contend with when making a decision as to whether or not they will report a sexual assault.

### **DROP-IN COUNSELLING SERVICES**

In August of 2017, our Drop-In Counselling Program was relocated from 545 Broadway to Klinic on Portage. This transition resulted in an increase of individuals accessing Drop-In Counselling. Through this program, Klinic provides one to two counselling sessions for individuals requiring assistance with options and resources.

### **MANITOBA FARM, RURAL & NORTHERN SUPPORT SERVICES (MFRNSS)**

Agricultural mental health gained national attention in 2017/18 with the release of a major study on farm stress by researchers at The University of Guelph. The study revealed that Canadian farmers have higher levels of anxiety and depression, lower levels of help-seeking behaviours than the general population and are at a higher risk of suicide. In the fall of 2017, a single tweet about farm suicides launched a widespread social media conversation in the agricultural industry, as well as during the Bell Let's Talk campaign. The MFRNSS has been front and center in this national conversation, presenting at conferences, conducting media interviews, and launching our own campaign: "Healthy Farmers = Healthy Farms". As Canada's only specialized telephone and online counselling service for farmers, we are seen as experts in the field and look forward to working with other partners to enhance the well-being of producers, both provincially and at a national level.

### **CRISIS & SUPPORT LINE SERVICES**

Our Crisis and Support Line services continue to meet an increasing and critical need in our communities. To facilitate the scheduling of the Crisis Program's 220 volunteers and 43 staff, we have introduced a new online system, allowing for more efficient use of our resources. As always, Klinic's 24/7 services would not be possible without the dedication of this incredible group of staff and volunteers.

*"I LOVE THIS PLACE. I FEEL LIKE I'M PART OF A COMMUNITY."*

**- KLINIC COUNSELLING CLIENT**



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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, 2018, 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 30, 2018.

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, 2018 are a fair summary of those statements, on the basis described above.

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

Winnipeg, Canada  
May 30, 2018

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>2018</b>	<b>2017</b>
Cash and short-term investments	\$ 816,457	\$ -	\$ -	\$ 751,539	\$ 1,567,996	\$ 352,909
Cash in trust	46,202	-	-	-	46,202	48,340
Accounts receivable						
Health Authority	958,787	-	-	-	958,787	1,622,397
Other	420,153	-	-	-	420,153	376,087
Interfund balances	(155,474)	695,556	-	(540,082)	-	-
Prepaid expenses	25,784	-	-	-	25,784	14,400
Assets held for sale	-	48,626	-	-	48,626	751,026
Capital assets	11,410	4,930,915	-	-	4,942,325	5,164,548
	<b>\$ 2,123,319</b>	<b>\$ 5,675,097</b>	<b>\$ -</b>	<b>\$ 211,457</b>	<b>\$ 8,009,873</b>	<b>\$ 8,329,707</b>
<b>LIABILITIES</b>						
Payables and accruals	\$ 1,254,821	\$ -	\$ -	\$ -	\$ 1,254,821	\$ 1,387,709
Deferred revenue	203,974	88,786	-	-	292,760	840,072
Funds in trust	46,202	-	-	-	46,202	48,340
Mortgage payable	-	4,385,800	-	-	4,385,800	4,636,777
Pre-retirement leave	1,044,580	-	-	-	1,044,580	1,154,337
	<b>2,549,577</b>	<b>4,474,586</b>	<b>-</b>	<b>-</b>	<b>7,024,163</b>	<b>8,067,235</b>
<b>FUND BALANCES</b>						
Invested in capital assets	-	1,200,511	-	-	1,200,511	575,399
Unrestricted - retainable	(426,258)	-	-	211,457	(214,801)	(312,927)
	<b>(426,258)</b>	<b>1,200,511</b>	<b>-</b>	<b>211,457</b>	<b>985,710</b>	<b>262,472</b>
	<b>\$ 2,123,319</b>	<b>\$ 5,675,097</b>	<b>\$ -</b>	<b>\$ 211,457</b>	<b>\$ 8,009,873</b>	<b>\$ 8,329,707</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>2018</b>	<b>2017</b>
<b>REVENUES</b>						
Grants and other revenue	\$ 11,114,193	\$ -	\$ -	\$ -	\$ 11,114,193	\$ 11,079,752
Donations	-	-	-	11,191	11,191	16,385
Interest	-	-	-	2,451	2,451	2,537
Rent	-	161,970	-	-	161,970	107,000
Gain on sale of capital asset	-	-	3,047	-	3,047	-
Amortization of deferred revenues	-	9,485	577,630	-	587,115	7,339
	<b>11,114,193</b>	<b>171,455</b>	<b>580,677</b>	<b>13,642</b>	<b>11,879,967</b>	<b>11,213,013</b>
<b>EXPENSES</b>						
Operating expenditures	10,778,699	-	-	-	10,778,699	11,036,695
Special projects	-	-	-	7,952	7,952	3,934
Amortization	25,226	237,793	-	-	263,019	111,111
Mortgage interest	-	139,024	-	-	139,024	34,275
	<b>10,803,925</b>	<b>376,817</b>	<b>-</b>	<b>7,952</b>	<b>11,188,694</b>	<b>11,186,015</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS</b>						
	310,268	(205,362)	580,677	5,690	691,273	26,998
Pre-retirement leave	31,965	-	-	-	31,965	(14,143)
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>						
	342,233	(205,362)	580,677	5,690	723,238	12,855
Fund balances, beginning of year	(587,707)	450,626	193,786	205,767	262,472	249,617
Interfund transfers	(180,784)	955,247	(774,463)	-	-	-
Fund balances, end of year	<b>\$ (426,258)</b>	<b>\$ 1,200,511</b>	<b>\$ -</b>	<b>\$ 211,457</b>	<b>\$ 985,710</b>	<b>\$ 262,472</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

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

THE  
WINNIPEG  
FOUNDATION   
**For Good. Forever.**

  
ADDICTIONS  
FOUNDATION  
OF MANITOBA

  
WCB  
Workers Compensation  
Board of Manitoba



THE UNIVERSITY OF  
WINNIPEG

OUR FUTURE HOME  
AT 167 SHERBROOK  
STREET



 **Klinik** COMMUNITY  
HEALTH

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