



Klinik COMMUNITY
HEALTH

2025/2026

IMPACT REPORT



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A milestone this past year:

the launch of our new website! This ongoing project was built to better connect our community with care, resources, and programming while creating a more accessible experience.

We invite you to explore it at **klinik.mb.ca**.



Message from Board Chair & Executive Director

This past year has highlighted both the growing needs within our communities and the importance of compassionate, accessible care. At Klinik, we continue to see the difference that community-based health and social services can make when they are grounded in dignity, respect, and a people-centred approach. It was also a year of transition, as Deb Radi moved from Interim Executive Director into the Executive Director role, helping lead the organization through a period of growth and change.

Klinik expanded partnerships, strengthened programs, and adapted services to meet evolving community needs. These accomplishments were made possible through the dedication of our staff, volunteers, Board members, funders, donors, and community partners. Their support and shared commitment to social justice by focusing on equity, diversity, inclusion and accessibility continue to guide our work every day.

At the same time, we recognize that pressures across the health and social service sectors are increasing. More people are reaching out for mental health support, crisis services, and accessible primary health care. In response, Klinik remains committed to working collaboratively, advocating for change, and finding new ways to ensure people can access services and support.

This year, we are sharing an impact report that highlights key accomplishments and progress from the past year. It reflects what we have accomplished together through collective care, compassion, and action. While there is still work ahead, we are continually inspired by the strength of our community and remain hopeful about what we can achieve together.

On behalf of the Board of Directors and Leadership Team, thank you for your ongoing support of Klinik's mission.

Kathy Majowski, RNBN

KLINIK BOARD CHAIR

Deb Radi, PhD

EXECUTIVE DIRECTOR

Board Organizational Assessment Update

Klinik Board of Directors

Following receipt of the Organizational Assessment report in July 2025, the Board committed to addressing concerns raised by staff and strengthening the organization together.

Key actions taken include completing an Organizational Structural Review to clarify roles and reporting relationships; enhancing safety measures through the addition of a Community Safety Host position; approving a new Anti-Racism/Anti-Discrimination Policy and advancing HR policy updates; initiating the Braided Circle Approach to

build trust across the organization; and establishing organizational culture as a standing Board governance priority.

While there is more work ahead, these efforts reflect our ongoing commitment to strengthening and fostering a supportive, inclusive workplace.

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:

We are committed to addressing the diverse needs of individuals most impacted by discrimination and oppression.

Holistic, Person-Centered Care:

We deliver safe, quality care that looks at the whole person.

Relationships:

We value our connections with colleagues, clients, and communities.

Diversity, Equity, and Inclusion:

We promote accessibility and strive to reflect and honor the communities we serve.

Cultural Humility:

We aim to decolonize systems and practices as we seek Truth and Reconciliation.

Your Support in Action



38,867
Primary Care appointments delivered



9,176
Individual Primary Care visits



4,845
Trans Health Klinik visits



1,620
Hummingbird visits
+549



7,865
Mobile Withdrawal Management Service visits
+322 from last year



28,296
Crisis Lines calls answered



3,537
STI Klinik visits



12,656
Mental Health Counselling sessions delivered
+2,487 from last year



1,126
Drop-In Counselling sessions delivered



163
Public Education sessions delivered

"This session was very valuable to me because it taught me how to properly talk to someone who is having suicidal ideation. I also like knowing Klinik helps with this subject."

PUBLIC EDUCATION PARTICIPANT



6,000
Safer bubble pipe supplies distributed



23,053
Volunteer hours worked in Crisis and Sexual Assault Crisis Programs.
+6,684 from last year



Through our Courtesy Services, we support more than **975** community member visits per month. These services include access to harm reduction supplies, hygiene items, clothing donations, coffee, and water.

Client Experience Feedback

Findings from the Fall 2025 Survey*

Listening to clients is an important part of providing good care. In Fall 2025, we asked clients to share what their visit felt like—what went well, what could be better, and what helps people feel welcome, safe, and supported.

*Source: Klinik Community Health (2025). Klinik Client Experience Survey Report (Fall 2025).

How We Listened

Clients answered short rating questions and were also able to share comments in their own words. This approach helped us understand not just how often something happened, but why it mattered.

A total of 174 clients participated over two months, providing valuable feedback.

Who We Heard From

Clients who responded reflect Klinik’s diverse community:

- ✓ Many were young and middle-aged adults.
- ✓ Gender-diverse, Two-Spirit, transgender, and non-binary clients were well represented.
- ✓ First Nations and Métis clients made up nearly one-third of respondents.
- ✓ Nearly half reported high school as their highest level of education.
- ✓ 42% reported an annual income under \$30,000.

This diversity reminds us how important plain language, cultural safety, and accessible care are in every visit.

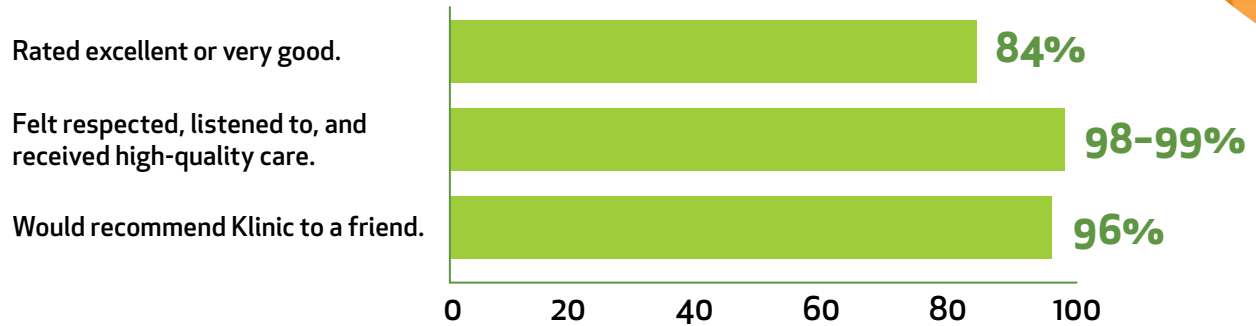


“The nurse walked me through every step.”

KLINIC CLIENT



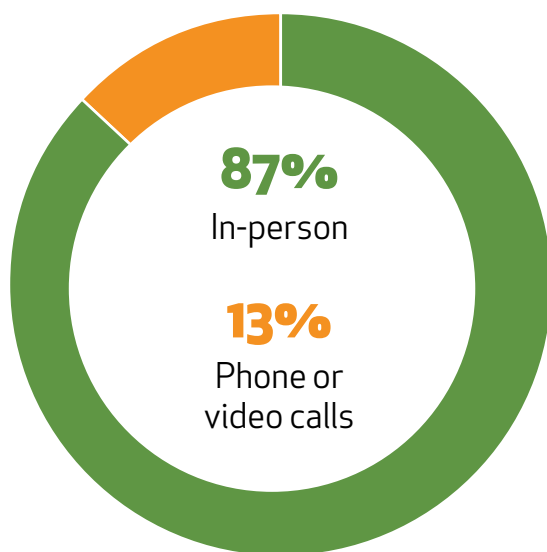
Client Satisfaction



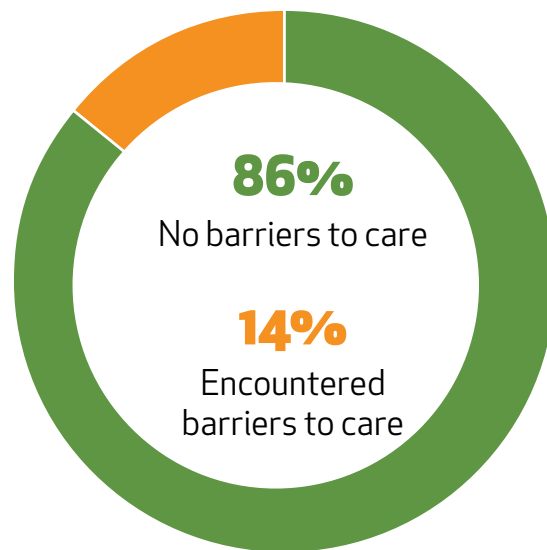
Across programs, clients most often talked about how staff made them feel.

Empathy, kindness, and clear communication stood out as Klinik's biggest strengths.

Access to Care



Most visits were in-person (87%), with some clients using phone or video visits, especially for counselling. Clients accessed many services, including primary care, trauma counselling, STBBI services, wellness programs, lab work, and harm-reduction resources.



Most clients (86%) said they experienced no barriers to care. When challenges were mentioned, they most often involved transportation, wait times, or entrance procedures.



“I feel safe in my identity and free of prejudice.”

KLINIC CLIENT

Ways to Improve

Many clients said nothing needed to change. When improvements were suggested, the most common themes were:

- ✔ **Shorter wait times.**
- ✔ **More comfort in waiting areas.**
- ✔ **Feeling safe and supported at entrances.**

What Happens Next

Client feedback helps guide improvements at Klinik.

- ✔ **Protecting what works:** continuing respectful, trauma-informed, and culturally safe care.
- ✔ **Reducing wait times and improving communication** about what to expect.
- ✔ **Creating secure, accessible entrances** by balancing safety with helping visitors feel welcomed.
- ✔ **Keeping small touches** (like coffee, water, and resource walls) that help people feel at ease.
- ✔ **Listening again through future surveys and conversations.**

Thank you to every client who shared their voice.

Donor Impact Update

As we reflect on this past year, we're grateful for the ongoing support from our donors, funders, partners, and supporters. Thank you for choosing to stand with us and help make a difference in the lives of those we serve.

Through your support – whether by organizing a third-party fundraiser, donating, or contributing through a matching gift – we have continued to provide mental health care, primary care, 24/7 crisis support, and community services to people across Manitoba.

The growing number of third-party fundraisers reflects the generosity and commitment of our community to Klinik's work. Last year alone, more than 10 fundraisers were held in support of Klinik.

This past GivingTuesday in December, we surpassed the \$10,000 matching gift provided by the Bob Williams Foundation. Every dollar donated was matched, helping us raise more than \$20,000 in support of our crisis services and ensuring compassionate, confidential support remains available 24/7 to anyone who reaches out.

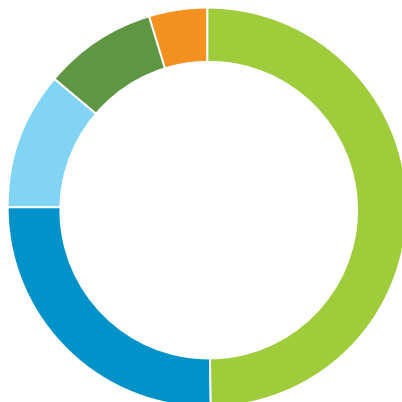
We are deeply grateful to the Bob Williams Foundation for their partnership, and to every donor who gave, shared, and helped make GivingTuesday a success.

Thank you for your continuous support and for walking alongside us in this work. We are truly grateful to have you as our donors, funders, partners and supporters.

With gratitude,

Alma Cruz Bell

DEVELOPMENT SPECIALIST



TOP-FUNDED PROGRAMS BY DONATIONS

- General Fund – 49.9%
- Suicide/Crisis Lines – 25.1%
- SACP* – 11.3%
- Trans Health – 9%
- Other – 4.6%



The Youth in Philanthropy group from Garden City Collegiate chose to give grants to our Trans Health and Hummingbird programs.

Pictured: The YiP group from Garden City Collegiate and Klinik staff.



Black Market Provisions, High Tea Bakery, Sweet Impressions & Lilac Bakery held their 4th annual Trans Day of Visibility cookie fundraiser in support of our Trans Health Clinic.

PROGRAM SPOTLIGHT

Crisis Room

Name: Jackson

Volunteer Shift Supervisor since May 2022



“Volunteering in the crisis room genuinely changed my life – and that’s not something I say lightly. Being a part of the crisis program has been one long, continuous journey of self-discovery for me. I’ve learned things about myself that I never would have known without the crisis program. Through my experience, I’ve been able to realize that I love working with others in this capacity and because of that, I’m currently pursuing a master’s degree in counselling. I’ve also been able to discover through my supervisor training that I love being a mentor and guiding others through their own journey in the crisis program. It’s been very rewarding to work with new volunteers who felt a similar way that I did when I first started and being able to give them that reassurance.

The most rewarding part of my experience in the crisis room is when a caller expresses that they feel better as a result of calling the crisis lines. Even though I often don’t know much about the person I’m talking to and only get to interact with them over the phone, the realization that our conversation actually made a difference in their life is one of the best feelings in the world. To this day, it still gives me the chills when callers express how our services at Klinik have impacted their lives. I am so lucky that I get to be a part of something like this and experience that feeling often.

Lastly, I wanted to speak about my experience in the crisis room as someone who lives with a disability. I have mild cerebral palsy and throughout my entire life I’ve been subject to questions, comments, and

“The most rewarding part of my experience in the crisis room is when a caller expresses that they feel better as a result of calling the crisis lines.”

looks from other people as a result. I don’t view this as a negative experience, I believe it’s just something that comes with being different. Having been a part of Klinik for so long, I’ve come to realize that it’s the only place I’ve ever been where I’m not treated

differently because of my disability. I don’t feel like people see me as a disabled volunteer, rather they simply see me as a volunteer. This is an experience that is consistent across many different shifts with many different volunteers and supervisors and I think that speaks a lot to the culture

that is fostered within the crisis room. I don’t feel different when I walk in the crisis room; instead I feel like I’m surrounded by people just like me.”

PROGRAM SPOTLIGHT

Trans Health Klinik

Name: Jessi Kahal, RNBN since July 2023



My work contributes to Klinik's mission by helping create a safe, welcoming, and inclusive environment where clients feel respected, heard, and supported. Through compassionate, client-centered care and a commitment to equity, I strive to reduce barriers to accessing services and support people's overall well-being.

As someone with lived experience as a transgender woman, I also bring understanding and empathy that can help foster trust and positive experiences for clients from diverse backgrounds. As a transgender woman and nurse, I help bridge

understanding between transgender and cisgender communities through education, open dialogue, and compassionate care. By sharing accurate information and encouraging mutual respect, I support greater awareness, understanding, and inclusion for all.

Trans Health Klinik

Between April 1, 2025–March 31, 2026:

437 new referrals to the program

360 intakes completed

2325 active clients currently in our program

339 surgical referrals

4 education sessions for health care providers delivered, plus numerous individual trainings, reaching **128** participants

8 community education sessions conducted, reaching **117** community members

4 printmaking sessions led by artist Kelly Campbell

"Experienced staff will support and provide the best solution for your needs ... all staff are always helpful/friendly."

TRANS HEALTH CLIENT



Financials

Klinic ended the fiscal year with a modest surplus of approximately \$19,000 on total revenues of \$21.0 million.

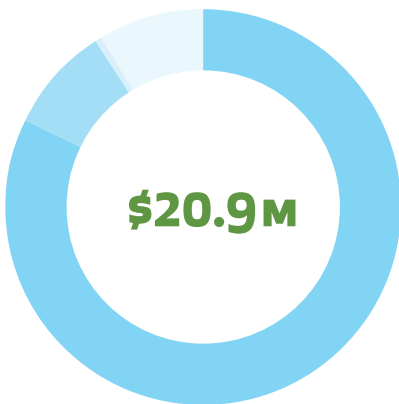
This positive outcome reflects our continued commitment to strong financial stewardship and the efficient use of funds to support the programs and communities we serve.

In a year marked by increasing cost pressures, particularly in salaries and benefits required to sustain program delivery, Klinic remained focused on directing resources where they have the greatest impact.

Careful management of expenses, combined with stable funding relationships, enabled us to maintain essential services and respond to community needs while preserving financial stability.

This result demonstrates both the resilience of our operations and our ongoing commitment to ensuring that the majority of resources are invested directly into programs that benefit clients and stakeholders.

As we look ahead, Klinic remains focused on strengthening collaborative relationships with our primary funders to advance sustainable funding arrangements that reduce financial pressures and better align resources with our program goals and mission.



Where the fund is from:

- WRHA: 82.3%
- Province of MB: 8.7%
- Federal Government: 0.6%
- Other: 8.4%



Where our funding goes:

- Health Services: 39.4%
- Mental Health & Crisis Support: 45.6%
- Administration: 15.0%



Total raised from donations

Thank you

to all incredible volunteers, staff, and healthcare professionals. Your dedication, care, and efforts make an impact every day. We're truly grateful for the work you do.

To the Members of Klinic, Inc. o/a Klinic Community Health:

Opinion

We have audited the financial statements of Klinic, Inc. o/a Klinic Community Health (the "Organization"), which comprise the statement of financial position as at March 31, 2026, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2026, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Management is responsible for the other information. The other information comprises the annual report but does not include the financial statements and our auditor's report thereon. The annual report is expected to be made available to us after the date of this auditor's report.

Our opinion on the financial statements does not cover the other information and we will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

MNP LLP

True North Square

242 Hargrave Street, Suite 1200, Winnipeg MB, R3C 0T8

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Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Winnipeg, Manitoba

June 3, 2026

MNP LLP

Chartered Professional Accountants



Klinic, Inc.
o/a Klinic Community Health
Statement of Operations
For the year ended March 31, 2026

	<i>Operating Fund</i>	<i>Capital Asset Fund</i>	2026	2025
Revenues				
Grants				
Winnipeg Regional Health Authority	17,261,024	-	17,261,024	15,379,626
Province of Manitoba	1,823,966	-	1,823,966	2,028,154
Centre for Addiction and Mental Health	501,220	-	501,220	572,271
Government of Canada	122,836	-	122,836	264,422
University of Winnipeg	203,709	-	203,709	199,929
Addictions Foundation of Manitoba	98,932	-	98,932	90,650
Workers Compensation Board	65,000	-	65,000	69,365
United Way	6,125	-	6,125	-
Other	295,133	-	295,133	198,738
Rent	-	195,798	195,798	176,650
Donations	186,289	-	186,289	84,642
Amortization of deferred revenues <i>(Note 8)</i>	-	141,999	141,999	132,570
Workshops	69,157	-	69,157	52,698
Interest	7,616	-	7,616	33,993
	20,641,007	337,797	20,978,804	19,283,708
Expenses				
Amortization	102,977	619,762	722,739	658,174
Bad debts	-	87,797	87,797	124,578
Benefits and payroll tax <i>(Note 11)</i>	3,009,546	-	3,009,546	2,779,302
Insurance	26,518	-	26,518	21,615
Interdepartment expense (recovery)	(67,397)	-	(67,397)	(57,664)
Medical remuneration	1,867,668	-	1,867,668	1,805,570
Medical supplies	194,308	-	194,308	164,643
Membership and license fees	106,475	-	106,475	271,760
Mortgage interest	-	101,118	101,118	101,242
Office supplies	283,910	-	283,910	246,789
Other	333,541	-	333,541	417,688
Professional fees	274,209	-	274,209	114,627
Repairs and maintenance	777,606	-	777,606	513,383
Salaries	13,053,355	-	13,053,355	11,830,482
Travel and transportation	55,274	-	55,274	67,479
Utilities and property taxes	127,039	-	127,039	118,881
Volunteer services	4,736	-	4,736	4,557
	20,149,765	808,677	20,958,442	19,183,106
Excess (deficiency) of revenue over expenses before pre-retirement leave	491,242	(470,880)	20,362	100,602
Pre-retirement leave <i>(Note 10)</i>	(1,090)	-	(1,090)	(63,836)
Excess (deficiency) of revenue over expenses	490,152	(470,880)	19,272	36,766

Please note: full audited financial statements are available upon request by contacting Klinic at 204-784-4090 or by emailing klinic@klinic.mb.ca.

Klinik Board of Directors 2025/2026

Rafiq Andani
DIRECTOR

Heather Block
DIRECTOR

Kerri Irvin-Ross
DIRECTOR

Kathy Majowski
CHAIR

Christie Roberts
SECRETARY/TREASURER

Morgan Stirling
VICE CHAIR



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Visit our additional sites:



Supportline.ca



Reasontolive.ca



Trauma-informed.ca