

Hope

2020 / 2021 ANNUAL REPORT



Word From The Chair and CEO

It has been a year of unpredictable and unprecedented change. Just when we feel like we have turned a corner on this pandemic we experience another wave. Despite this, many of our experiences this past year gave us hope. The return of our participants, friends and neighbours to our buildings for a vaccine, walking track appointment or a summer playground program were happy reunions that made Hope an obvious choice for the theme of our annual report. The resiliency of children to adapt to huge changes at home and with school inspired the inclusion of their artwork and quotes in our Gallery of Hope.

We are proud of our primary care team that continued to see patients in person at Langs and North Dumfries while helping other areas of the system wherever they could. Along with our partners, the organization stepped up and helped to host vaccine clinics, to be a short term assessment centre and to offer a number of virtual and mobile events such as our monthly Community Dinners and annual Holiday Dinner.

We are thankful to our Interprofessional Primary Care (IPC) Team and our partners who supported the isolation space for the homeless and a much needed new drop-in program in Cambridge. Without a doubt, we are indebted to our frontline staff and our COVID-19 leadership team for their tireless work and perseverance during the pandemic.

We are thankful to our funders and new and continuing donors who sustained our core programs and enhanced our COVID-19 response over the past year. We are grateful to our Board of Directors as they continued to meet virtually, supported our work during the pandemic, collaborated with the Cambridge and North Dumfries Ontario Health Team, and began important work on diversity and inclusion. The board also approved a refreshed Strategic Plan and we have taken the opportunity in the following pages to highlight our new strategic directions and accomplishments ... all of which has given us hope.

***Stephen Paniccia,
Board Chair,
and Bill Davidson,
CEO***



LANGS' STRATEGIC PLAN 2021-2026

Board of Directors

STANDING BOARD MEMBERS

- Angela Asadoorian
- Barbara Carter
- Robert (Bob) Ruggieri
- Dave Bechtel
- Denise Carter
- Jenni-Rebecca Baer
- Jennifer Davis
- Juliette Coughlan
- Kaitlyn Mullin
- Kathilee Porter
- Megan Davidson Minnes
- Sarah Boudreau
- Stephen Paniccia
- Yvonne Brown

Hope



Stephen Paniccia,
Board Chair,
Angela Asadoorian,
Past Chair,
and Bill Davidson,
CEO

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Mission

(Our ‘What’)

Langs is committed to ensuring that every person in our neighbourhoods will have a place to call home for health, wellness and community support.

Vision

(Our ‘Why’)

Changed Lives, Healthy Communities

Values

(Our ‘Non-Negotiables’)

- Integrity
- Respect
- Accountability
- Collaboration
- Innovation
- Excellence

Our Response to COVID-19



30,268

Total Number of Virtual Contacts
(phone and online)

These included:

7,379 Primary Care
4,372 Community Services
375 Social Work
5,902 Diabetes Education

221 residents attended 2 virtual Holiday Dinners at Langs and North Dumfries

8,271 visitors screened

26 virtual programs

45 people attended virtual Annual General Meeting

More than **8,500** vaccines administered at clinics hosted by Langs in partnership with the Region of Waterloo and Cambridge and North Dumfries OHT

More than **980** vaccines administered at clinics hosted at the North Dumfries CHC to residents of the rural townships

Cambridge and North Dumfries Ontario Health Team

The Cambridge and North Dumfries OHT COVID-19 Response Plan was formalized in August, 2020 and has remained responsive to emerging and urgent needs of members, affiliate members and community partners.

Two working groups were formed to address needs in the pandemic – congregate care settings and Long-Term Care/Retirement Home Community of Practice.



- 1 The first patient to receive a COVID-19 vaccine at the vaccination clinic hosted by Langs
- 2 Cheryl Morgan and security staff
- 3 Mayor Kathryn McGarry, Bill Davidson and Regional Councillor Karl Kiefer visit the COVID-19 vaccination clinic hosted by Langs

AGM Awards

Gerald D. Steinman Community Partnership Award

Presented in recognition of a community partner for their significant contribution to the organization

THE BRIDGES, CAMBRIDGE SHELTER CORPORATION



Gerald D. Steinman Corporate Partnership Award

Presented in recognition of a company for their significant contribution to the organization

SUPER 8 HOTEL



Lorie Delane Youth Leadership Award

Presented to recognize a young person who has developed and applied leadership skills at Langs

BHOOMI PALTA



I really appreciate that Langs has arranged a virtual exercise program during COVID. I was exercising with videos prior to the virtual classes but this is better since you can interact with the instructor. The virtual classes are very helpful in these trying times.

After the loss of her husband, a client was encouraged by her Social Worker to watch the Langs YouTube Science of Happiness videos. She shared she found them to be a lifesaver for her. Her mood has improved and she is coping well, and plans to share the link with her daughter as well.

Just continue to provide the awesome, ongoing support that you always provide.

This place is great – such a valuable resource – great team of professionals, so helpful and supportive, would be lost without the support from this place.



Langs Highlights by the Numbers

79,962

total
community
contacts



87



DIFFERENT

volunteers

31



YOUTH

38



ADULT

sixty nine

COMMUNITY
PROGRAMS



27

CO-LOCATED
COMMUNITY
PARTNERS
ACROSS
ALL SITES

1,488

volunteer
hours



14,814

DIFFERENT
PEOPLE SERVED



Langs
Community. Health. Wellness.

Community Engagement by the Numbers



2,205 visits

to our walking track
in 2020 - 2021

(227 DIFFERENT WALKERS)



We are so glad that you are there.
We really appreciate the updates
and communications you give us.

Participants

Provide welcoming spaces and services to support people to achieve their best health.

51 new patients accessed primary care at Langs;
68 new patients were seen in North Dumfries

442 individuals received the flu shot
at Langs and **999** in North Dumfries

117 tax returns completed at free income
tax clinics

87 volunteers contributed **1,488** hours –
at a living wage that's over **\$24,328**
in paid time

The Langs Board of Directors contributed
more than **380** volunteer hours

Holiday Dinners celebrated virtually with
171 meals delivered from Langs
and **50** in North Dumfries clinic

16 participants attended the GURLS Group
program both in person and virtually



1 Langs staff ready for participants to pick up their mobile Holiday Dinner

2 Volunteers preparing our Holiday Dinner 2020

NORTH DUMFRIES CHC SATELLITE

- **359** Well Baby/child visits completed
- Primary Care provided patient care at a ratio of **40.8%** virtual (phone/video) to **40.8%** in office
- **133** home visits during COVID-19
- **2** pop up COVID-19 testing evenings at ND CHC in partnership with Cambridge Memorial Hospital
- **166** program visits to the virtual Kids That Cook program

Gallery of Hope

Children's artwork and thoughts about Hope

Everyone needs a friend to help them grow. Just a small, simple act of kindness can make someone's day and I feel like it's important to be that person.

PARTICIPANT AGE 13

We all have ups and downs in life when things are great and when things are not the best. When we're feeling down there's always hope that we will feel up again.

PARTICIPANT AGE 12

My generation gives me hope for the earth's future.

PARTICIPANT AGE 10

Hope is seeing someone helping another person. When you see someone hurt, ask if they need a helping hand. Stay safe and share hope.

PARTICIPANT AGE 10

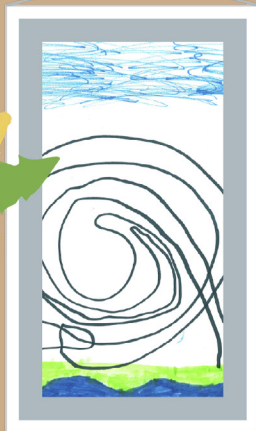
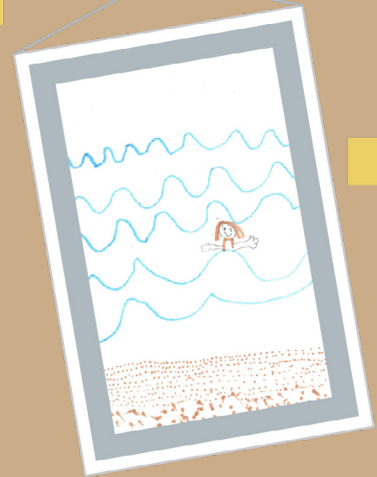
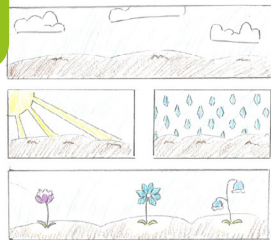
I hope for fun times with my family.

PARTICIPANT AGE 5

Hope starts with dreams and love.

PARTICIPANT AGE 9

Hope is a helping
hand
(what is hope to you)



My friends give me hope because they make me a better person.

PARTICIPANT AGE 9

My family gives me hope because they help me through hard times.

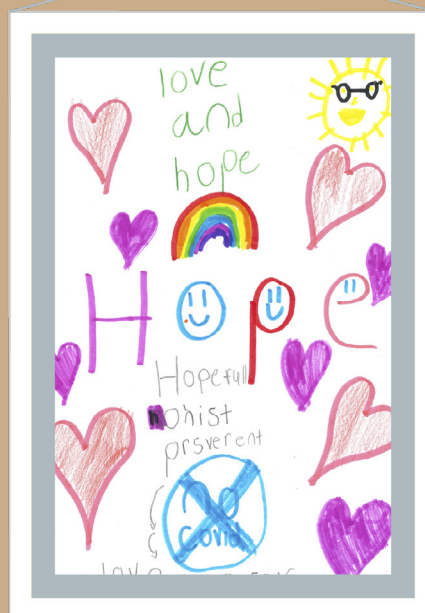
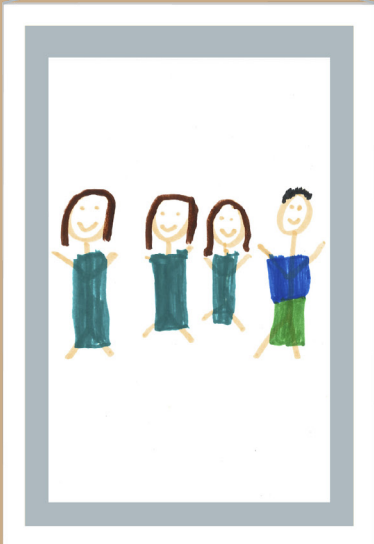
PARTICIPANT AGE 8

I believe friends give me hope because they make me think I can do anything.

PARTICIPANT AGE 9

I hope that COVID is over soon because I can go to school and not have to wear my mask.

PARTICIPANT AGE 8



THE *Hope* CAMPAIGN

will be launched this fall
(to raise funds for our youth programs)

For more information or to donate, please go to
WWW.LANGS.ORG/GET-INVOLVED/HOPE-CAMPAIGN
or contact **Jeff Hunter**, at jeffh@langs.org

Participants

Increase the number of participants served and the range of supports offered.

10 participants completed the Gender Journeys program

554 people served by Social Workers

Langs Social Work team developed and implemented **4** programs to address mental health and wellbeing

310 students across Cambridge and North Dumfries participated in our first virtual Youth Mental Health Fair

514 program kits delivered to participants in community programs

LANGS YOUTH WELLESS HUB (YWH)

A year like no other ...

The Youth Wellness Hub was challenged this year to pivot and respond to the COVID-19 pandemic. Through it all, programs and services shifted to virtual offerings and continued essential services in person when possible.

2,045

visits virtually and in person to the Youth Wellness Hub

5,086

views of Food and Mood videos on Instagram

37

youth participated in counselling with Langs Social Workers

I'm so grateful for the opportunities I had to volunteer at the Langs Youth Wellness Hub this year. I wanted to give back to my community and volunteer and I'm so happy that I was able to help with STEAM at Home and the Youth Council this year. My volunteering gave me purpose!

PARTICIPANT AGE 17

North Dumfries Highlights by the Numbers

TOTAL community contacts

14,645

TOTAL individuals SERVED

3,152

9

YOUTH

ADULT

sixteen

PROGRAMS DELIVERED



- 1 Kitchen Kreations was available for families to learn more about healthy eating and kitchen safety
- 2 Youth attending the STEAM program
- 3 Staff of the Youth Wellness Hub ready to welcome youth to the centre!
- 4 HOOPS was facilitated in person when permitted

Participants

Respond effectively to participant needs, with an emphasis on disease prevention, chronic disease, mental health and addictions, rehab services and stronger partner engagement.

.....

It makes our life so much easier...it provides great patient care, centralizes information. Every medical service should have a Central Intake.

Langs provided **111** home visits during COVID-19

419 Well Baby/child visits completed at Langs main site

Primary Care provided patient care at a ratio of **55%** virtual to **30.7%** in office

The Ontario Seniors Dental Care Program provided dental care to **222** seniors, through **1,853** encounters

Without the basketball program this year, I would have stayed home and played video games for hours.
PARTICIPANT AGE 16

Diabetes Education Program Highlights

.....

8,600 people accessed the Diabetes Education Program

7,347 virtual or in-person individual appointments attended and **511** people attended virtual group sessions

2,732 visits to **109** different exercise classes and training by a Kinesiologist

440 visits to the Kinesiologist for individual support

125 people attended **19** pre-diabetes education sessions promoting diabetes prevention

70 people had a retinal eye screen completed at **14** retinal screening clinics

1,991 referrals to Langs DEP, **665** (33%) of these were e-referrals

742 visits for vital treatment by a foot care specialist (Chiropodist) and **51** people accessed the footcare assessment clinics hosted by the DEP RN

143 virtual education classes were offered

1 Langs' youth enjoying trick or treating at Halloween



LEAGUE OF LEGENDS

Campaign Update



Communities



Further our expertise in prevention, engagement and community development in order to build and enhance residents' sense of belonging in their communities and neighbourhoods.

527

connections

MADE BY SOCIAL WORKERS

430

meals-to-go

SERVED AT MONTHLY COMMUNITY DINNERS

240

new youth
and adult

PARTICIPANTS

Systems

Collaborate across systems to improve access to and coordination of care.

.....
142

New patients had Coordinated Care Plans
.....

43

existing patients had Coordinated Care Plans updated

Play a leadership role locally and provincially in areas of excellence such as Community Hubs, Central Intake and Health Link.
.....

Hub@1145
MORE THAN 95 visitors

TOURED THE HUB@1145

10 partner

ORGANIZATIONS RETURNED ON SITE AND DELIVERED SERVICES
.....

Hub@2958
One new partner

JOINED OUR NORTH DUMFRIES HUB,
THE AIDS COMMITTEE OF CAMBRIDGE,
KITCHENER, WATERLOO & AREA (ACCKWA)

CONNECTIVITY

26 situations were brought forward virtually to the Connectivity Table

HERITAGE SOCIAL WORK

The Social Work team received **268** referrals for counselling services from the **18** Primary Care providers who make up the Heritage FHO

IPC TEAM HIGHLIGHTS

439 unique individuals had services provided by the IPC team at **6** different community sites for a total of **3,753** encounters

5,261 visits to the drop-in program over **110** dates

The team assisted the Bridges Shelter in a partnership with Super 8 Hotel to provide a COVID-19 isolation site including medical support both onsite and by phone 7 days per week until outbreak was declared over

538 vaccinations given to those experiencing homelessness and to staff serving them

DIABETES CENTRAL INTAKE

Triaged **8,289** diabetes referrals to diabetes education programs and specialists

Website has been viewed by **93** countries this past year for support and education on diabetes

325 individuals completed a Self-Management Program to enhance their skills at self-managing their chronic disease

306 healthcare professionals furthered their expertise at healthcare provider training

ORTHOPEDIC CENTRAL INTAKE

Received and directed **7,260** referrals to orthopedic surgeons and assessment centres

Received and directed **487** referrals to the Rapid Access Lower Back Clinic (RACLB)

CATARACT CENTRAL INTAKE

Successfully launched Cataract Central Intake at the end of the year for referrals to Ophthalmologists for cataract surgery

***I appreciate you and your team.
You are all very diligent at following up and making sure nothing falls through the cracks.***



Organizational Capacity

Strengthen and align resources (i.e. finances, IT, facilities, fundraising and systems) with the programs and services offered.

Staff Wellness

Offered various webinars and activities throughout the year such as “Resilience” and “Better Sleep” presentations; 30 days of gratitude, walk and water and journaling exercises, regular Take 5 messages to all staff

Several all staff surveys during COVID-19 to gauge staff wellness

Enhance quality through research opportunities, evaluation and evidence-based practice

275 evaluations were completed in **18** Community Services programs

60 participants evaluated single session/drop-in services

Patient satisfaction remained extremely positive throughout the year, with a **90%** satisfaction rate overall and **100%** of patients felt their provider always or often spent enough time with them

104 respondents to Community Diabetes Program satisfaction survey

90% of clients felt that virtual delivery was effective to meet their learning needs at this time

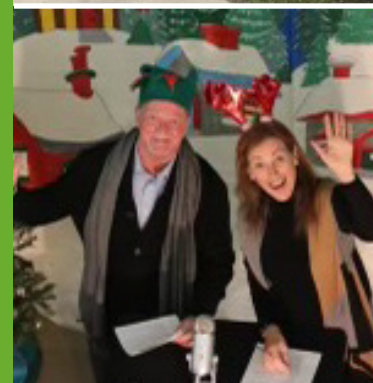
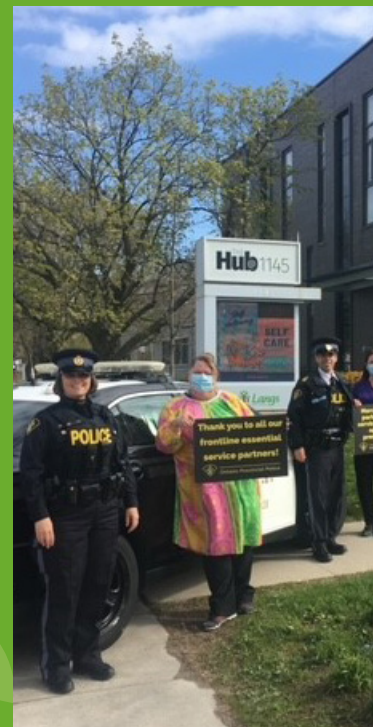
85% of clients indicated excellent overall satisfaction with the Diabetes Education Program

Actively promote our brand, strengths and successes

2,394 views of **39** videos uploaded to Langs' YouTube channel

10,470 people accessed our e-leaflet

766 unique posts made to social media platforms Facebook, Twitter and Instagram



***I have to tell you that I am stunned
by your centre. I am stunned by the
service that you have given me.
It gives me hope.***



- 1 Waterloo Region Police Service thanking front line workers
- 2 Paul McMenemy and Heidi Pfleger of Rotary Club of Cambridge - Preston Hespeler hosting the Holiday Dinner
- 3 The Cambridge Symphony Orchestra's Concert Master Joy Schuster and Noah Schuster play for Langs' staff working on site during COVID-19

Cultivate an outstanding environment that invests in the leadership capacity and expertise of our staff, board and volunteers.

Staff Milestones

20 YEARS

Marijke Evans

15 YEARS

Elaine Parker

10 YEARS

Le-Anne Dick

Dana Calma

Cheryl Morgan

Jo-Ann Vickers

Melissa Wallace

5 YEARS

Gabby Magliarisi

David Arnott

Tracy Guitar

Hafsah Samad

Kevin Noseworthy

Langs Farm Village Association

Summarized Financial Information

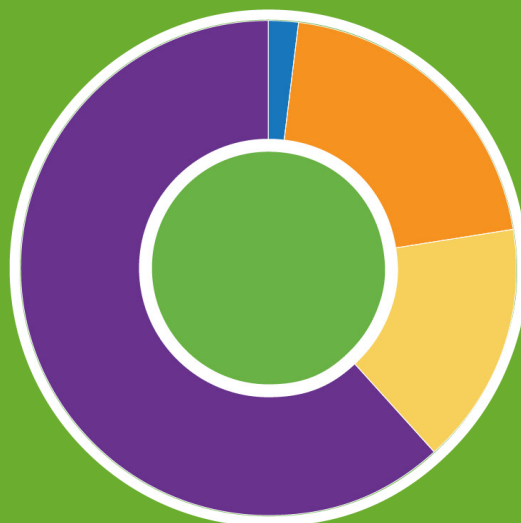
FOR THE YEAR ENDED MARCH 31, 2021

Statement of Operations



Revenues

WWLHIN/MOHLTC FUNDING	\$10,381,407
GOVERNMENT FUNDING	\$921,929
OTHER FUNDING	\$1,475,233
MIDWIFERY PROGRAM	\$3,677,240
INTEREST INCOME	\$14,905
TOTAL REVENUES	\$16,470,714



Expenditures

SALARIES, BENEFITS AND RELIEF	\$9,770,996
OPERATING EXPENSES	\$2,474,315
MIDWIFERY PROGRAM	\$3,255,132
AMORTIZATION	\$278,631
TOTAL EXPENDITURES	\$15,779,074



Please note: This financial data is extracted from Langs Farm Village Association's audited financial statements and does not contain all of the information included in the financial statements and, as such, is incomplete. The financial statements were audited by Graham Mathew and are available upon request.

REVENUES IN EXCESS OF EXPENDITURES	\$691,640
LESS AMOUNTS REPAYABLE TO THE MINISTRY OF HEALTH AND LONG TERM CARE - MIDWIFERY PROGRAM	-\$422,108
INTER-FUND TRANSFERS TO RESERVE FUNDS	-\$269,532
ACCUMULATED SURPLUS AT BEGINNING OF THE YEAR (excluding Capital Fund and Reserves)	\$5,448
ACCUMULATED SURPLUS AT END OF THE YEAR (excluding Capital Fund and Reserves)	\$5,448



Langs Family of Brands



Funding Partners



Youth in Recreation
Fund - Ontario Endowment
For Children and Youth
in Recreation Fund

Home and Community Care
Waterloo Wellington
Local Health Integration Network



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