



DIVERSITY

PEOPLE, PROGRAMS

OPPORTUNITIES



2012/13 Annual General Report

MISSION

Every person in our neighbourhoods will have a place to call home for health, wellness and community support.

VISION

Changed lives, healthy communities

VALUES

Integrity
Respect
Accountability
Collaboration
Competence

“Langs is a great place – not just for the educational programs and programs that give parents a break – but also for how they connect people together.”
Lisa, early years mom



FROM THE CHAIR AND EXECUTIVE DIRECTOR

Stephen Covey’s quote, “strength lies in difference, not in similarities,” resonates with our experience at Langs. In 2012/13, we were also fortunate to be able to diversify the range of programs, services, partnerships and staff across the organization.

We diversified staff by hiring a Physician Assistant for the North Dumfries Satellite funded by Health Force Ontario. We also hired a nurse to enhance the use of Ontario Telemedicine Services which enables us to increase access to specialized services through the use of technology. We recently recruited new staff for the North Dumfries CHC and opened the satellite five days a week as a result. This expansion would not have not have been possible without the support of the Waterloo-Wellington Local Health Integration Network.

Although we have grown considerably we haven’t forgotten about the importance of our community development work. Langs is now co-located with 25 community partners across 2 locations including dental services and two specialists. We were

pleased to adopt Popcorn House, a neighbourhood organization in the Hespeler community. This outreach builds on more than twenty years of work undertaken by Chris and Dan Hayhoe along with many others. We were thrilled to launch the Healthy Beginnings Program this year that educates children about the prevention of chronic disease through the Organ Wise Guys Program and Foods of the Month. Thanks to the generous support of the Lyle S. Hallman Foundation for investing in the social determinants of health.

The consultation undertaken to develop our strategic plan last year identified gaps in meeting the needs of the Lesbian, Gay, Bi-Sexual and Transgender and Queer (LGBTQ) community. While we have been allies for the rainbow community, it was time to be much more intentional about this work. Therefore, our entire staff undertook training offered by Rainbow Health Ontario. Two days of training focused on the transgender community. We are now seen as a safe place for those who have been marginalized because of their differences.

We hosted a number of diverse events with a focus on the arts. We welcomed the Studio 30 Art Show, Connectivity in partnership with Cambridge Libraries and

Galleries featuring the talented art work of students from Preston and St Benedict’s High Schools. We were honoured to be the Charity Partner for the Box 12 Art Show when they held their show for the first time in Cambridge. Over 80 women also joined us for the inaugural Celebrating Women’s fundraising brunch to recognize the important contribution that women make each and every day.

We could not fulfill our mission without our funders including the Waterloo Wellington LHIN; the Ministry of Health and Long Term Care; the City of Cambridge; United Way of Cambridge and North and the Dumfries; the Cambridge and North Dumfries Community Foundation’ Ministry of Children and Youth; and the RBC foundation. We welcomed the Ministry of Tourism, Culture and Sport as a funding partner this year and we are grateful for their support of three of our afterschool programs in the community.

We continue to be proud of the diversity of skills that our dedicated talented and hard working team at Langs offers the community. We recognized 19 staff this year who reached significant anniversary milestones. Our staff along with the broad range of skills that 200 volunteers at Langs contribute enables us to serve the needs of a diverse

community. We are fortunate to welcome Derek Kidnie and Keith Little to our board this year.

Unfortunately we are saying goodbye to five outstanding board members who have completed their terms, Mark Godin, Anthony Brown, Graham John Jo-Ann Rickard and Dale Hart. Their contributions have been extraordinary and we want to express a special thanks to Mark Godin who served in a leadership role as Vice Chair, Chair and Past Chair for 6 years of his 9 year term. Mark’s enormous commitment to our work and his dedication to the organization will truly be missed but we know he’s not too far away.

Please take a moment to review the many other highlights in our Annual Report. In closing we leave you with this quote from one of our favorite authors Dr. Seuss who said, “Be who you are and say what you feel, because those who mind don’t matter and those who matter don’t mind.

Theresa Wilhelm,
Chairperson

Bill Davidson,
Executive
Director



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2012-2013 HIGHLIGHTS

By the Numbers



355

new patients at
Langs and
North Dumfries
CHC

total
community
contacts



total number of
participants
in programs and
services

14,124

visits to
residents and
neighbours



27

number of co-located
community partners

372

satisfaction evaluations
were completed in 36
programs this year



386

participants
attended **23**
preschool programs

918

participants
attended **46**
youth programs

3,679

participants
attended **24**
adult programs

213

different volunteers
provided
10,211
volunteer hours

1,356

flu shots
were given at
Langs and North
Dumfries CHC



5,400

referrals through
Central Intake
Program

358

foot care
appointments
were made



880

different walking
track users visited
for total of
6,908 visits

COMMUNITY ENGAGEMENT

6040

Newsletters were delivered by volunteers, students and staff in the Langs community this past year

200+

Guests attended Langs Information Sessions and Community Leaders Luncheons

250

Participants engaged in weekly "Take 5" (minimum 5 minutes of physical activity) at programs, services and Board meetings

220

Community residents attended seasonal clothing giveaways – including one in partnership with the Sexual Assault Support Centre of Waterloo Region



Families in need received Christmas sponsorships from generous donors



COMMUNITY HEALTH CENTRE



A Community Health Centre (CHC) provides primary health care from a team of doctors, nurse practitioners, registered nurses, registered dietitians, social workers and community health workers. The multidisciplinary team ensures the patient gets the right care, at the right time, delivered by the most appropriate provider. The focus of a CHC is on health promotion, illness prevention, and community development. The Langs CHC serves the Preston community.



Youth attended an outreach program with a Langs Physician to increase knowledge about their health

"My husband is cancer free now but I would say to the people at Langs: a hundred thank you's. At a time when we needed them, they were a really good support system."
Lisa, patient

- 156** New patients joined Langs
- 20** Patient education events were conducted with Ontario Telemedicine for 36 patients
- 47** Number of times Ontario Telemedicine was accessed for educational events and meetings
- 3** Days of training were provided in partnership with Rainbow Health Ontario for all clinical providers on the unique needs of the Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) Community
- 3** Days of Baby Friendly Initiative (BFI) Training was attended by all the nursing staff



NORTH DUMFRIES COMMUNITY HEALTH CENTRE SATELLITE



The North Dumfries Satellite CHC offers primary care and health promotion programs to the communities of Ayr, Roseville, Branchton, Clyde, Drumbo, New Dundee and Plattsville.

- 1307** Registered patients
 - 1** Physician Assistant was added to the team and funded for the two years by Health Force Ontario
 - 10** Teenage boys participated in a weekly Road Hockey program this spring
 - 50+** Participants attend Gym Jam a weekly gym drop in program offered in Ayr and Plattsville/Drumbo
 - 15** Adults per week participate in walking groups and are participating in a challenge to collectively walk 1900 kilometers to Nova Scotia
 - 10** Older adults participated in a cooking class this spring to learn about nutrition and food safety



Township youth attended a Sun Safety presentation given by our Registered Nurse at "Farm Safety Day"



5

Days a week of service is being offered

"There are ten million reasons why I think Langs is a good investment. It is more holistic than a doctor's office – it has social workers and dietitians, and now for the first time, we have a blood lab in Ayr. It's trying not only to make a person better but to keep a person from getting ill. Langs is very good at coordinating and working closely with community support services so that services aren't duplicated." Shirley, participant North Dumfries Satellite



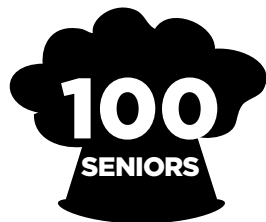
COMMUNITY SERVICES

In addition to the program areas on the following pages, the Community Services Team offers a variety of programs for adults and seniors and operates the Resource Centre. Leadership development and skill building is facilitated in a fun environment. Programs include a variety of activities such as exercise, cooking, crafts, games, and educational workshops on relevant topics.

- 5,822** Participants accessed the Resource Centre
- 196** Individuals accessed Free Income Tax Clinics at Langs
- 775** Individuals assisted with supports provided through the Community Outreach Program (e.g. bus tickets, food supports and links to recreation)



People attended the Multi-Cultural Tasting Event to celebrate the diverse cultures in the Langs Community. All of the food was planned and prepared by women in the community. This event was part of the Linguistically Diverse Project



Seniors attended the Cooks N'Books Program. It enabled seniors to learn new healthy cooking skills as well as engage children by reading to them

“Langs has helped me with amazing things – they helped my daughter go to camp, get her babysitting certificate and get a new bike.” Fiona, parent/participant



SOCIAL WORK SERVICES

Langs offers confidential counselling to individuals, couples and families wanting to improve their well-being. We recognize that you often have existing coping skills and ways of dealing with struggles, and we support you to recognize and develop those characteristics helpful to you.



232
Different participants
accessed counselling services

- 27** Grade 7 and 8 students participated in a weekly Girls Group and Boys Group, to address issues of self-esteem and relationship problems with peers
- 10** Patients attended a group to support their management of depression/anxiety
- 8** Participants completed a weekly abuse issues group called Explore the Dark Places, co-facilitated with Sexual Assault Support Centre of Waterloo Region

*“I truly believe that if it wasn’t for the care and compassion that I received at Langs that none of the positive changes that I have made in my life would have happened.”
Tim patient/participant/former youth*



POPCORN HOUSE

Langs was approached to become a sponsoring organization for Popcorn House in the fall of 2012. A variety of youth and adult programs were operated in partnership with the community until the Popcorn House facility was sold in December. Langs continues to implement a variety of youth programs for the community while we look for a new home for the organization.

- 3** Langs Youth and Teen Staff have been operating programs at Popcorn House since September 2012. Three drop in programs offered weekly
- 20** Youth attend daily afterschool programming funded through the Ministry of Tourism, Culture and Sport. PA Day programs, Holiday Break and March Break, were also offered
- 3** Adult programs including a quilting group; a knitting program and ESL class were operated by volunteers



Children, youth and parents attended the Popcorn House Christmas Open House

VOLUNTEER SERVICES

Volunteering at Langs provides opportunities for community members to give back to their community while developing leadership skills and gaining hands-on work experience.

- 26** Volunteers participated in training
- 22** Volunteers completed goal setting forms
- 7** Volunteers nominated for awards in the community

42 students from **12** different educational institutions completed their placement with the organization

YOUTH & TEEN CENTRE

The Youth and Teen Centre is a welcoming and engaging environment that provides drop-in and structured programs for youth ages 5-18. The centre is also home for the 7th Inning Alternative Education Program for Grade 7 and 8 students.

- 674** Youth participated in 9 different summer programs in 2012
- 16** Participants graduated from the L.E.A.D program, implemented weekly at school
- 6** Foods of the month were incorporated into Langs Healthy Beginnings Program funded by the Lyle S. Hallman Foundation
- 81** Outcome evaluations were completed in 5 different programs. Youth reported feeling important, comfortable, happy, and safe at programs

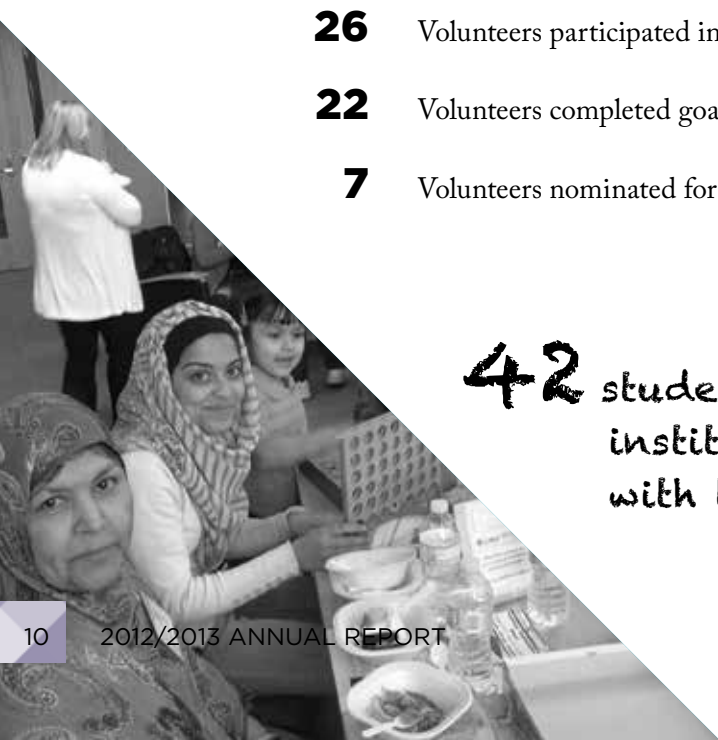


Langs and local schools partnered with Studio Impact to offer two leadership workshops



Youth attended afterschool programming, funded by the RBC Foundation, the Ministry of Tourism, Culture and Sport

“Langs is important to me because I’ve been coming here for a really long time and they were the first people to really help me. Being at Langs is a highlight of my day.”
Austin, age 11, youth participant



DIABETES EDUCATION PROGRAM

Langs is the sponsoring organization for the Diabetes Education Program Waterloo Region. The Community Diabetes Program provides diabetes education and treatment to people with type 2 diabetes in the Waterloo region. We strive to support adults with diabetes and their families by helping them make healthy lifestyle choices to control blood sugar and reduce the risk of problems associated with diabetes.

- 2,850** New individuals were served
- 8,000** Individual and group visits occurred
- 3** New outreach sites were adopted for a total of # of sites
- 269** Home Visits for frail, elderly patients and those with complications
- Free** Personal training sessions, exercise classes and pole walking sessions to participants
- 450** Participants attended the 10th Annual Cambridge Cardiac Care Heart Day with the theme of "Diabetes and Heart Disease"



Did you know?

Langs offers Diabetes Education Classes in Portuguese as well as individual appointments with a dietitian in Punjabi, Hindi and Urdu languages.

DIABETES CENTRAL INTAKE AND MENTORING



Central Intake receives triages and directs referrals to diabetes education programs for Waterloo-Wellington to help ensure people are accessing the right care at the right place at the right time. It also monitors the wait-times for diabetes education programs, ensuring programs are meeting the standards. It is exploring opportunities to expand to other chronic diseases. The Waterloo Wellington Diabetes regional web-site is also maintained by this program. The mentoring program supports health care providers in enhancing their diabetes knowledge, skill and care in Waterloo-Wellington.

- 5400** Referrals
- 465** Referring physicians or health care providers
- 15** Organizations supported with mentoring
- 83** Certified Diabetes Educators in the region

WaterlooWellington
DIABETES
www.waterloowellingtondiabetes.ca

SELF-MANAGEMENT PROGRAM

Self-management is the active participation of individuals in achieving their best health and wellness. The Self-Management Program coordinates training and education services throughout the Waterloo-Wellington.

- 3** Other self-management programs were offered: Craving Change, Living with Stroke, and Living with Arthritis
- 18** Peer leaders trained
- 13** Master trainers recruited
- 174** Health care providers trained

 **Waterloo Wellington**
Self-Management
Program
www.wwselfmanagement.ca



323 participants living with or at risk of chronic diseases attended the Take Charge Workshops

PARTNERSHIPS AND INTEGRATION

Langs has a proven track record of being a community hub model. The organization is co-located with 25 community partners to provide social, health, recreational, educational and vocational services on site at 1145 Concession Road.



8

Partner agencies providing on-site services for children and youth



9

Partner agencies providing mental health and addiction services

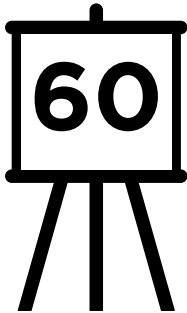
- 4 Community agencies are providing services at our former location at 887 Langs Dr
- 25 Co-located partners providing on-site services.
- 52 People attended Lunch and Learn sessions presented by partner agencies
- 15 Stakeholders commit to the Healthy Beginnings project, funded by the Lyle S. Hallman Foundation
- 500+ Youth in grades 7-8 attended the Mental Health Awareness Fair with 13 partners. This event was offered with support by the Astley Family Foundation
- 492 Youth participated in Healthy Smiles Ontario presentations
- 6 Dental health screening clinics held

Did you know?

Langs co-located with 5 new community partners this past year, including:

- Future Vision Ministries
- Ruth Martin Play Therapist
- Behavioural Support Ontario (St. Joseph's Health Centre, Guelph)
- Dr. MacLeod
- Dr. Hanna and Dr. Formica

SPECIAL EVENTS



People attend the 1st Annual Studio 30 Art Show for 4 weeks in Spring 2012. 25% of sales were donated back to Langs.



Staff were recognized in 2012 for 5-15 years of services

- 230 Community members attended the Annual Community Christmas Dinner
- 343 Community residents attended the Annual Community Picnic event
- 70 Langs Staff and Board Members participated in team building activities at Strom's Farms for Staff Appreciation
- 300 New recruits, dignitaries, and guests attended the Waterloo Region Police Services Badging Ceremony
- 50 Attended our Volunteer Appreciation Event
- 100 Attended our Annual General Meeting "Mission Accomplished"
- 70 Guests attended the D3 Mural Launch. The 30 foot Mural is now located on the walking track

CAPITAL CAMPAIGN AND FUNDRAISING

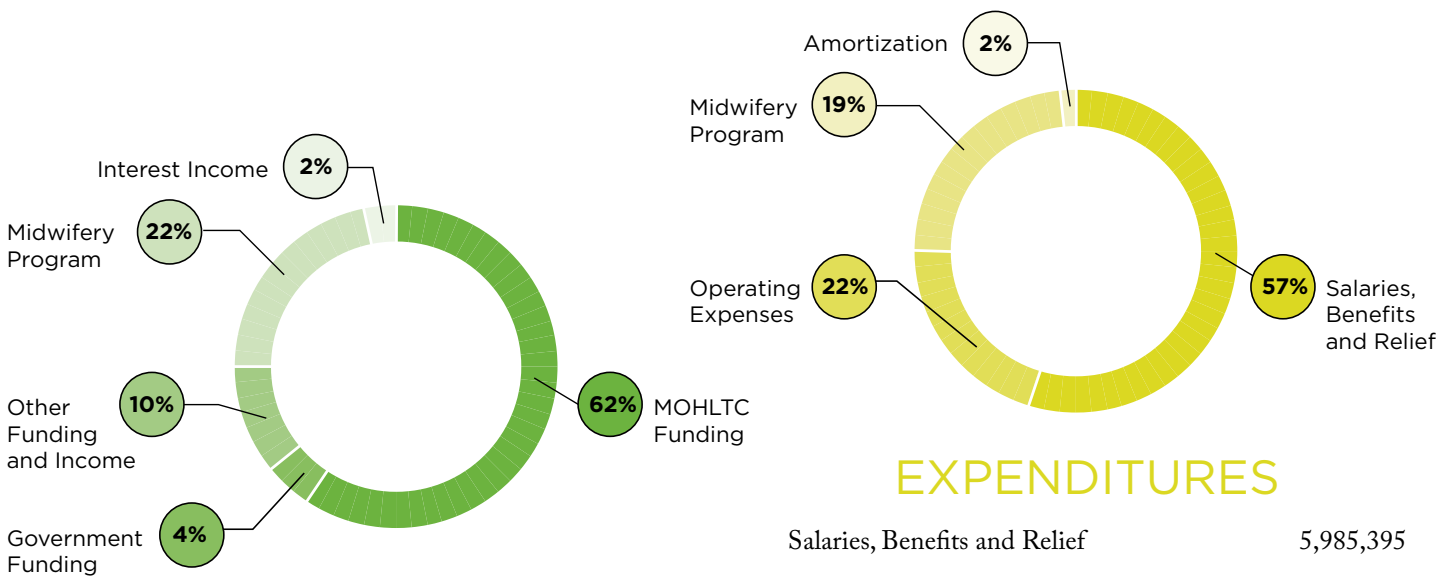
- 30+** Corporations contributed to the Capital Campaign in cash or in-kind
- 74** Individuals contributed to the Capital Campaign
- 45** Rooms have been named in the Langs Facility since opening in September 2011
- \$7,418** Raised in 2012 special fundraising events such as Birdies for Charity, Healthy Choices Wellness, Cambridge Adult Team Sports, Box 12 Art Show, and Studio 30
- 80+** Women attended the inaugural Celebrating Women's fundraising brunch



Number of 'Bricks' sold:
167

STATEMENT OF OPERATIONS

SUMMARIZED FINANCIAL INFORMATION FOR THE YEAR ENDED MARCH 31, 2013



MOHLTC and LHIN Funding	7,381,920
Government Funding	355,139
Other Funding and Income	1,118,948
Midwifery Program	2,671,360
Interest Income	192,299
TOTAL REVENUES	11,719,666

Salaries, Benefits and Relief	5,985,395
Operating Expenses	2,312,733
Midwifery Program	1,975,317
Amortization	202,972
TOTAL EXPENDITURES	10,476,417

REVENUES IN EXCESS OF EXPENDITURES	1,243,249
Less amounts repayable to the Ministry of Health and Long Term Care	
CHC & Diabetes Program	(355,345)
Midwifery Program	(696,043)
	(1,051,388)

Less net excess of revenues over expenditures of Capital Fund and Reserves	(55,387)
Increase in surplus for the year (excluding Capital Fund and Reserves)	136,474
Accumulated surplus at beginning of the year (excluding Capital Fund and Reserves)	\$84,620
Less Inter-fund Transfers	(125,000)
Accumulated surplus at end of year (excluding Capital Fund and Reserves)	\$96,094

Please note: This financial data is extracted from Langs 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 BDO Canada, LLP and are available upon request.



2012-2013 AWARD RECIPIENTS

AWARDS AND RECOGNITIONS



Gerald D. Steinman Large Corporate Award is given to a Large Corporate Partner for their significant contributions to the organization.

Best Buy Canada Inc.
(Pinebush Rd. Cambridge Location)



Keith Schwartz Memorial Award is given for unselfish acts of kindness for the betterment of others and/or the community.

Kate Cressman



Gerald D. Steinman Community Partner Award is given to a community partner for their significant contributions to the organization.

St. Mary's Counselling Services



Kathleen Brough Award is given for outstanding volunteer service to the organization.

In Memory of Sherry McNeil



Muriel Bechtel Educational Award is to acknowledge an educational institution that has made a significant contribution to the success of organization.

Preston High School



Lorie Delane Youth Leadership Award is to recognize a young person who has developed and applied leadership in Langs Programs and Services.

The Youth Leadership Award is sponsored by Starbucks Coffee Company (Hespeler and Sheldon)

Jessica Townsend



Bill Davidson received the Queen's Jubilee Medal

Kerry-Lynn Wilkie was recognized as a YWCA Women of Distinction in the category of Health, Wellness and Active Living. During her years of service, Kerry-Lynn played a substantial leadership role in designing, planning and implementing a wide variety of community programs and establishing a number of innovative community partnerships. Her dedication to her work is tireless and her loyalty and commitment is evident.

Bruce Lyons was the recipient of the City of Cambridge Youth Ally Award for his 20+ years of volunteer work as a role model for youth in the community.

Mark Godin, Past Board Chair received a Demonstrating Community Leadership Award at the United Way Community Achievement Night.

Langs has been selected to be honoured by Tri-Pride as OUTstanding Community Builder for 2013. This award recognizes Langs for providing excellent services to the LGBTQ community in Waterloo Region.

Langs was the recipient of the Mayor's Workforce Training Award which speaks to the commitment the staff and organization have to professional development and lifelong learning!

2012-2013 BOARD OF DIRECTORS

Theresa Wilhelm, *Chair*
Mark Godin, *Past Chair*
Gary Desborough, *Vice-Chair*
Lorri Detta, *Treasurer*
Anthony Brown, *Secretary*
Angela Asadoorian, *Member*
Ben Benninger, *Member*
Brian Arn, *Member*
Cathy Shafe, *Member*
Dale Hart, *Member**

Graham John, *Member*
Jillian Marquardt, *Member*
Jo-Ann Rickard, *Member*
Lisa DiNunzio, *Member*
Omama Khan, *Member*
Patricia Johnson, *Member*
Paul Heath, *Member*

**Resigned during the year*

LANGS 2012/13 BOARD OF DIRECTORS





35
YEARS

LANGS STAFF 2013

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Cambridge, Ontario N3H 4L5
Phone: 519-653-1470
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Web: www.langs.org



www.facebook.com/LangsCommunity



www.twitter.com/LangsCambridge

LANGS FAMILY OF BRANDS



WaterlooWellington
DIABETES

 **Waterloo Wellington**
Self-Management
Program

PRIMARY FUNDING PARTNERS



SPECIAL THANK YOU TO MEGHAN KRELLER OF MEGPIE PHOTOGRAPHY FOR STAFF AND FACILITY PHOTOS