



CONNECTIONS

Health Link & the Importance of the Social Determinants of Health

ANNUAL REPORT
2013-2014



VISION *Changed lives, healthy communities*

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

VALUES *Integrity
Respect
Accountability
Collaboration
Competence*

FROM THE CO-CHAIRS & EXECUTIVE DIRECTOR

It's hard to believe that we have been located in our new facilities at Langs and North Dumfries for over two years. Much of our attention in the past year has been on preparing for Health Link including the completion of an environment scan, readiness assessment, physicians and stakeholder engagement and the establishment of the Health Link Steering Committee and Network.

That's why we were absolutely delighted when Deb Matthews, Ontario Minister of Health and Long Term Care joined us in April to announce Langs as the lead for the Cambridge and North Dumfries Health Link. We are thrilled to be the 54th and growing number of Health Link communities across the province. The Cambridge and North Dumfries Health Link has been built on a foundation of strong relationships and connections among local primary care providers, Cambridge Memorial Hospital, social service agencies, education and Waterloo Regional Police. Please join us in congratulating Kerry-Lynn Wilkie who has been seconded as the Health Link Director.

Some highlights of our other connections from 2013-14 include:

- 11 agencies have identified and responded immediately to the needs of 39 individuals and families at elevated risk as a result of the implementation of the **Connectivity Table in partnership with Waterloo Regional Police**

- The implementation of the **CCAC Cambridge Community Home Team**, a Health Link initiative to wrap services around individuals who require services at home and reduce wait times
- The upcoming hiring of 3 social workers funded by the **Inter-Professional Health Provider Funding** to support 16 family physicians at the Heritage Cambridge Health Organization
- **Top 40 a Health Link** demonstration project in partnership with Homewood Health Centre; our Langs social workers developed plans of care for 10 individuals with mental health challenges that frequent the emergency department.



- The **Community Diabetes Program, Waterloo Region** worked diligently for one year to apply for accreditation to the Canadian Diabetes Association, Diabetes Education Standards Recognition Program. The team is also undertaking a major research project funded by the Canadian Institute of Health Research in conjunction with McMaster University on the impact of having a Diabetes Health Coach available to individuals with Type 2 diabetes.
- **Central Intake for Diabetes Education Programs in Waterloo-Wellington** the first program in Ontario to triage and direct referrals to diabetes education programs and diabetes specialists recently reached the milestone of triaging **10,000 referrals**. They are expanding the service to a fully electronic system and recently developed regional standards and tools for diabetes and pregnancy, including launching an educational campaign.
- We are thankful that a new funder, the **Ministry of Tourism, Culture and Sport** has recognized the importance of accessible and affordable afterschool program for children that we operate in three locations.
- We are excited about the high level of participation at **Popcorn House** and look forward to establishing a new home and new branding for this community centre in Hespeler
- The continued success of the **Healthy Beginnings Program funded by the Lyle S Hallman Foundation** that has reached out to **13 classrooms in 4 schools** as well as Langs afterschool programs to increase physical activity and healthy eating
- We welcomed **Dr Heather MacLeod, General Surgeon** to

Langs and **Bioped to North Dumfries** as new community partners this year

- Please join us in congratulating the **Waterloo Region Nurse Practitioner Led Clinic** that opened its doors at a new satellite location in the Doon Pioneer Park Plaza in Kitchener

We are pleased to continue our work with the support of Waterloo Wellington LHIN, the City of Cambridge, the Cambridge and North Dumfries Community Foundation, RBC Foundation, the Ministry of Children and Youth, the United Way of Cambridge and North Dumfries and our donors.

We continue to be proud of the dedication and commitment of a talented and hard working team at Langs. The organization also devoted considerable effort this year on the successful recruitment and retention of staff by conducting a staff engagement survey, undertaking a benefits review and recognizing the accomplishments of 7 staff who have reached significant years of service milestones.

We are grateful for the strength and commitment of our Board of Directors and we will miss the important contributions of retiring board members Paul Heath, Ben Benninger, Lorri Detta, Patricia Johnson and Omama Khan. We were pleased to welcome Ann O'Donnell-Beckwith and Jeff Hunter to the board as well as our five nominees. The dedication of these leaders and over 170 volunteers at Langs have taken an active role in accomplishing the goals outlined in our strategic plan.

Theresa Wilhelm,
Co-Chair

Gary Desborough,
Co-Chair

Bill Davidson
Executive Director

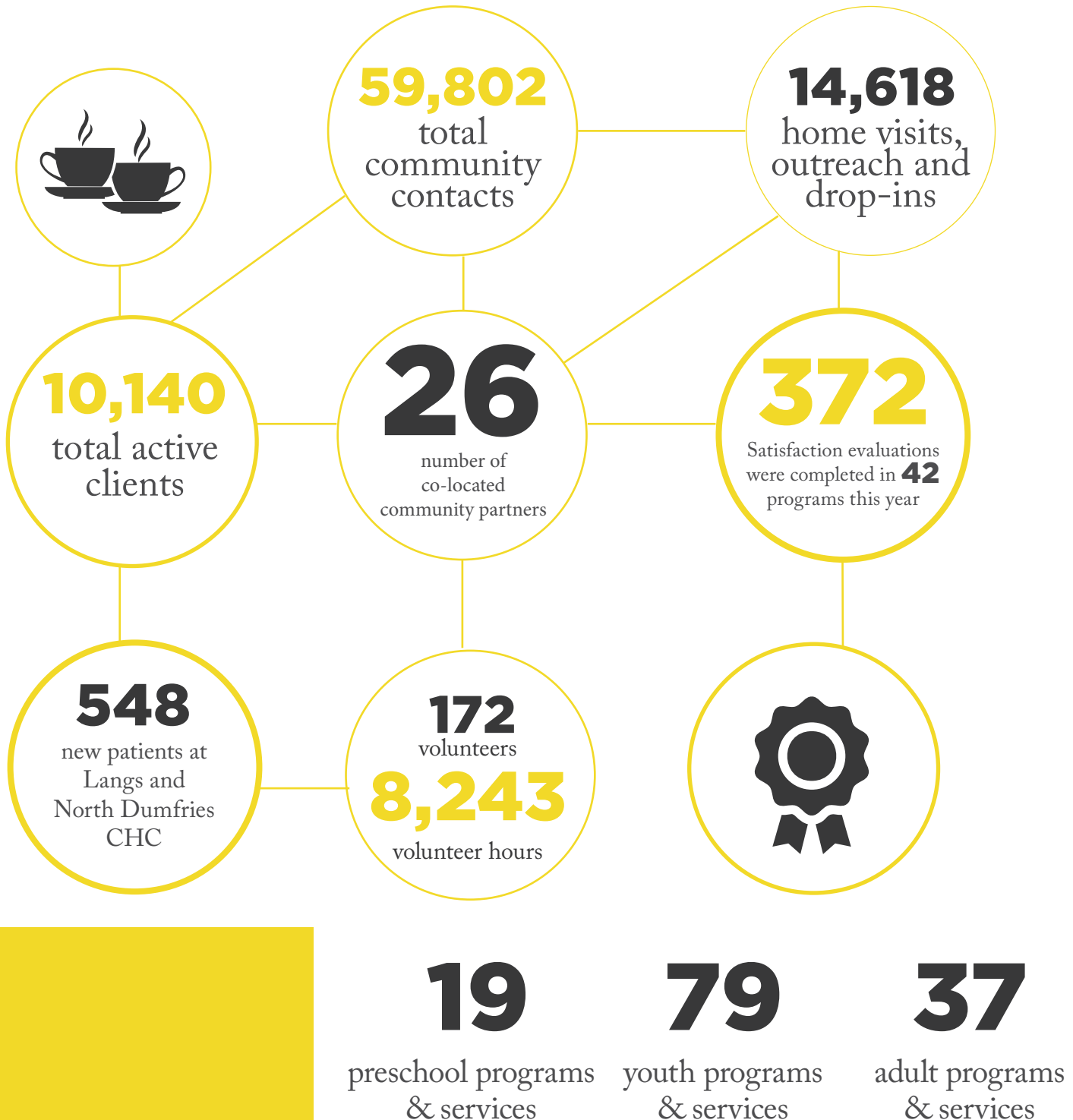
“Sharing is one of those solutions where you get multiple benefits. It brings people together and helps them save resources and money. It’s also an ideal solution for uncertain times. When you’re in league with others, you can prepare yourself and your community for any type of outcome.” – Neal Gorenflo

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2013-2014 HIGHLIGHTS

By the Numbers



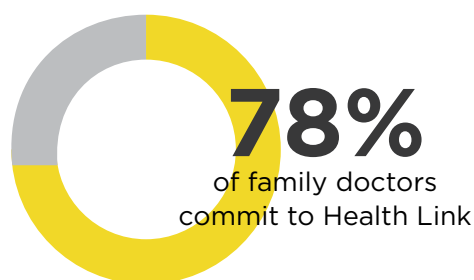


CAMBRIDGE AND NORTH DUMFRIES HEALTH LINK

- 4** Health Link Projects initiated
- 25** Plans of care completed for Top 40, North Dumfries and the CCAC In Home Team
- 11** Agencies meet weekly at the Connectivity Table
- 39** Situations addressed at the Connectivity Table



The Connectivity Table

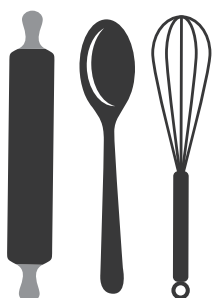


200

Stakeholders engaged
in Health Link
consultation sessions

HEALTHY BEGINNINGS

- 50+** programs across all sites feature Foods of the Month
- 9/10** children in afterschool programs are eating Foods of the Month at home
- 43** programs participate in "Take 5": 7835 minutes of physical activity in one year
- 4** presentations of Healthy Beginnings at local and provincial meetings and conferences



National Cookbook author, **Rose Murray**, created new recipes based on Canadian Foods of the Month at Langs



16



Different foods of the month were incorporated into after school programs as part of the **Healthy Beginnings Program** funded by the Lyle S. Hallman Foundation

COMMUNITY HEALTH CENTRES

Langs provides primary health care and health promotion programs in Cambridge and North Dumfries by a diverse team that includes doctors, nurse practitioners, registered nurses, registered dietitians, social workers and community health workers.



332

Patients attended
on site INR clinics

48

Patients received
chiropractic care

12

Transgendered patients
received culturally
sensitive health care

Number of
new patients:

Langs:

167

North Dumfries:

568



211

Patients had home visits
done by their health care
professionals

NORTH DUMFRIES COMMUNITY HEALTH CENTRE SATELLITE

The North Dumfries CHC satellite offers primary health care and health promotion programs to the rural community.

613

Patient visits for blood work

210

Children participated in the Summer
Playground Program

2

New staff members joined the team: 1 Nurse
Practitioner and 1 Physician

85

Participants attended the family BBQ



COMMUNITY SERVICES

Langs offers a variety of community and socially interactive programs for adults, seniors and youth. At the Resource Centre, they have access to a range of drop-in services that includes a computer lab, food security programs and partnership services such as employment counselling.



6,578 Participants accessed the Resource Centre

168 Individuals accessed Free Income Tax Clinics at Langs.

756 Individuals assisted with essential support provided through the Community Outreach Program. (E.g. bus tickets, food supports, and links to recreating, clothing and many other basic needs.)

48 Children were assessed during our Screening Clinics

25 Children attended Community Capacity Building programs in partnership with Family and Children Services



Youth, adults and seniors attended Lights, Camera, Action workshops



500

Photos were taken and scrapbooked by youth photographers



YOUTH AND TEEN CENTRE

A variety of drop-in and structured programs for youth aged 5-18 years including the 7th Inning Alternative Program for Grade 7 and 8 students.

- 277** Youth participated in 15 different summer programs in 2013
- 128** Participants accessed Holiday Break and March Break
- 22** Youth participated in the Leadership Development Program (L.E.A.D.)
- 75** Children and Youth received new shoes from Payless Shoes for Kids
- 25** Helmets were donated by Tour de Grand for our Annual Bike Rodeo
- 60** Youth participated in physical literacy evaluations as part of a Ministry of Tourism, Culture, and Sport initiative to help children lead active and healthy lifestyles
- 27** Junior 'chefs' graduated from Kids in the Kitchen program
- 50** Youth attended new physical activities including DrumFit



25

Students participated in the COPS Program



Books were given to after school participants through the Books for Birthdays program



"As someone who grew up with Langs, the Youth and Teen centre has always been a great place for kids of all ages to come and get guidance and meet new friends. Now, as a Peer Worker, I have the ability be a positive role model and mold young minds in the community to become kind, caring, and respectful individuals." Keasha, Peer Worker

POPCORN HOUSE

Langs implements a variety of drop-in and structured programs and services for all ages at this satellite location in the Hespeler community.

- 26** Youth attend daily afterschool programming
- 61** Community members attended the Popcorn House Holiday Open House in December
- 41** Youth from grades 4 to 9 actively attended the Popcorn House Gym Drop-in program



3141

Glasses of water were consumed by Popcorn House after school participants. Participants track their water intake monthly as part of a Healthy Beginnings program



Community members attended the Popcorn House Summer BBQ in July

VOLUNTEER SERVICES

Volunteering provides opportunities for community members to give back to their community; develop leadership skills and gain hands-on work experience.



172

Volunteers contributed



Volunteer hours equivalent of

8243

\$90,673.00

in paid time with current minimum wage of \$11.00/hour

19

William G. Davis students volunteered in the Early Years programs

27

Students completed placements at Langs

CONNECTING PEOPLE



"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."

"I'm going to say they're supportive, for just about anything. If you're looking for a job, they want to help you look for that job. If you were down, they'd help you get a therapist. If you are low on money, they'd probably help you out with groceries. I mean it doesn't matter what it is, they're there to support you"

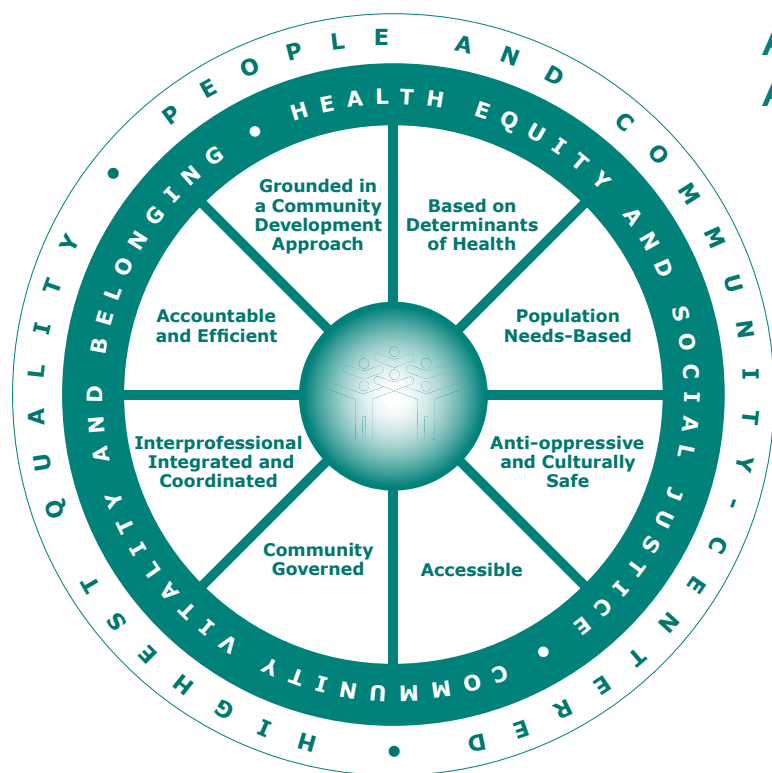
PEOPLE, PROGRAMS AND SERVICES



“Langs gives the community a focus and a central place to gather – it increases the sense of community”



Minister of Health and Long-Term Care Deborah Matthews visit



AOHC MODEL OF HEALTH AND WELL BEING:

The Model of Health and Well Being is based on the work and values of the Community Health Centres. The model is premised and embodies the Canadian Index of Well Being. The goal is to shift from fragmented sickness care to community health and well being system that promotes the best possible health and well being for everyone in Ontario.

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.



538

Different participants accessed counselling services

9 Patients attended a group to support their management of depression/anxiety

29 Grade 7 and 8 students from William G Davis and St. Michaels Schools participated in a weekly Girls Group and Boys Group, to address issues of self-esteem and relationship problems with peers

500 Youth from William G. Davis Public School, St. Joseph Catholic School, and St. Michael Catholic School participated in the 2nd Annual Mental Health Awareness Fair at Langs, thanks to the Astley Family Foundation

19 Agencies and schools operated information booths at the fair

"I have learned to manage my thoughts and to work on communicating in a healthier way with the people around me and I know that everything isn't always going to be hopeless." From Participant in the Coping with Depression & Anxiety group



PARTNERSHIP & INTEGRATION

Langs increases community access to a variety of services by being co-located with the William E. Pautler Centre and more than 25 other community partners at 1145 Concession Road and 887 Langs Drive.



384

Adult teeth were cleaned at dental screenings

15 Partner agencies providing on-site services for children and youth.

20 Partner agencies providing on-site services for adults and seniors.

2 New Community Partners joined us:

- BioPed at North Dumfries
- Dr. MacLeod, General Surgeon



COMMUNITY ENGAGEMENT

- 1,222** Flu shots were given at Langs and North Dumfries CHCs
- 222** Corporate guests attended the Community Leaders Luncheons and Langs Information Sessions and Tours
- 137** Community members attended the Annual Open Closet Event on March 7th in partnership with the Sexual Assault Centre for International Women's Day
- 6,565** Number of minutes from Take 5 exercise in programs over the past year



5,400

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



27

Families and Seniors in need received Christmas sponsorships from generous donors



1688

Different people have used the walking track.

18,611

Visits to the track

At 5km per visit, that's

93,055 km

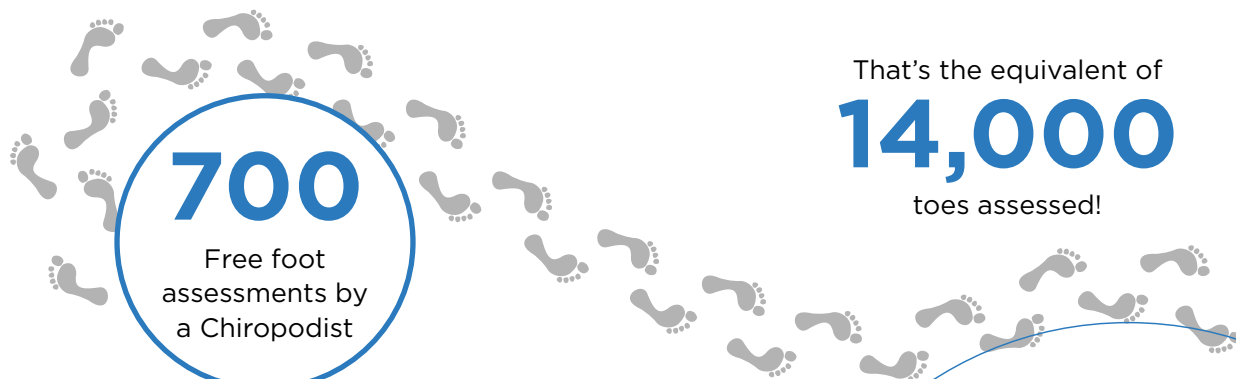
walked



DIABETES EDUCATION PROGRAM

The Community Diabetes Program of Waterloo Region consists of 4 CHC sites including Langs, North Dumfries, Kitchener and Woolwich.

- 2,019** New individuals were served
- 10,436** Individual and group visits
- 537** Newly diagnosed 'pre-diabetes' patients attended education sessions held in partnership with the Cambridge and Kitchener YMCAs.
- 90** People screened at Lions Club and World Diabetes Day Events
- 63** People received diabetes "tune up" with Canadian Diabetes Association, local pharmacists and Registered Dietitians
- 100** People attended annual Healthy Heart Day



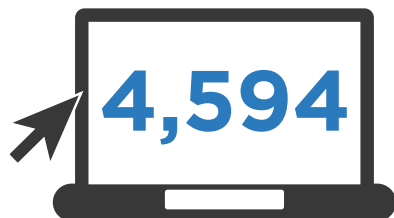
890

People attended free personal training sessions and exercise classes by a Kinesiologist



CHRONIC DISEASE PREVENTION AND MANAGEMENT

Central Intake receives, triages, and directs referrals to diabetes education programs for Waterloo-Wellington to ensure people are accessing the right care at the right place at the right time. The mentoring program supports health care providers in enhancing their diabetes knowledge, skill, and care in Waterloo-Wellington.



Website visitors this year

5,083

New referrals this year

522

Referrals made to specialists this year

731

Referring physicians or health care providers

89

Certified Diabetes Educators in the Waterloo-Wellington Region

1,000

Diabetes and Pregnancy clinical pathways prepared for region-wide dissemination

15

Organizations supported by mentoring



SELF-MANAGEMENT PROGRAM

Coordinates training and education services for health care providers and offers programs to help people with chronic conditions manage their symptoms.

31

Stanford Chronic Disease Self-Management certified Peer Leaders

7

Stanford Chronic Disease Self-Management certified Master Trainers

168

Health care providers have taken part in “Moving Towards Change”, supporting their patients to self-manage, and health literacy awareness workshops.

6

Health care professionals trained to deliver the PEP talk: Diabetes Healthy Feet and You. It is a new program developed from Diabetic Foot Canada to help peer leaders empower



320

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

FUNDRAISING & SPECIAL EVENTS UPDATE



This was an exciting year for fundraising and event at Langs! In addition to our popular Community Picnic and Christmas Dinner events, we also hosted the 2nd Annual Studio 30 Art Show, the 1st Annual Connectivity Youth Art Show, a live performance by the KW Symphony and the 1st Annual Celebrating Women Fundraiser and Brunch.

30 Donors & their guests attended a donor appreciation event

232 Community members attended the Annual Community Christmas Dinner

354 Community residents attended the Annual Community Picnic event

45 Names added to the 2nd Brick Wall

\$7,300+ Raised in 2013 by special fundraising events such as Studio 30, Celebrating Women



Bricks were sold for loved ones at Valentine's Day



100

People attended a Live performance by the Kitchener Waterloo Symphony in the Langs Green Lounge

91

Attended the Annual Celebrating Women Fundraiser and Brunch and



31

tickets were made available to Langs Participants through sponsorship



2013 AWARDS

The **TD Bank** Friends of the Environment fund has supported environmental activities for youth in summer and afterschool programs for 15 years. They have made a significant difference in our community.

Gerald D. Steinman Award - Corporate Partner
TD Bank Group

Gerald D. Steinman Award - Corporate Partner
Centennial Public School

Centennial Public School has provided Popcorn House programs with gymnasium space along with equipment for programs. We could not have operate Popcorn House without them.

Rick Deacon has been the music teacher at William G Davis for 16 years where he has mentored thousands of young students about the importance of music and song. Langs has enjoyed many of these performances and is thankful for his leadership in the school community.

Muriel Bechtel Educational Award
Rick Deacon - W.G. Davis Public School

Keith Schwartz Memorial Award
Ben Benninger - North Dumfries

Ben Benninger was a driving force behind the establishment of the CHC satellite in Ayr. His passion about the model and his commitment to his community is evident in all he does.

Jo-Ann Rickard volunteered at the Retired and Ready Program and held volunteer roles as Chair of the Community Services Committee and the Board of Directors for 6 years. Jo-Ann is passionate about her community and a true Langs champion.

Kathleen Brough Award - Langs
Jo-Ann Rickard
Kathleen Brough Award - North Dumfries
Shirley Berge

Shirley Berge has been on the North Dumfries Advisory for 6 years. Her positive attitude and genuine concern for people have helped to improve the lives of many in the North Dumfries community.

Lorie Delane Youth Leadership Award
Keasha Maile

Keasha Maile began as a student in the 7th Inning Program and she has been a volunteer with Langs, a summer program leader, and now works as a Teen Peer Worker at the After School Programs.

2013 RECOGNITIONS

Harshanee Jayasinghe, youth volunteer received a Proud2Be Program Grant from Blackberry, awarded to Blackberry employees to support their efforts to give back to their communities.

Proud2Be Program Grant from Blackberry
Harshanee Jayasinghe

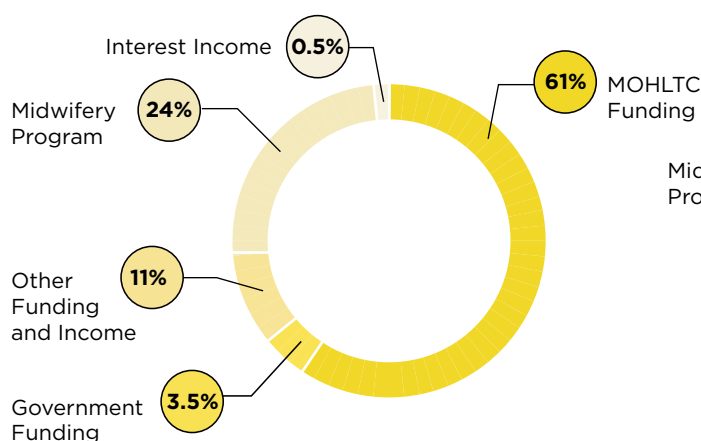
Oktoberfest Rogers Women of the Year
Carol Mason

Carol Mason Langs Volunteer was nominated for the Oktoberfest Rogers Women of the Year Community Services Award, for generously volunteering her time to programs and services.

Three volunteers were recognized at the United Way Community Achievement event. **Caitlin Dayler**, volunteer, received an award for Volunteer Leadership in 'All that Kids Can Be' for excellence through volunteer service and leadership.

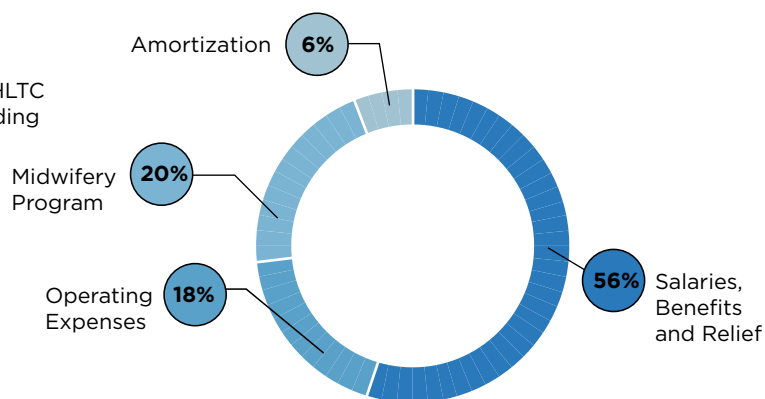


STATEMENT OF OPERATIONS



REVENUES

MOHLTC Funding	7,427,915
Government Funding	427,095
Other Funding	1,274,860
Midwifery Program	2,838,505
Interest Income	8,015
TOTAL REVENUES	11,976,390



EXPENDITURES

Salaries, Benefits and Relief	6,282,594
Operating Expenses	1,944,076
Interest Expense	177,066
Midwifery Program	2,278,972
Amortization	660,806
TOTAL EXPENDITURES	11,343,514

REVENUES IN EXCESS OF EXPENDITURES	632,876
Less amounts repayable to the Ministry of Health and Long Term Care	(156,456)
Midwifery Program	(559,533)
	(715,989)
Less Inter-fund Transfers and Capital Allocations	83,113
Decrease in surplus for the year	0
Accumulated surplus at beginning of the year (excluding Capital Fund and Reserves)	\$96,094
Accumulated surplus at end of year (excluding Capital Fund and Reserves)	\$96,094



Please note: This financial data is extracted from Langs Farm Village Associations' 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 by Langs.

2014-2015 BOARD OF DIRECTORS

Standing Board Members

Theresa Wilhelm, Co-Chair
Gary Desborough, Co-Chair
Lisa DiNunzio, Vice-Chair
Angela Asadoorian, Treasurer
Cathy Shafe, Secretary
Ann O'Donnell-Beckwith
Brian Arn
Derek Kidnie
Jeff Hunter
Jillian Marquardt
Keith Little

Retiring Board Members 2013/14

Paul Heath
Ben Benninger
Lorri Detta*
Patricia Johnson*
Omama Khan*
*Resigned in 2014

Board Nominees:

Michala Henderson
Kathilee Porter
Cam DiNunzio
Stephen Paniccia
Sten Holmberg



4 New Board Committees were added this year:

Chair's Innovation Council
Finance and Sustainability Committee
Quality Improvement Committee (QIP)
Canadian Centre for Accreditation (CCA) Board Team





The Langs Team

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Web: www.langs.org



www.facebook.com/LangsCommunity



www.twitter.com/LangsCambridge

LANGS FAMILY OF BRANDS



PRIMARY FUNDING PARTNERS

