



## TRANSFORMING *Communities*

LOCALLY • GLOBALLY



2014 -2015 ANNUAL REPORT

# TRANSFORMING *Communities* LOCALLY AND GLOBALLY

# 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

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# A WORD FROM THE

*Congratulations! Today is your day.*

*You're off to Great Places! You're off and away!"*

*– Dr. Seuss, Oh, The Places You'll Go!*

This annual report highlights many examples of how we are transforming communities both locally and globally. Locally we have had a substantial impact this year in the following areas:

- Kids, families and community partners have a home again for programs and services in east Hespeler at 1 Groh Avenue with the opening of the new Grow Community Centre (formally Popcorn House). Thanks to the Masonic Lodge for being so willing to share their land to accommodate our 4000 square foot facility and recognizing the importance of community
- The continuation of the *Connectivity Table in partnership with Waterloo Regional Police* and 20 organizations that have identified and responded immediately to 141 situations of elevated risk
- The ongoing work of *Cambridge Community In Home Team in partnership with the CCAC and three primary care organizations* to wrap services around individuals who require essential services at home
- A new partnership Heritage Cambridge Health Organization to hire 3 social workers to provide support to the patients of 17 family physicians who previously did not have the benefit of the resources of an inter-professional team
- We have received numerous visitors and calls to learn about our Community Hub Model which has been timely with the establishment of a Premier's Council in Ontario

In 2015, we are fortunate today to share that we are having an impact in a small way globally in partnership with many others who are interested in our work. Please check out page 10 to see the connections we have made

*Continued on next page —>*

# CHAIR AND EXECUTIVE DIRECTOR

with other countries throughout the organization's history. Two of these recent examples are highlighted below:

- A partnership with the University of Waterloo the recipients of an International Research Partnership Grant to exchange knowledge and best practices in community development between Huixcazda, a village in Mexico and Langs. Watch for details about our special visitors joining us in July and ask about our visit to Huixcazda.
- Our journey to Melbourne and Sydney Australia to learn about the important work of Community Health Centres down under. Thanks to our Canadian Association of Community Health Centres that provided the opportunity for 4 Executive Directors from Ontario and 4 of our partners from the United States to be part of this study exchange

Locally we are transforming communities in all of the programs, services and special events everyday at Langs at our 5 locations. Integral to this transformation is the incredible hard work of our Board, staff, community partners and volunteers. We are proud of the diversity of skills that our dedicated talented and hard working team offers the community. This year, we were pleased to celebrate the years of service milestones of 7 staff.

Unfortunately are saying goodbye to four outstanding board members, Theresa Wilhelm, Angie Asadoorian, Lisa DiNunzio and Jillian Marquardt. Their enormous commitment to our work and their dedication to move the

organization forward will truly be missed. We are fortunate to welcome the skills and talents Gerry Watts, Macarena Barker and Stephanie Belsher to our Board this year at a time when volunteering is declining nationally.

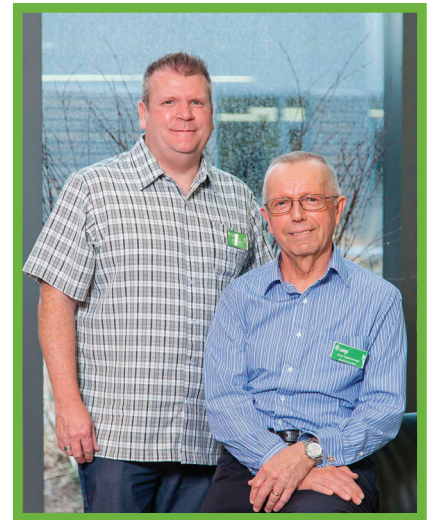
We could not transform communities

without the support of a broad range of funders including the Waterloo Wellington LHIN; the Ministries of Health and Long Term Care, Children and Youth and Tourism, Culture and Sport; the City of Cambridge; United Way of Cambridge; and the Cambridge and North Dumfries, Hallman and Trillium Foundations.

It's been another great year and when asked if we will succeed? *Yes! We will, indeed! (98 and ¾ percent guaranteed)*

Gary Desborough,  
Chair

Bill Davidson  
Executive Director



## STAFF MILESTONES

### 5 Year

Debbie Hollahan  
Dr. Craig Albretch  
Dr. Almas Jakda

### 10 Year

Crystal LaForest  
Paula Whan

### 15 Year

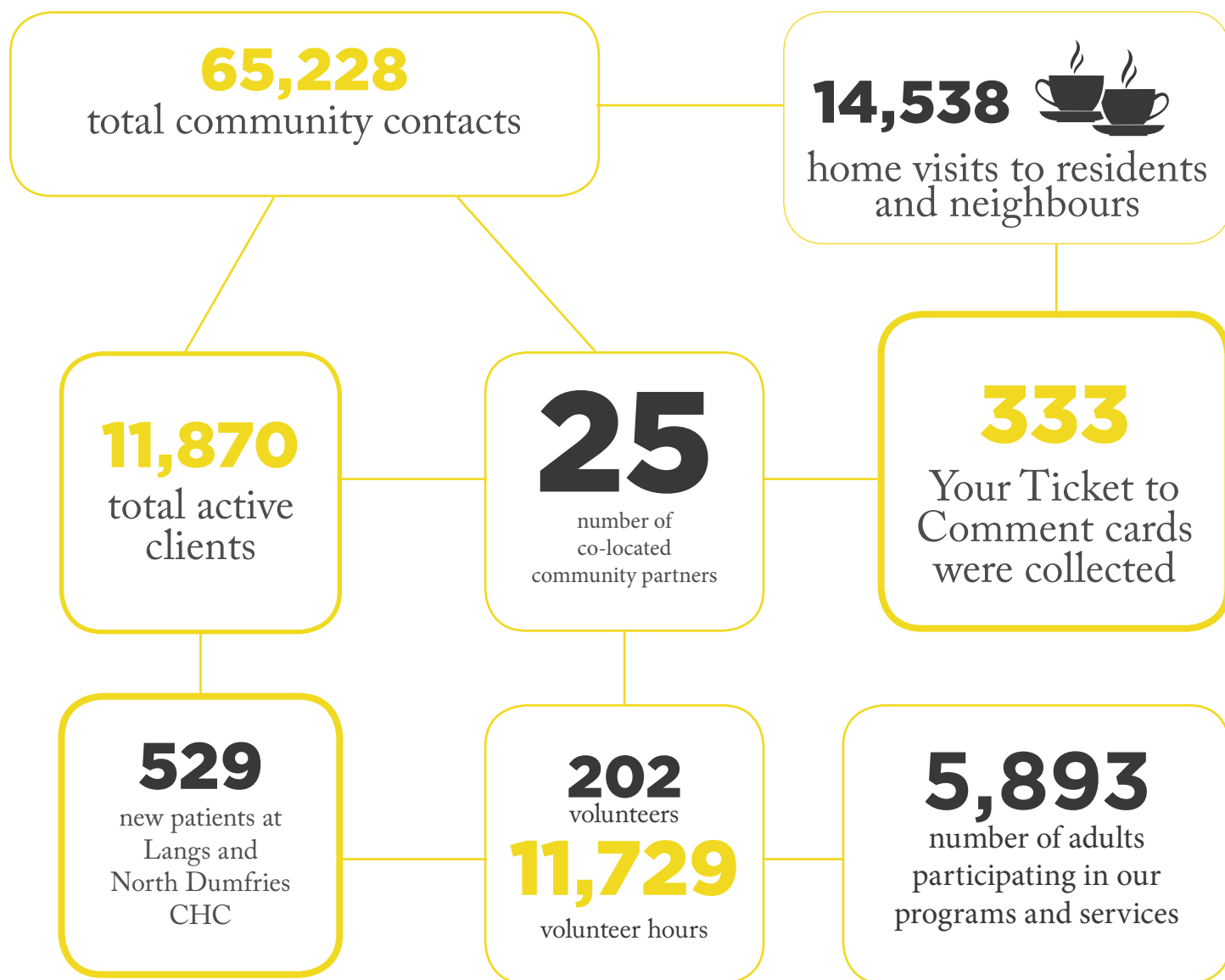
Tammy Saunders

### 20 Year

Sue Leal-Schnarr

# 2014-2015 HIGHLIGHTS

## *By the Numbers*



**14**  
preschool programs  
& services

**72**  
youth programs  
& services

**27**  
adult programs  
& services



# COMMUNITY ENGAGEMENT

- 1,088** Flu shots were given at Langs and North Dumfries CHC
- 113** Programs and services were offered reaching 11,268 different people
- 135** Corporate guests attended the Community Leaders Luncheons
- 10** Tours provided of the new facility
- 11,900** Newsletters were delivered by volunteers, students and staff in the Langs community this past year
- 539** Satisfaction evaluations were completed in 40 programs this year

*"We love to come to Langs because everybody is so nice and friendly. We started walking in 2011, and they have stood by me when I went through my hard times. This was my party with my special friends to celebrate my victory over cancer." Kathy*



*Participants at Community Christmas Dinner*



## 1319

Different people have used the walking track.

## 12,015

Visits to the track;  
At 5km per visit, that's

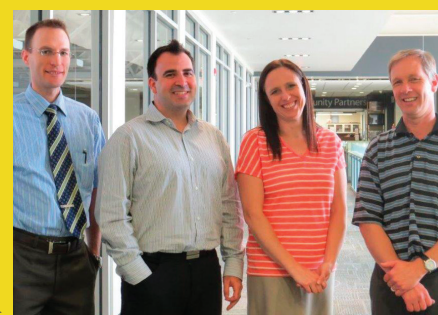
## 60,075 km walked!

## PARTNERSHIP & INTEGRATION

Langs increases community access to a variety of services by being co-located with the William E. Pautler Centre and more than 23 other community partners at 1145 Concession Road and 887 Langs Drive.

- 4** Community agencies are providing services at our former location at 887 Langs Dr.
- 17** Partner agencies providing on-site services for children and youth.
- 22** Partner agencies providing on-site services for adults and seniors.
- 12** Partner agencies participated in a strategic partnership planning
- 48** Patients received chiropractic care from 4 volunteer chiropractors →

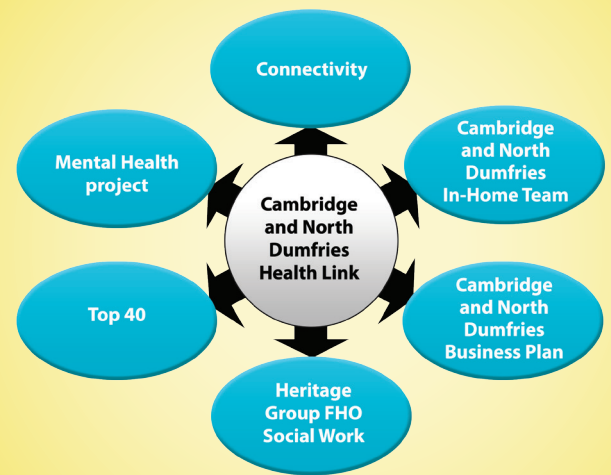
**128** birth certificates, 2 birth registrations, and 20 photo ID cards issued by the ID Clinics across Cambridge



*Chiropractor Team*

# HEALTH LINK

Health Link is an innovative approach that brings together health care providers in a community to improve the coordination of care for patients with complex conditions who are the Top 5% users of the health care system.



- 201** Coordinated Care Plans created
- 138** Patients were assisted by the In-Home Care Team
- 131** Patients access counselling with the Heritage Social Work Team
- 24** Agencies represented on the Health Link Steering Committee
- 48** People from 23 agencies attended the annual Health Link Network Meeting

**50+** primary care providers and 100 agency providers consulted



## CONNECTIVITY.....

- 92** Visitors at Connectivity from 36 agencies, including Ministry of Community Safety and Correctional Services and Ontario Information and Privacy Commissioner's Office.
- 19** Connectivity Partner Agencies are members at the Connectivity Table
- 113** Patients were referred to the Connectivity Table



*Connectivity Partner Agencies Team*

# COMMUNITY HEALTH CENTRES LANGS AND NORTH DUMFRIES

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.



*Langs Clinical Team*

**139** Patients were seen in the Hypertension Clinic

**277** Patient visits were held at the Bridges Homeless Shelter

**796** Patient visits for blood work at North Dumfries CHC Satellite



The 3rd Annual Quality Improvement Plan was submitted successfully

**638** patients attended INR clinics, a test for blood clotting disorders

**282** home visits conducted

**109** visits for foot care provided

**455** new patients rostered

## SPOTLIGHT ON TRANSFORMATION



Transgendered patients are a traditionally underserved population.

**14 Transgendered patients received primary care, had access to on site specialized counselling and the opportunity to attend a Gender Journey Group.**

Gender Journey is a group developed by the Sherbourne Health Centre to support all individuals on the gender spectrum. This 10 week program was open to all Trans identified individuals. This is the first time this group was operated in this region.



# SOCIAL WORK SERVICES

Langs offers confidential counselling to individuals, couples and families wanting to improve their well-being.

*The Social Work Team*



**354** Different participants accessed counselling services

**500** Youth in the Preston area from William G. Davis Public School, St. Joseph Catholic School, and St. Michael Catholic School participated in a Youth Mental Health Awareness Fair at Langs featuring topics on anxiety/depression, bullying, and community resources available



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



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

*Youth Mental Health Fair*



*Wave Presenters at Youth Mental Health Fair*



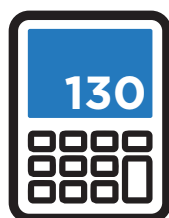
*"It was very helpful to meet the other participants, hear their stories and how they cope with depression and anxiety" - From Participant in the Coping with Depression & Anxiety group*



# 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.

- 4941** Participants accessed the Resource Centre
- 649** 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)
- 41** Children were assessed during our Screening Clinics
- 23** Children attended Community Capacity Building programs in partnership with Family and Children Services
- 308** Community Wellbeing Surveys were completed across all sites
- 210** Children participated in the Summer Playground Program in North Dumfries

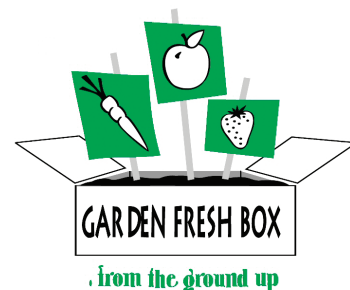


**130** Individuals accessed Free Income Tax Clinics at Langs.

*Community Services Team*



Langs became a satellite site for the Guelph CHC's Garden Fresh Box, and launched the program in October 2015.



**1760 lbs**

of fresh produce from local farmers was purchased by participants through the Garden Fresh Box



*Garden Fresh Box*



# 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.

**442** Youth participated in **19** different summer programs in 2014

**131** Participants accessed Holiday Break and March Break Programs

**29** Youth participated in the Leadership Excellence Asset Development (L.E.A.D.) program

**66** 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



**2400** Litres of water were consumed by youth in Afterschool programs



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



**70** Helmets were donated by Tour de Grand for our Annual Bike Rodeo



After School at the Cambridge Fire Station



North Dumfries Summer Carnival



# GROW COMMUNITY CENTRE

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

- 15** Community members attended a rebranding session to decide on a new name and logo for the new Grow Community Centre site
- 87** Youth from grades 4 to 9 actively attended the Gym Drop-in program
- 46** Different youth attend daily afterschool programming funded through the Ministry of Tourism, Culture and Sport



*Organ Wise Program visits Grow Community Centre*

## VOLUNTEER SERVICES

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

- 30** William G. Davis students volunteered in the Early Years programs
- 24** Students from **11** Different high schools, college, universities and private schools
- 4** Volunteers assisted with the Flu Shot Clinics
- 45** Amazing volunteers attended the “Volunteer Round-Up” at Langs

# 202

Volunteers contributed

# 11750

Volunteer hours; the equivalent of



# \$129,250

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

*Volunteer Appreciation Event 2015*



# LOCAL AND GLOBAL TRANSFORMATION

## Visit to Fort McMurray, Alberta in 2012

Langs presents its Community Hub Model to agencies

ALASKA (USA)

CANADA

GREENLAND (DENMARK)

ICELAND



**Cambridge, Ontario**

UNITED STATES OF AMERICA

## Visit to Huixcazhdha, Mexico in 2015

Langs staff and volunteers visited Mexico in partnership with Renison College of the University of Waterloo to study what happens in Huixcazhdha and Langs, and compare and contrast the two community models, as well as create opportunities for further exchange.

## Visit to Denver, Colorado USA in 2013

Langs presents its Community Hub Model

The Cambridge Reporter • Friday, December 8, 2000 • A5

### LOCAL

CAMBRIDGE

## Chilean health workers visit local centre

By ERIC VOLLMERS  
THE CAMBRIDGE REPORTER

More than a dozen health-care workers from Chile and Brazil braved the snow to visit Langs Farm Community Health Centre, looking for ideas to improve their medical system back home.

The stop was part of an Ontario tour for the group, which has visited numerous health-care facilities in Ontario over the past two months. "They are really interested in health promotion and disease prevention," said Langs Farm executive director Bill Davidson. "This is a place for them to see the system in a rural community."



## Chilean health workers visit local centre in 2000 and 2001

More than a dozen health-care workers from Chile and Brazil braved the snow to visit Langs Community Health Centre, looking for ideas to improve their medical system back home. Patricia Salazar, a social worker from Cerro Placeres in Chile, said her country is moving towards a more patient-based system. "I wanted to see the difference in how Canadians look after the patients" she said. *Cambridge Times, December 2000*





IONS

# Through the years

## Visitors interested in various activities run by residents

By Christine Asgaard, board staff

Parents of children with disabilities view summer programs in parks — they are among the programs put on by Cambridge's 10 neighborhood associations.

And the Russians are interested. Four Russian visitors toured community centres Wednesday belonging to the Greenway-Chaplin and Lang's Farm Village associations. They were looking for practical solutions to take back with them, ideas to use in the way social services reach families in their country.

As Russia's new economic system is lowering the living standards of some other countries.



## Russians tour city neighbourhoods

Four Russian visitors toured community centres Wednesday belonging to the Greenway-Chaplin and Langs. "We want to use some of your ideas to initiate changes in our system." Cambridge was the only visit outside of the Toronto area. The reason: Cambridge's neighbourhood associations. *Cambridge Times*, 1996



## African delegates visit Langs in 2011 and 2012

6 African Delegates from Malawi and Ghana were sponsored by Engineers without Borders to visit Langs to learn about our programs and services.



## Visit to Melbourne and Sydney, Australia in April 2015

The Canadian Association of Community Health Centres planned a 2 week Australian Study Exchange Program in April 2015. Bill Davidson, Executive Director participated in the exchange which included over a dozen visits to CHCs in Melbourne and Sydney, the Australian Conference for Healthcare, and a roundtable discussion with worldwide leaders.

# CHRONIC DISEASE PREVENTION AND MANAGEMENT

## DIABETES EDUCATION PROGRAM

The Diabetes Education Program (DEP) provides timely, accessible and inclusive diabetes specific education to adults in the community. Our interdisciplinary team including nurses, dietitians, and a kinesiologist that offer both individual and group programming and a chiropodist who provides foot care. The DEP is a regionally coordinated model lead by Langs in partnership with the Kitchener Downtown and Woolwich CHCs.

**2,753** New patients were served

**12,229** Individual and group visits

**1600** People attended different diabetes related community activities in the Waterloo Region

**263** People attended pre-diabetes education sessions

**70** People attended Annual World Diabetes Day Events

**36** People had blood pressure and blood sugar testing at World Diabetes Day event

**14** Locations that DEP provides services across Waterloo Region



**1642**

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



**680**

Foot assessments by a Chiropodist



*Community Diabetes Education Program Team*



*World Diabetes Day*

# SELF-MANAGEMENT PROGRAM

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

- 375** Participants with or at risk of a chronic condition attended a self-management workshop
- 42** People trained to be Certified Peer Leaders
- 8** People trained to be Certified Master Trainers
- 137** Healthcare professionals received mentoring support to further develop their skills with behaviour change and chronic disease management



**243**  
Healthcare professionals attended workshops to increase their knowledge in behaviour change and health literacy.

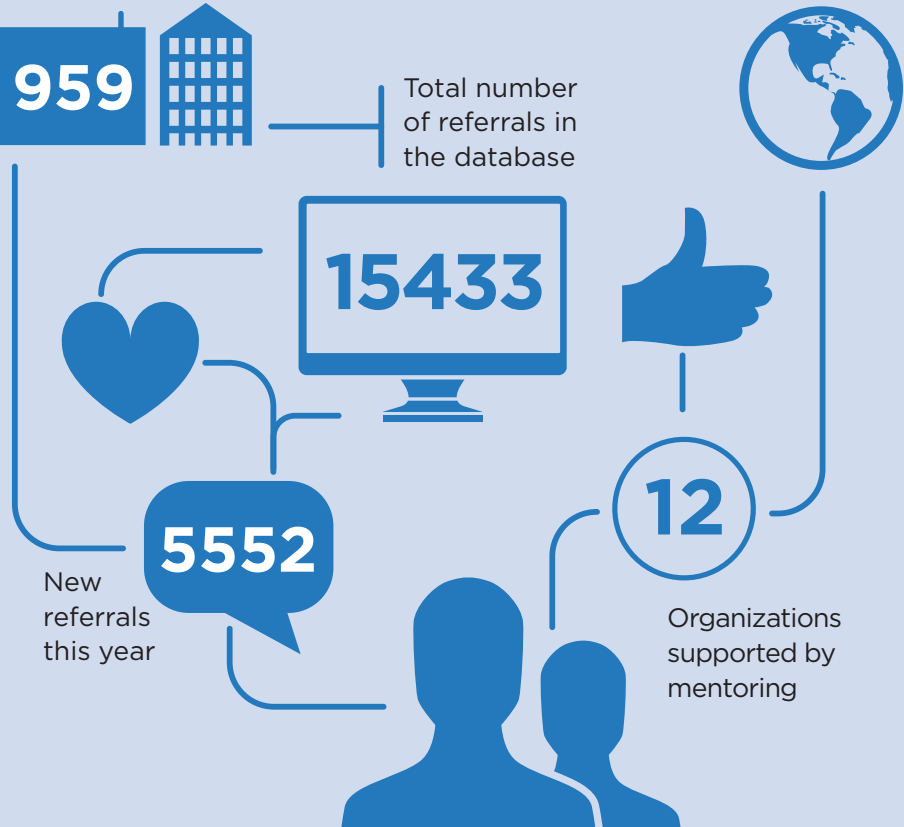
# CENTRAL INTAKE AND MENTORING

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.

- 930** Referrals made to specialists this year
- 95** Certified Diabetes Educators in the region
- 7,500** Diabetes Directory of Community Resources prepared for region-wide dissemination

Referring physicians or health care providers

Countries visiting our website **81**



Waterloo Wellington Diabetes Team



# FUNDRAISING & SPECIAL EVENTS

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 3rd Annual Studio 30 Art Show, the 2nd Annual Connectivity Youth Art Show and the 2nd Annual Celebrating Women Fundraiser and Brunch.

**\$61,000** Raised to support programs, services and space

**6** Fundraising events

**4** Major corporate donors

**\$8,413** Contributed to the United Way from Langs Board and Employee Campaign



*Gayle O'Brien, Emcee from Dave FM with youth participants at Celebrating Women Event*



**257** Community residents attended the Annual Community Picnic event

**188** Community members attended the Annual Community Christmas Dinner

**58** Tickets were sponsored for women and young women to attend the 3rd Annual Celebrating Women Brunch

**85** Participants attended the family BBQ in North Dumfries

**20** Families in need received Christmas sponsorships from generous donors

*Best Buy and WRPS at the Community Christmas Dinner*



*Youth with Mickey and Minny Mouse at Langs Community Picnic!*





# 2014 -2015 AWARDS

**Community Partner:**  
**Canadian Mental Health Association  
Waterloo Wellington Dufferin,**  
a valued co-located partner at  
Langs is being recognized for their  
important contributions to mental  
health services including Here  
24/7 and more recently the Dr. Ken  
Minkoff model.

**The Gerald D. Steinman Award**  
acknowledges Community and  
Corporate Partners who have  
contributed to the success of the  
organization

**Corporation Partner** – we are impressed  
with **Ridgehill Ford** team's ongoing and  
tireless commitment to many not for  
profit organizations in the community.  
Their support for our special events  
such as our Annual Holiday Dinner and  
Community Picnic has had a substantial  
impact on individuals and families  
throughout community.

**Alaina Cross** has been an outstanding  
volunteer receptionist at our Resource  
Centre where she provides exceptional  
customer service and role models the  
importance of volunteering to all.

**The Kathleen A. Brough  
Memorial Award**  
is awarded for outstanding  
volunteer service to the  
organization

**Theresa Wilhelm** volunteered as a  
Board Member over a 7 year period  
fulfilling the roles of Vice-Chair,  
Chair and Past Chair. Her substantial  
leadership during the organization's  
move to our new facility and through  
two accreditation process are only two  
examples of the tremendous impact  
that Theresa had on the organization.

**Jim Hinschberger** is a dedicated  
volunteer of the organizing committee  
for the Terry Fox Run in North  
Dumfries. He was instrumental in both  
brining the run to the community and  
has been a dedicated champion of the  
event for many years.

**The Keith Schwartz  
Memorial Award**  
is given for unselfish Acts of  
Kindness for betterment of others  
and/or community.

**The Lorie Delane  
Youth Leadership Award**  
is to recognize a young person who  
has developed and applied leadership  
skills in programs and services

**Mark Godin**, is a retired Principal  
who had an illustrious career with  
the Waterloo District Catholic  
School Board. He is also a past  
recipient of the Ontario Principal's  
Award and a former Board Chair  
at Langs. Mark has demonstrated  
exemplary leadership skills as both  
an educator and a volunteer board  
member and possesses all the  
qualities of great leader.

**Fahad Ishan** began as a volunteer with  
Grow Community Centre three years  
ago. He has an impressive track record  
as a volunteer who has developed  
many leadership skills which enabled  
him to become a favorite Peer Worker  
in the afterschool program.

**The Muriel Bechtel  
Educational Partners Award**  
acknowledges an educator or  
educational institution that has  
made a significant contribution to  
the success of Langs



Langs and Waterloo Regional Police  
Services received the **Innovator of  
the Year Award** for the Connectivity  
Program at the Association of Ontario  
Health Centres (AOHC) in June 2015.  
This award recognizes excellence  
in developing a new innovation  
with respect to primary care, health  
promotion, community capacity  
building and integration.



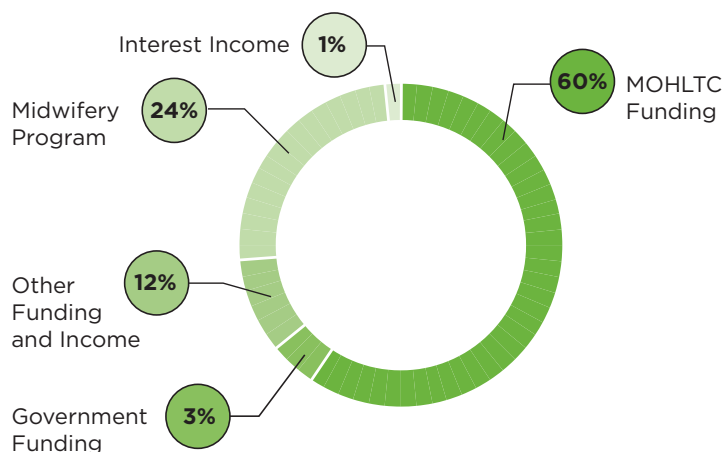
The United Way Cambridge and  
North Dumfries presented the **Give  
Volunteer Act Award for Agency  
Campaign of the Year** to Langs.  
Langs Staff executed an outstanding  
workplace campaign and shows great  
dedication and commitment towards  
United Way and this community.  
Langs volunteer Cindy Aiken  
received the **"Outstanding Volunteer  
Leadership - Strong Communities"**  
award.

*L to R: Nancy Mykitschak, Cindy Aiken*



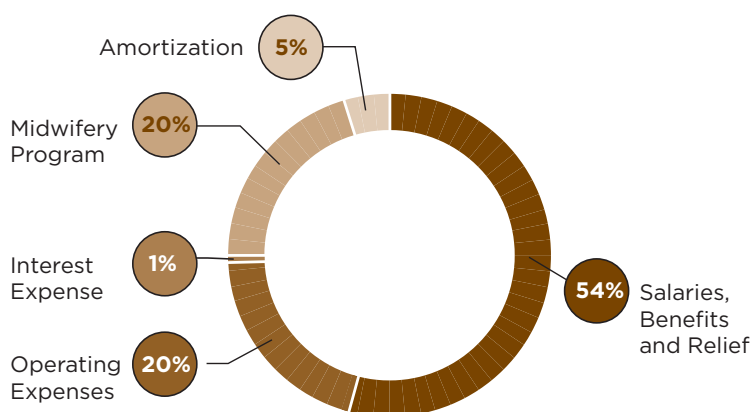
Waterloo Wellington Diabetes  
received the **"Outstanding Regional  
Partnership Award"** by the Central  
West Ontario branch of the Canadian  
Diabetes Association. This award  
"recognizes a partner that has  
contributed to the work of the  
Association at the regional level.  
*L to R: Nicole VanGerwen, Kelly  
McCammon, Debbie Hollahan,  
Wendy Graham.*

# STATEMENT OF OPERATIONS



## REVENUES

MOHLTC Funding	7,950,941
Government Funding	440,486
Other Funding	1,568,284
Midwifery Program	3,291,946
Interest Income	10,517
<b>TOTAL REVENUES</b>	<b>13,262,174</b>



## EXPENDITURES

Salaries, Benefits and Relief	6,854,171
Operating Expenses	2,546,014
Interest Expense	161,896
Midwifery Program	2,491,347
Amortization	611,538

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<b>TOTAL EXPENDITURES</b>	<b>12,664,966</b>
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<b>REVENUES IN EXCESS OF EXPENDITURES</b>	<b>597,208</b>
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Less amounts repayable to the Ministry of Health and Long Term Care	-46,422
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Midwifery Program	-800,599
	-847,021

Inter-fund Transfers	132,000
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Increase in surplus for the year (Operating Fund)	655
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Accumulated surplus at beginning of the year (excluding Capital Fund and Reserves)	\$96,094
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Accumulated surplus at end of year (excluding Capital Fund and Reserves)	\$96,749
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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 by Langs.







### Standing Board Members

Gary Desborough, Chair  
 Michala Henderson  
 Cathy Shafe  
 Ann O'Donnell-Beckwith  
 Brian Arn  
 Derek Kidnie  
 Jeff Hunter  
 Keith Little  
 Kathilee Porter  
 Cam DiNunzio  
 Stephen Paniccia  
 Sten Holmberg

### Retiring Board Members 2013/14

Lisa DiNunzio  
 Angie Asadoorian  
 Theresa Wilhelm  
 Jillian Marquardt

### Board Nominees:

Gerry Watts  
 Macarena Barker  
 Stephanie Belsher

## 2014-2015 RECOGNITIONS

### LANGS ACCREDITED FOR THE 5TH TIME BY CCA

A Certificate of Accreditation was presented to Langs in recognition of achieving established CCA standards for quality in governance, management and community-based primary health care in January 2015.

### ONTARIO VOLUNTEER SERVICE AWARDS

5 volunteers were recognized for 5+ years of service including our Board Chair, Gary Desborough at the Ontario Volunteer Service Awards Ceremony.







Langs Staff 2014-15



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[www.facebook.com/LangsCommunity](http://www.facebook.com/LangsCommunity)



[www.twitter.com/LangsCambridge](http://www.twitter.com/LangsCambridge)

## LANGS FAMILY OF BRANDS



## PRIMARY FUNDING PARTNERS

