



2015-2016 ANNUAL REPORT

JUNE 10, 2016



2015-16 Board of Directors

Stories have the power to connect hearts and minds to those of another. Sharing our stories helps to shape values, creating deep connections that inspire profound ways of knowing.

A WORD FROM THE CHAIR AND EXECUTIVE DIRECTOR

Every story begins with a word. We asked Langs' participants, volunteers and staff to tell us...what word best represents your Langs story? The result is the 'word cloud' pictured on the front of this report. The words people wrote enhanced our relationships, our shared values and started conversations about the positive impact shared by many.

From these conversations and words we collected stories; stories that we can share with one another, with our community and with the wider world. You will find some of them woven throughout this report bringing to life how much we have accomplished and how all of these success bring into focus our mission and strategic plan.

Our own story has also been one we have found ourselves sharing. Over the past year we shared our success and innovative community development model with visitors who represented over 40 cities and more than 100 different groups. Many of these groups have been referred to us the Hub Secretariat that was established in the Premier's Office following the release of the Community Hubs

Report in Ontario.

A number of cities have also visited Langs to learn about the Waterloo Region Connectivity Table story operated in partnership with Waterloo Region Police and Carizon. We were truly honoured to be recognized by the International Association of Police Chiefs as one of three international recipients of the Motorola Solutions Webber Seavey Award for Excellence.

Connectivity is an initiative of Cambridge and North Dumfries Health Link that has also had continued success with the In Home Team which is operated in partnership with the CCAC and local primary care providers to wrap services around complex individuals. Consistent with the Ontario's government vision for Patients First, our work is also thriving with the Heritage Family Health Organization. This partnership offers essential social work for their patients who would not have access to allied health professionals otherwise.

We also did get an opportunity to add some adventures

to our story when we visited Huixcazdh a small village in Mexico. This exchange was part of the continued partnership with the University of Waterloo on the International Research Partnership Grant.

Like all great stories, we have many heroes at Langs that put our vision into action and help make our mission come alive every day. Our hard working heroes include our staff, Board, community partners and volunteers. This year we celebrate the years of service milestones of 13 incredible staff members.

We are also grateful for the leadership of 17 members of our Board of Directors including our retiring board members; Cam DiNunzio and Cathy Shafe. Their commitment and passion at our Board Meetings will be missed. During the year, we were also delighted to welcome Kathryn Black and Angie Asadoorian to the Board; who both offer incredible insight to our work.

Other important contributors to our story include the many funders and donors who provide us with the essential resources to do inspiring work 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.

Each page in this annual report illustrates our vision of Changed Lives and Healthy Communities. Please take the time to read it and enjoy our story.

Gary Desborough,
Chair

Bill Davidson,
Executive Director



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2015/16 BOARD OF DIRECTORS

Standing Board Members:

- Ann O'Donnell-Beckwith
- Angie Asadoorian
- Brian Arn
- Derek Kidnie
- Gary Desborough
- Gerry Watts
- Jeff Hunter
- Kathilee Porter
- Kathryn Black
- Keith Little
- Macarena Barker
- Michala Henderson
- Sten Holmberg
- Stephanie Belsher
- Stephen Paniccia

Retiring Board Members:

- Cathy Shafe
- Cam DiNunzio

Board Nominees:

- Barbara Carter



MISSION

Changed lives,
healthy communities

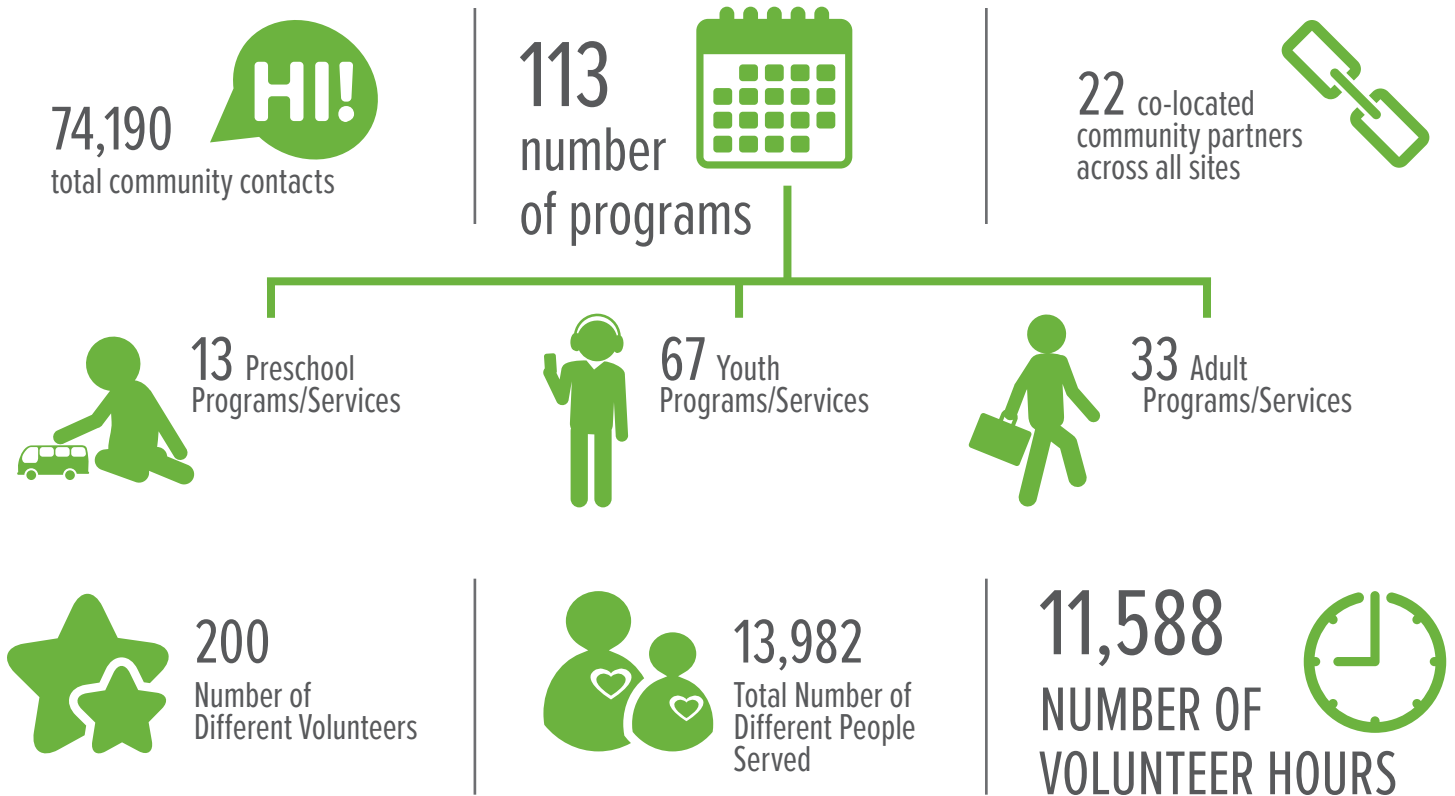
VISION

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

VALUES

Integrity
Respect
Accountability
Collaboration
Competence

HIGHLIGHTS BY THE NUMBERS:



COMMUNITY ENGAGEMENT RESULTS

- 1,022 flu shots
- 18,674 newsletters were delivered by volunteers, students and staff
- 718 satisfaction evaluations were completed in 90 programs
- 1,044 different people walked on the walking track
- 13,526 visits to the track at 5km per visit average equals 67,630 km walked
- 396 different participants accessed counselling services

A Story of NOURISHMENT

If kindness is food for the soul than Helen Weber is good for body and soul.

"It's a fundamental, building block for life. Food and sustenance. You gotta meet this need first whether it's eating right, or making your own food, or just getting food. You have to start there if you're gonna help people."



Helen Weber has lived in Preston for all but a few months of her 70 years. Her roots in the community run deep. Upon retirement from working as a cook at the Paulter Center, Helen looked around 'for something to do'. She remembered Langs staff coming in to buy some of her lunches.

"I just fell in love with the people who worked at Langs. They were warm, loving and grateful and with all that they do for the people over there, I just wanted to help them."

She began volunteering and was quickly put to work with the Breakfast Club. She also helps to plan and run the Holiday dinner and Summer carnival. She has difficulty putting into words how it makes her feel.

"It's so hard for me to realize that kids actually go hungry. People in our community actually go hungry" Helen says incredulously, *"that's not ok."*

Volunteering with Langs has allowed Helen to get as much as she gives. She says she feels 'useful', she loves making a difference, best of all, volunteering helps her with her own confidence and self esteem.



To read Helen's entire story,
visit **Langs.org/Helen**

GROWING MEANINGFUL SERVICES

Strategy: To develop enhanced systems for ongoing community input and engagement to meet community needs

4,760

different people
accessed community
programs and services
across all sites

664

visits to the North Dumfries
Early Years Playgroup jumped
from 241 the previous year!
That's a 175% increase!

920

lunches were provided
to youth at the
Centennial Public School
in 2015-2016

- **123** tax returns were completed at 8 Income Tax Clinics
- **496** satisfaction evaluations were completed in 48 programs this year
- **200** volunteers contributed **11,588 hours** – that's over **\$130,365** in paid time!
- **35** new participants attended Langs and Grow Community Centre March Break programs
- **32** classrooms introduced Healthy Beginnings in **7 local schools**
- **23,294** glasses of water were consumed in programs

LANGS MAIN SITE

- **13 students** from William G. Davis and St. Michaels Schools participated in weekly groups to address issues of self-esteem and relationship problems with peers
- **500 youth** in the Preston area from William G. Davis Public School, St. Joseph Catholic School and St. Michael Catholic School participated in the 4th Annual Youth Mental Health Awareness Fair at Langs
- **30 participants** attended a Hot Chocolate 'pop-up' program at the Youth and Teen Centre complex in March 2016

NORTH DUMFRIES CHC SATELLITE

- Seniors from the North Dumfries Take a Break program enjoyed several outings including 2 plays at the Dunfield Theatre, a Grand River Cruise, and an outing to St. Jacobs
- An anxiety and depression group for adults was offered at the North Dumfries CHC
- Youth and seniors worked together in the new intergenerational program 'Garden Growers' to build and maintain vegetable and flower gardens
- Summer programs were offered in Ayr and Plattsville for youth in the North Dumfries Township, with **139 unique participants**



Garden Growers

GROW COMMUNITY CENTRE:

- Over **100 people** attended the Grow Grand Opening on October 1st, 2015
- New 'Family Fun Nights' at the Grow Community Centre allow families to enjoy evenings together with themes such as movies, games or holidays. There were **30 different participants** overall
- After School participants at the Grow Community Centre consumed **1862** pieces of fresh fruit in 2015-2016
- Reached over **400** North Dumfries residents at the Christmas Train in Ayr
- Kitchener South-Hespeler Member of Parliament Marwan Tabbara occupies office space at the Grow Community Centre twice a month to meet with and be available to his Hespeler constituents



Grow Community Centre Grand Opening - Oct 1, 2015



Take a Break Program

DIABETES EDUCATION PROGRAM HIGHLIGHTS

- Over **2,940** people accessed the diabetes education program in 12,417 individual and group visits
- **784** individuals were assessed and treated by a Chiroprapist
- **307** people attended pre-diabetes education sessions which is an increase of 17% over last year
- **250** people or 70% of our target were recruited for The Health Coach in Diabetes Study
- Increased accessibility to diabetes education and management in the Waterloo Region by:
 - locating an RN/RD team at the Nurse Practitioner Led Clinic Doon site in Kitchener
 - by Providing diabetes education sessions in French via OTN
 - Registered Dietitian of South Asian descent presented diabetes prevention strategies at South Asian community events
- **1,412** people attended 60 diabetes related activities in Waterloo Region at facilitated sessions or information booths

DIABETES CENTRAL INTAKE

- Continues to help people access diabetes services close to their home
- The mentoring program has made a positive impact on the quality of diabetes care being provided to patients in the community by supporting health care providers to enhance their knowledge and skill to manage more complex diabetes patients in the community

SELF-MANAGEMENT PROGRAM

- Has supported many individuals in the community to develop strategies for managing their chronic disease such as diabetes, arthritis, depression, fibromyalgia, anxiety, etc.



Diabetes Education Program Exercise Group

6,231

Triaged a record number of 6,231 referrals for people with diabetes

102 +

The number of people that accessed diabetes screening events at Zehrs

1083

Visits to exercise classes and training by a Kinesiologist

A Story of TRANSFORMATION

Francis had a difficult childhood, but she worked hard and she and her daughters had a brighter future. Until the night Francis was violently raped by an acquaintance. Traumatized and unable to work Francis began to stumble.

"I wanted to die." she says, "I had no where to live. I stayed two weeks in a stairwell. I didn't see my kids. I was angry."

Within a year she was in jail. When she got out life spun out of control. Desperate to get off the street she sold the one thing she had left, her body. Addiction soon followed. She was in and out of jail but still went to program, and she worked hard. A social worker noticed and took her case. She got into detox. Her discharge plan fast tracked her at Langs and she was assigned a family doctor, social worker, psychiatrist, a counsellor and a therapist.

CMH staff working at Langs helped Francis get a health card and birth certificate. Volunteers at the Resource Centre helped Francis apply for government support programs.

Francis says, *"Langs gave me the hand up and I felt like I could trust them. So I grabbed it and I pulled myself out."*

Francis has been sober for over three years now. She's left her life of crime behind. The night terrors are still with her but she is learning healthier ways to deal with them.

*"Because of Langs there is one less criminal on the streets. **They transformed me.**"*



To read Francis' entire story,
visit **Langs.org/Francis**

GROWING MEANINGFUL RELATIONSHIPS

Strategy: To provide a leadership role locally and provincially regarding the development of Community Hubs



- Langs Community Hub branded in consultation with onsite partners
- Provincial position paper with Community Hubs submitted
- Hosted Community Hub learning event with keynote speaker, Karen Pitre, Special Advisor to the Premier on Community Hubs

BUILDING PARTNERSHIPS AT ^{THE}Hub@1145

- **28** services for seniors
- **28** services for adults
- **20** services for youth

NEW PARTNERS AT ^{THE}Hub@1145

- YMCA Newcomer Settlement Program
- Hospice Waterloo Region
- Dr. Shiv Kholsa, a medical internist and geriatrician is available onsite two days per month

NORTH DUMFRIES ^{THE}Hub@2958

- Dr. Mark Demers, a local community Chiropractor leads a “Masters in Motion” exercise class at for all community residents over the age of 50
- Community Support Connections
- Born Midwives



Top 5 words cited by Community Partners to describe their partnership experience
Supportive • Helpful • Accommodating • Collaborative • Genuine

A Story of CARING

Joan is a 72 year old widow who lives with pain as her constant companion but you'd never know it from her voice. She's quick to laugh and happy to talk. One of the things she loves to talk about, besides her writing and her crafts, is Langs.

"There have been days when I have gone in to see the doctor at Langs and somebody else has seen me come in and said 'come to my office when you're done'. They're aware of you as a person when you're there."



Joan's a survivor. Her medical issues are complex. She has fibromyalgia, osteoarthritis, diabetes, high blood pressure, and degenerative disc disease. She also suffers from depression and anxiety as a result of childhood trauma. Joan gets around with the help of a walker but standing for longer than five minutes is excruciating. Seven years ago Joan had her thyroid removed when Doctor's discovered thyroid cancer.

Four years ago Joan found a lump in her breast. The response at Langs was swift, efficient and as always caring.

"My doctor was on maternity leave when she got the results of the test that it was malignant and she actually came back into the office so she could tell me herself." Joan says with wonder in her voice. "To me that was way, way beyond anything I had ever experienced, to take that much care and concern. You feel pretty secure when you know that there's people around like that."



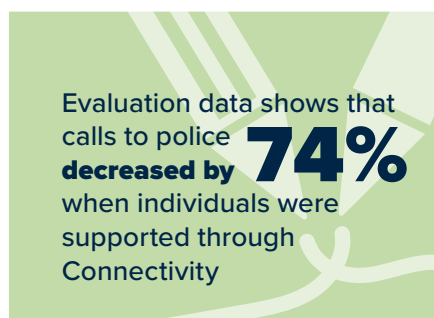
To read Joan's entire story,
visit Langs.org/Joan



BUILDING HEALTHY COMMUNITIES

Strategy: To support and implement system transformation by leading Health Links in Cambridge and North Dumfries

Langs is the lead for the Cambridge and North Dumfries Health Link, which is one of 84 Health Links in Ontario. Health Links provides coordinated, efficient and effective care to patients with complex needs across the province. Research has shown that when hospitals, primary care providers, long-term care homes, community organizations and others work together as a team, the complex patient receives better, more coordinated care.



SYSTEM TRANSFORMATION INITIATIVES:

- Discharge planning initiative in partnership with Cambridge Memorial Hospital, CCAC, CMHA and primary care organizations
- Planning for the integration of mental health services in primary care
- Connectivity Table Privacy Review
- Connectivity Phase 2 evaluation focused on the impact the table has on emergency department visits

CONNECTIVITY:

- Connectivity now has **25 agencies** participating and **205 situations** have been reviewed this year

HERITAGE SOCIAL WORK:

- **315 patients** of the Heritage Family Health Organization accessed counselling services at Langs





A Story of JOURNEY

We see a baby and ask "Aww...boy or girl?" but gender exists on a spectrum. For those not on the extremes it can be hard to find their place.



At just five years old little Allisa began to refuse to wear Mom's home made dresses. *"That's the only way that my child brain could interpret or explain that I was gender variant/trans."*

Today Allisa is comfortable in the middle of the gender spectrum, identifying as 'trans', gender variant, non-binary or genderqueer. *"I ask people to use a gender neutral pronoun such as singular 'they' or 'zhe',"* says Allisa.

In the gender variant community stigma causes much higher than average mental health issues, homelessness. Poverty and unemployment rates are disproportionately high as well.

Accessing medical care creates a challenge for people like Allisa. Zhe wasn't transsexual, so most medical people didn't understand how to support zher gender. Service providers were really hesitant to approach the issue. For many people in the trans community, healthcare services are hard to find and access. The few services and programs that are available are quickly filled. Allisa and Langs are working to change that.

Langs enlisted Allisa to create the region's first Gender Journey's Group. The group welcomes everyone regardless of how they identify on the gender spectrum.

"One person said to me, 'You are literally saving lives'. This is my tribe," zhe says, "So to hear that going into our group changed them and helped them, makes me teary."



To read Allisa's entire story, visit Langs.org/Allisa

BRINGING PEOPLE TOGETHER

Strategy: To continue to provide quality and accessible care

368

368 new patients were rostered at Langs and North Dumfries

11

Transgendered patients received care at Langs

Our 4th annual

Quality Improvement Plan to Health Quality Ontario was prepared and submitted successfully

- We said thank you and goodbye this year to long time physician Dr. Chris Dissanayake who was at Langs for 17 years
- Langs warmly welcomed Dr. Nancie Parent to our team to take over Dr. Dissanayake's patients
- Langs continues to strive to be a more LGBTQ friendly organization by providing primary care to the LGBTQ community. We have also designated gender neutral washroom facilities at all our sites
- A Gender Journey Group and drop in sessions are being offered at Langs which is the only group of its kind in Waterloo Region



AWARDS AND RECOGNITIONS

Gerald D. Steinman Community Partner Award

Given to acknowledge a Community Partner who has contributed to the success of Langs

IDEA Exchange

(Formerly Cambridge Public Libraries and Gallery)

Keith Schwartz Memorial Award

Given for unselfish acts of kindness for the betterment of others and/or the community

Cathy Shafe,

Langs Board Member and Secretary

Gerald D. Steinman Corporate Partner Award

Given to acknowledge a Corporate Partner who has contributed to the success of Langs

Dr. Amy Brown,
Chiropractor

Dr. Peter Emary,
Chiropractor

Dr. Alex Pessoa,
Chiropractor

Dr. Doug Cameron,
Chiropractor

Muriel Bechtel Educational Award

Given to acknowledge an educational teacher or institution that has made a significant contribution to the success of the organization

Jennifer Mascarenhas, Teacher

Lorie Delane Youth Leadership Award

Given to recognize a young person who has developed and applied leadership skills in Langs Programs and Services

Kaitlyn Mullin



A Story of OPPORTUNITY

Cindy found the after school program at Langs when she was desperate for childcare. Then a cancer diagnosis meant she had to quit her job. With no benefits she was soon housebound. She found moral support at Langs. *"I had somebody to turn to."*

Changes to her families benefit plan meant they would have to start choosing between medications needed for herself, her husband and her daughter. As in the past Langs offered some relief. "When I didn't have the money they would say 'OK, when you get the money you can pay us.'"

Cindy spent long periods of time at home lonely and depressed. She needed something to do, but she was unable to go back to work. Once again she found what she needed at Langs. She became a volunteer.

Now three years cancer free Cindy has become a valuable member of the Langs team. Often counted on to help create innovative programs, like a cooking class that features recipes for products typically found in a Food Bank box to help make them more tasty and appealing.



With her supervisor providing support to help her transition from volunteer to employee Cindy describes what Langs has done for her as 'boosting her up'.

*"It's just a great big family sort of atmosphere. **It creates opportunity to advance, so that people aren't stuck somewhere.** They're not stuck on social assistance, they're not stuck on parole or whatever difficult situation they are in."*



To read Cindy's entire story,
visit **Langs.org/Cindy**

GROWING MEANINGFUL SPACES

Strategy: To enhance the organization's fundraising program

100+

guests attend our 3rd Annual Celebrating Women Event which has raised over \$25,000 for Langs programs and services to date

197

guests attended our Community Leader Luncheons to learn about our services and tour the Hub@1145 in 2015-2016

34

board members attended 15 special events during the past year

- In May 2015, Langs hosted the **Connectivity Student Art Exhibition** that showcases the talents of young artists from Preston High School, St. Benedict Catholic High School, and Monsignor Doyle Catholic High School. It was held during National Youth Arts Week in partnership with Cambridge Libraries, Ideas Unlimited
- Langs hosted the **4th Annual Studio 30 Art Exhibition** in May 2015. 25% of the proceeds from the art sales are donated to Langs
- **209** rentals at Langs raised over **\$10,588.66**
- Langs raised **\$36,944.00** in 2015-16



3rd Annual Celebrating Women Event at Langs



Donation of Floor Hockey Equipment for After School Program



Annual Studio 30 Art Exhibition



A Story of H O P E

On the eve of their daughters second birthday Shawna Percy's husband committed suicide. Two years later she and her daughter AJ were doing ok, until AJ entered junior kindergarten.

A happy, outgoing, confident child the little girl began to complain of stomach pains. It turned out AJ was being severely bullied at school. Removing A.J. from school was a gut-wrenching decision.

*"Because of the stuff that was happening in school, **she just started to disappear inside herself.**"*

Worried and heart sick Shawna turned to Langs. She enrolled A.J. in one of Langs after school programs, a daily, affordable program with a focus on healthy living, social and emotional support and fun. Slowly but surely A.J.'s confidence began to grow.

The family has since moved to a new community where A.J. is enrolled in a new school. Her Mom reports that her daughter has come back to herself. "She's happy, she's confident, she doesn't have any stomach pains anymore." It scares Shawna to think what might have happened if they hadn't been able to take such drastic steps to help her child, but she believes that is all the more reason why Langs is so vital to its community. It offers much needed programs and services to children and families no matter what their circumstance.

"I wish I could find adequate words to express the depth of my gratitude to Langs because it really was the hope and the bright spot for us during that dark time."



To read Shawna's entire story,
visit **Langs.org/Shawna**

MAINTAINING A STRONG INTERNAL CORE

Strategy: To continue to cultivate a healthy work environment



62
staff and guests
attended the “Blue Jays
Game” in Toronto



\$8,481
contributed by Staff
and Board members to the
United Way Campaign



16
Stay Interviews were
conducted with staff to
obtain feedback

- Staff were **90% or more satisfied** with the opportunities to utilize their skills in the organization; employee benefits; diversity in the workplace; and collaborative team work. Enhanced communications and recognition were noted as areas for growth
- The Social Committee has been busy planning social events to increase engagement with the staff at Langs. Events have included:
 - Blue Jays Game
 - Holiday Dinner and Dance
 - Food trucks at Staff Meetings
- Langs Staff held a Minute to Win Event to kick off their United Way Employee Campaign. Staff and Board members contributed **\$8,481.00** to the United Way Campaign through payroll deduction and special events

LANGS STAFF MILESTONES FOR 2015/16

15 YEARS	5 YEARS
Marijke Evans	Le-Anne Dick
	Anka Brozic
10 YEARS	Tracey Dodds
	Debby Verhagen
Ruth vanLoon	Dana Moyer
Suzanne Trotman	Cheryl Morgan
Dr. Elaine Parker	Nili Moghaddam
Pauline Murray-Brooks	Jayne Murray



Staff at Blue Jays Game Event



United Way "Minute to Win" Event Winners

A Story of COMMUNITY



Douglas doesn't know exactly when he became a diabetic but ten years of uncontrolled disease management left him with unending thirst, sleepless nights, and pain in his lower extremities to the point where most movement was difficult. His doctor put him on anti-depressants. *"It was a downward spiral"* says Douglas.

In desperation he changed doctors. His life was quickly transformed.

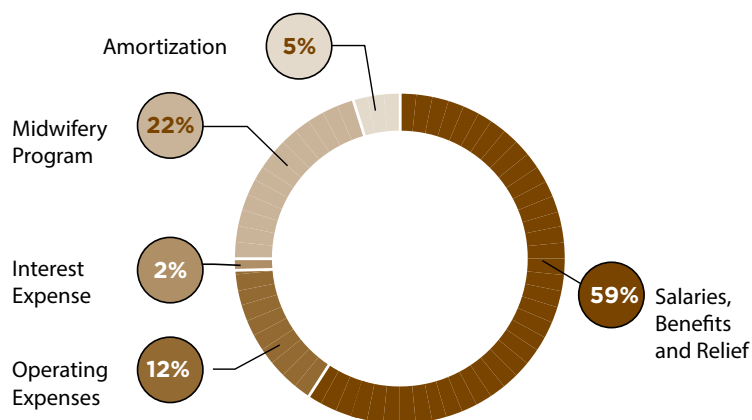
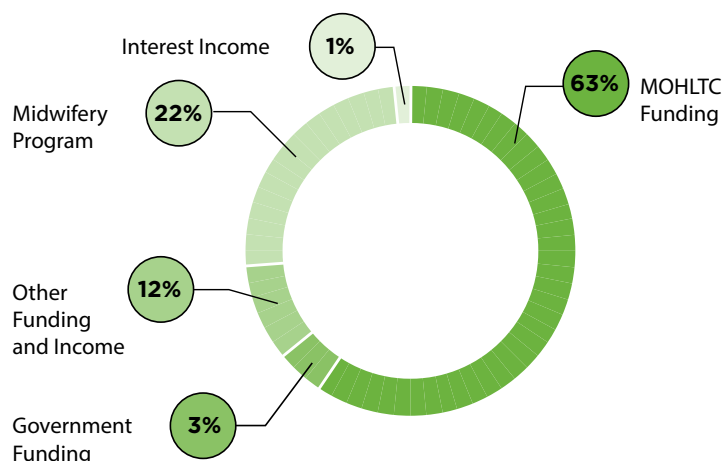
"Six weeks.", says Douglas incredulously, *"In January I couldn't walk. I needed help to get in and out of the car. I couldn't make the stairs. And now I actually walk from my place of residence to Langs which is like about four kilometres. It's like a miracle has come along."*

Douglas joined Langs Diabetes education program. During his first session Douglas sat in a room full of other diabetics and realized that the nurse who was facilitating wasn't just spouting stats and information. The session was interactive. *"I felt like part of a group. You instantly bonded with everybody in the room because they're all there for the same thing and that's when you realize, hey I'm not alone here."*

Douglas wants people to know that Langs was a life saving experience for him. His life has already improved immeasurably but he's going continue to attend because he's sure there will be stumbling blocks along the way. These days Douglas also volunteers to counsel others. *"It's so nice to have that support group behind you cause it's a nasty disease to fight on your own."*



STATEMENT OF OPERATIONS



REVENUES

MOHLTC Funding	7,884,518
Government Funding	470,874
Other Funding	1,478,793
Midwifery Program	2,725,272
Interest Income	11,453
TOTAL REVENUES	12,570,910

EXPENDITURES

Salaries, Benefits and Relief	7,254,392
Operating Expenses	1,713,097
Interest Expense	164,369
Midwifery Program	2,669,582
Amortization	610,534
TOTAL EXPENDITURES	12,411,974



Participants at Holiday Dinner

REVENUES IN EXCESS OF EXPENDITURES	158,936
Less amounts repayable to the Ministry of Health and Long Term Care	(55,690)
One-Time Recovery (Property Tax Rebate) - Included above	293,572
Inter-fund Transfers to Reserve Funds	473,572
Accumulated surplus at beginning of the year (excluding Capital Fund and Reserves)	\$ 96,749
Accumulated surplus at end of year (excluding Capital Fund and Reserves)	\$ 3,723

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 from Langs Farm Village Association.



2015-16 Langs Staff



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www.facebook.com/LangsCommunity



www.twitter.com/LangsCambridge

LANGS FAMILY OF BRANDS



PRIMARY FUNDING PARTNERS

