

A PLACE TO STAND,  
A PLACE TO  
**Grow**



2016-2017 ANNUAL REPORT





# *A Word from* **the Chair and Executive Director**

*Gary Desborough, Chair and Bill Davidson, Executive Director*

The “Ontario Song” is what they call an ‘ear worm’ - it gets in your head and you can’t forget it. Are you hearing it now?...

In 1967, this song became the unofficial anthem of Expo 1967 (and it was the theme to an Oscar winning documentary about our province). Even 50 years later the song’s theme “A Place to Stand, a Place to Grow” resonates with our work at Langs. Why?...because we stand for our community, for the health, well-being and connections of our citizens. Our programs, services, locations, partnerships and people have grown in both volume and diversity. Our systems continue to transform how we provide services.

Celebrating Canada’s 150th Anniversary provides a chance to reflect on the transformation of Langs over the past four decades.

Our Community Hub, Connectivity Table and Health Link initiatives have clearly demonstrated a substantial growth and commitment to break down organizational silos. This is timely with Children’s mental health and children’s services reform which includes the next evolution of Ontario Early Years Centres and the implementation of significant legislative change in the health sector with Patients First.

With these legislative changes, we look forward to strengthened home care services; greater system integration and a fundamental shift to focus on primary care. These are places for all of us to stand and grow to meet population health needs; reduce barriers to access for the most vulnerable; and to achieve greater health equity. This year we were proud to stand, welcome and serve 300 Government Assisted refugees to Cambridge by providing them with primary health care screening and children’s programs.

We’ve grown in our ability to lead Health Links, an approach to provide more comprehensive care co-ordination for individuals with very complex health issues. With our many health and social service partners we are truly building our collective capacity to provide comprehensive and more seamless care.

Congratulations to the Regional Co-ordination Centre that has grown in service. This team has processed 3,504 referrals to orthopedic specialists in one year! We are not surprised by this accomplishment from the team that was the first fully implemented Central Intake Program in Ontario. This is only one important example of many others that this report highlights

that describes commitment to excellence at the North Dumfries CHC Satellite, Grow Community Centre and the many locations of the Diabetes Education Program.

We are growing in physical space and are tremendously excited about our expansion to the Hub which is currently underway at 1145 Concession Road. Stay tuned for more details about what types of services and partnerships will be offered in this new space. Special thanks to NEO Architect and a special welcome to Nith Valley Construction. Both have demonstrated an ability to adapt quickly to our complex facility so there is minimal disruption to services during construction. And we are grateful to the Waterloo Region District Catholic School Board for partnering with us to install additional parking at St Michael’s School.

As we have been for 40 years, we are proud of the dedication and commitment of a talented and hardworking team at Langs. This year, we are pleased to be recognizing 11 staff who have reached significant years of service milestones. We are grateful for the strength and commitment of our Board of Directors. The important contributions of retiring board members Gerry Watts and Keith Little and their enormous commitment to our work and dedication to move the organization forward will truly be missed. We were pleased to welcome Naheeda Butt, Denise Carter and Fahad Ihsan as nominees to the board. The dedication of these leaders, and over 200 other volunteers at Langs, help ensure we accomplish our strategic plan goals.

Our important work only happens with the support of Waterloo Wellington LHIN, the City of Cambridge, the Cambridge and North Dumfries Community Foundation, the Ministries of Children and Youth and Tourism, Culture and Sport, the United Way and our donors. We are grateful to the Ministry of Health and Long Term Care for a modest base increase to help retain our services. We are thankful to the Association of Community Health Centres for their tenacity in helping to achieve this growth for our sector after 7 years of restraint.

Langs is made stronger by our 60 partnerships and over 100 program and services we offer collaboratively to strengthen our community.

As we celebrate the accomplishments of our province and the country in this 150th year we can also truly celebrate Langs as a **“place to stand and a place to grow.”**

## 2016/17 Board of Directors



TRILLIUM PHOTO, COURTESY OF ARC OF APPALACHIA

### STANDING BOARD MEMBERS:

- Ann O'Donnell-Beckwith
- Angie Asadoorian
- Barbara Carter
- Derek Kidnie
- Gary Desborough
- Gerry Watts
- Jeff Hunter
- Kathilee Porter
- Kathy Black
- Macarena Barker
- Sten Holmberg
- Stephanie Belsher
- Stephen Paniccia

### RETIRING BOARD MEMBERS:

- Brian Arn\*
- Michala Henderson\*
- Keith Little

### BOARD NOMINEES:

- Denise Carter
- Fahad Ihsan
- Naheeda Butt

\*retired during the year

## Table Of Contents

- 2 From The Chair And Executive Director
- 4 Mission/Vision/Values  
2016-2017 Highlights By The Numbers
- 5 2016-2017 Community Engagement By  
The Numbers
- 6 Growing Meaningful Relationships
- 7 Help us Grow the Hub1145
- 8 Building Healthy Communities
- 9 Growing Meaningful Services
- 10 Bringing People Together
- 11 Growing Meaningful Services
- 12 Growing Meaningful Spaces
- 13 Maintaining A Strong Internal Core  
Staff Milestones
- 14 A Look Back
- 15 Statement Of Operations

Below, walking track participants celebrate Alice's 91st birthday







### ***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

Volunteer Appreciation Event 2017 with Police Chief Bryan Larkin

## ***Highlights by the Numbers***

**86,671**

**total community  
contacts**



**113**

**number of  
programs**



**25**

**co-located community  
partners across all sites**



**14**

**Preschool  
Programs/Services**



**67**

**Youth  
Programs/Services**

**32**

**Adult  
Programs/Services**



**167** **Number  
of Different  
Volunteers**

**11,444**

**Number of  
volunteer hours**



**15,050**

**Total Number of  
Different People Served**







Premier Kathleen Wynne, Minister and MPP Cambridge Kathryn McGarry and MPP Kitchener South Daiene Vernile visited the HUB@1145

## Community Engagement by the Numbers



**924**  
flu shots

— [ 371 at Langs  
553 in North Dumfries



**4,536**  
newsletters  
were  
delivered by  
volunteers,  
students and  
staff



**389** satisfaction  
evaluations were  
completed in  
**40** programs



**417**

different participants  
accessed counselling services



**1,140** participants walked  
on the walking track **16,320** times.  
At 3km per average visit equals **48,960 km walked!**



## Growing Meaningful Relationships

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

### THE Hub@1145

- **99** visitors toured the Hub@1145
- Langs conducted **16 presentations about the Hub** this year including **6 Ontario wide presentations, 1 Canadian wide presentation and 9 local presentations**
- Langs is represented on the Provincial Hub Secretariat Reference Group and **helped plan and present at the first Ontario Community Hubs Summit**
- **20 co-located** organizations at the Hub@1145
- **3 new partners** joined us at the Hub@1145 this year:
  - o Cambridge Memorial Hospital (Decision Support Centre until June 2017)
  - o Community Support Connections- Meals on Wheels and More
  - o DeafBlind Ontario
- **13 Expressions of Interest** for leasing space were received, 8 were from new agencies

### THE Hub@2958

- **7 co-located** organizations at the HUB@2958
- **3 new partners** joined us at the HUB@2958 this year:
  - o Front Door Services (Lutherwood and Carizon) to provide increased access to children's mental health services
  - o Community Airways Clinic
  - o House of Friendship – Family Outreach Worker Program



An evaluation of the Hub@1145 was completed this year. The evaluation Steering Committee included Langs, Family and Children's Services, AOHC and the Hub Secretariat. A total of 118 participant/client surveys and 24 partner surveys were completed for the evaluation. Results of the evaluation showed that:

**81.8%**

of respondents  
said they  
met new people

**82%**

of clients feel having  
multiple services  
under one roof is  
important

**74.5%**

said they became  
more aware of  
services in their  
community

**72%**

accessed new  
programs

*"I come here for five different things - I enjoy being with people,  
I meet people and have fun. (Langs Client)"*



## Help us grow the Hub@1145

**78%**  
increase in  
participation  
since 2011!



### LANGS IS GROWING...AGAIN!

Due to the huge success of the Hub model and the overwhelming interest from new partners to be in the Hub, Langs is expanding its space at 1145 Concession Road!

Since opening the doors to the 1145 Concession Rd location in 2011, Langs has experienced a 78% increase in participation.

Construction on the expansion is already underway with completion expected in late 2017. This expansion will allow Langs to change more lives by:

- adding 8200 sq. ft. of building space
- increasing the number of co-located community partners onsite by 5-7
- increasing number of individuals served by at least 3,000 annually
- increasing the number of group rooms to offer more programs for youth, adults and seniors
- reducing wait times and increasing access for services
- adding additional, much needed, parking

Langs is hoping to raise \$1 million from the community through their 'Growing the HUB@1145' Capital Campaign to support a total project cost of \$3 million.

You can help! Langs has a proven impact on residents/ participants resulting in:

- Better knowledge, access and connectedness to community resources
- More positive and supportive influence by peers
- Opportunities for residents to build their skills
- Children, youth and adults enjoy an environment that promotes greater health and well-being
- Healthy lives are realized

**Contact us to explore partnership opportunities as Langs embarks on another exciting chapter!**



### LANGS IS EXPANDING WITH THE HELP OF:



Canada





**164**

Coordinated care  
plans were completed

*“There has been absolutely no more contact with police, no more issues in the community, complete stability, housed, healthy, still on medication, and followed by the supports that were put into place as a result of her coming to Connectivity”  
(Evaluation Report, 2017).*

Calls to police  
decreased by

**46%**

when individuals were  
supported through the  
Connectivity Table

## ***Building Healthy Communities:***

**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.

### **CONNECTIVITY:**

- **20 agencies** at the Connectivity Table addressed **38 situations** of elevated risk this year
- **28 guests** visited the Connectivity Table this year from communities across Ontario
- Evaluation data provided by Cambridge Memorial Hospital (CMH) and Grand River Hospital (GRH) showed **14% and 69% decreases**, respectively, in **emergency department** visits after Connectivity interventions

### **HERITAGE SOCIAL WORK:**

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

### **SYSTEM TRANSFORMATION INITIATIVES:**

- **2 collaborative Quality Improvement Plans** (cQIP) were completed for “Improved transitions are for Congestive Heart Failure” and “Integration of Mental Health and Addiction Services with Primary Care”
- A review of 2014/2015 patients with a Coordinated Care Plan shows notable decreases in total Emergency Department visits
- **60** health, mental health and social service agency representatives attended the Annual Health Link Network meeting on November 17th 2016



Connectivity Table



## Growing Meaningful Services:

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

**2,350**

pieces of fresh food  
consumed by after school  
participants

**2,700**

Yoga poses  
completed at Grow

**over  
\$176,000**

worth of paid time  
was contributed  
by volunteers

- **9,873** different people accessed community programs and services across all sites
- **160 tax returns** were completed at 11 Income Tax Clinics
- **389 satisfaction evaluations** were completed in 40 programs this year
- **167 volunteers** contributed 11,444 hours – at a living wage that's over \$176,000 in paid time
- **100** staff, community partners and volunteers completed Dementia Friendly Training

### LANGS

- **22 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** from three Preston schools participated in the 5th Annual Youth Mental Health Awareness Fair
- With funding from the Ontario Trillium Foundation, **8 new Cambridge schools** adopted the Healthy Beginnings program in **30 classrooms**

### NORTH DUMFRIES CHC SATELLITE

- Over **150 community residents** visited our annual summer BBQ
- **400 residents** learned about programs and services at the CPR Holiday Train event in Ayr
- **60 seniors** participated in the Seniors Holiday Dinner
- **130 different youth** in grades 1-5 participated in summer camps in Ayr and Drumbo
- **100lbs of fresh vegetables** were grown in three plots as part of the Garden Growers program at the NDCHC

### GROW COMMUNITY CENTRE:

- After school participants walked **over 2,800kms!** That's Cambridge to Regina Saskatchewan
- Over **75 healthy recipes** were prepared and shared in Grow programs
- Children aged 0-4 read over **30 books** in 2016/2017



Grow yoga  
participants



Participants of the Garden  
Growers program in North  
Dumfries hold the fruits...or  
vegetables, of their labour



North Dumfries Teen outing to Skyzone



## Bringing People Together

To continue to provide quality and accessible care

**123**

Newly arrived Syrian  
Refugees received  
screening and health care

**226**

visits to weekly  
recreation/social program  
by 50+ Syrian youth

**17**

Transgendered patients  
received care at Langs and  
the ND satellite site

- **692 new patients** we rostered at Langs and North Dumfries
- Our **5th annual Quality Improvement Plan to Health Quality Ontario** was prepared and submitted
- **8 patients** reflected and shared how Langs has impacted their health and well-being at a Story Circle' during Community Health Week. Special thanks to Bruce Lauckner, CEO of the WWLHIN for participating
- **339 homeless people** from the Bridges and Argus Residence for Young People received primary care from Langs

### LBGTQ FRIENDLY

- **31 different clients** received support at our Gender Journey program and drop-in programs
- Langs **partnered with the Kitchener Downtown CHC** to implement the Gender Journey group at the downtown Kitchener Library in order to increase access to this highly regarded program



Syrian Refugees



## Growing Meaningful Services

To develop, collaborate and implement chronic disease prevention and management services:

**2800+**

people attended  
diabetes related events  
in Waterloo Region

**321**

diabetes patients  
received vital treatment  
for one or more  
foot issues

**8**

diabetes education  
webinars on various  
topics offered

### DIABETES CENTRAL INTAKE

- Continues to help people access diabetes services close to their home and this year received and triaged a record number of **8,197 referrals** for people with diabetes
- 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 over 450 individuals** in the community to develop strategies for managing their chronic disease such as diabetes, arthritis, depression, fibromyalgia, anxiety, etc
- Has **supported 300 health care providers** with education on behavioural change approaches

### DIABETES EDUCATION PROGRAM HIGHLIGHTS

- Over **6,900 people** accessed the diabetes education program. We provided **4,893 individual appointments** and **2,091 attended group visits**
- We were active at **48 diabetes related events** in the Waterloo Region including facilitated education sessions or information booths
- **631 individuals** had their feet examined by a Chiropodist. Over **1000 visits to exercise classes** and training by a Kinesiologist
- **250 people** attended pre-diabetes education sessions promoting diabetes prevention
- **50 people** accessed diabetes screening events across the Region
- **359 diabetes patients**, or 105% of our recruitment target, were recruited for The Health Coach in Diabetes Study
- **Increased accessibility** to diabetes education and management in the Waterloo Region by:
  - o collocating an RN/RD team at the Nurse Practitioner Led Clinic Doon site in Kitchener
  - o providing RN/RD appointments and classes at our North Dumfries site in Ayr
- **1479** diabetes visits at our Doon site and **237** diabetes visits in North Dumfries
- **12 retinal screening clinics** scheduled with **92 people** having a retinal screen done



Diabetes Canada celebrates their rebrand with the Langs Diabetes Education Program staff





## ***Growing Meaningful Spaces***

To enhance the organization's fundraising program:

**95**

guests attended  
our 5th Annual  
Celebrating Women  
Event

**24**

community events  
hosted by Langs

**2**

Art exhibitions  
held at Langs

- Over **95 guests** attended our 5th Annual Celebrating Women Event on May 13, 2017. The event has raised over \$55,000 to date for Langs
- **239 guests** attended our Community Leader Luncheons to learn about our services and tour the Hub@1145
- Langs hosted the **6th Annual Studio 30 Art Exhibition**. 25% of the proceeds from the art sales are donated to Langs

- Langs hosted the **Connectivity Student Art Exhibition** that showcases the talents of young artists from Preston High School and St. Benedict Catholic High School. The event was held during National Youth Arts Week in partnership with Cambridge Libraries, Ideas Unlimited
- **158 pairs of socks**, were donated by students from Conestoga and the University of Waterloo at presentations about Langs



Mayor Doug Craig addresses attendees at the 5th annual Celebrating Women Event



Jill Summerhayes elaborates on a picture during the Connectivity Youth Art Exhibit



Rahwa Mohamed with her work at the Connectivity Youth Art Exhibit

## ***Maintaining a Strong Internal Core***

**To continue to cultivate a healthy work environment:**

- To continue to cultivate a healthy work environment
  - o **69 guests** attended the Staff Holiday Dinner and Dance at the Cambridge Hotel and Conference Centre planned by the Social Committee
  - o Langs Staff held a Family Feud Event to kick off their **United Way Employee Campaign**
  - o Staff and Board members contributed \$5,649 to the United Way Campaign through payroll deduction and special events
  - o **2 new positions** created at Regional Coordination Centre



Regional Coordination Centre staff outside their new location



United Way Achievement Award

## ***Langs Staff Milestones for 2016/2017***

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### **15 YEARS**

Teresa Vandebelt

---

### **10 YEARS**

Jayne Hutton

Nancy DiPietro

David Cooke

---

### **5 YEARS**

Lola Adeosun

Cheryl Hambly

Nicole Van Gerwen

Wendy Graham

Lynda MacKinnon

Kelly McCammon

JoAnn Vickers



## A Look Back



Langs bike Rodeo was a big success



RCC Staff are all set for visitors



Participants at Grow's Family Fun Night



Dominion Lending Centres donated 15 bikes for kids



After School Program at Langs



Friends at the Langs Picnic



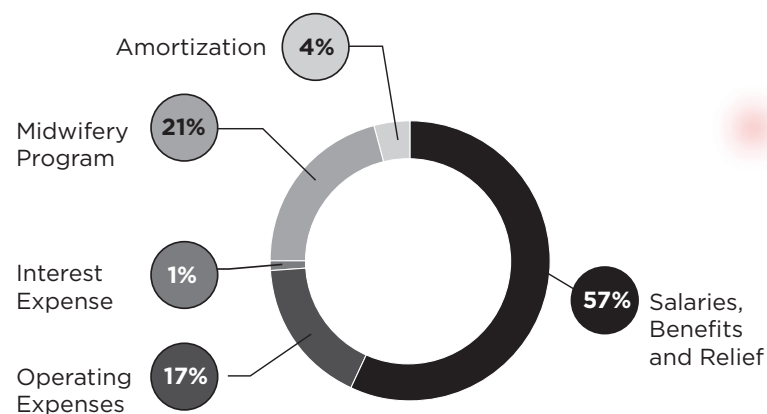
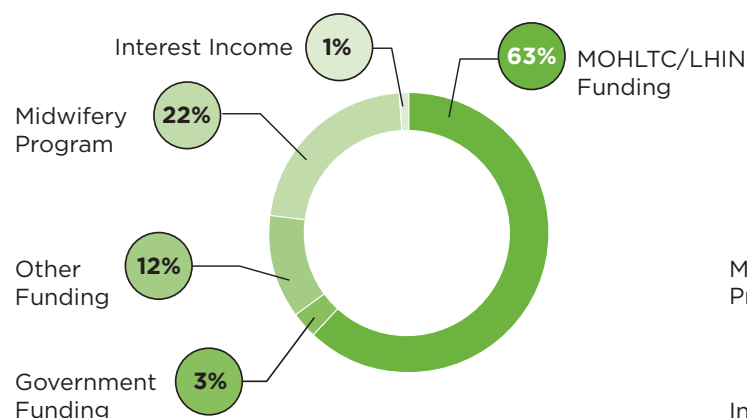
North Dumfries Picnic



Afterschool Program completed a 'Community Clean-up' thanks to TD Friends of the Environment



# Statement of Operations



## REVENUES

MOHLTC Funding	\$8,466,135
Government Funding	519,134
Other Funding	1,622,468
Midwifery Program	2,908,258
Interest Income	19,635
<b>TOTAL REVENUES</b>	<b>13,535,630</b>

## EXPENDITURES

Salaries, Benefits and Relief	7,648,521
Operating Expenses	2,265,831
Interest Expense	160,507
Midwifery Program	2,667,526
Amortization	588,171

**TOTAL EXPENDITURES** 13,330,556

**REVENUES IN EXCESS OF EXPENDITURES** 205,074

Less amounts repayable to the Ministry of Health and Long Term Care - Midwifery Program -240,732

Inter-fund Transfers to Reserve Funds 25,000

Accumulated surplus at beginning of the year (excluding Capital Fund and Reserves) \$3,723

Accumulated surplus at end of year (excluding Capital Fund and Reserves) \$4,098



Take a Break participants at Grow

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.





2016-17 Langs Staff



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



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

## LANGS FAMILY OF BRANDS



## FUNDING PARTNERS

