

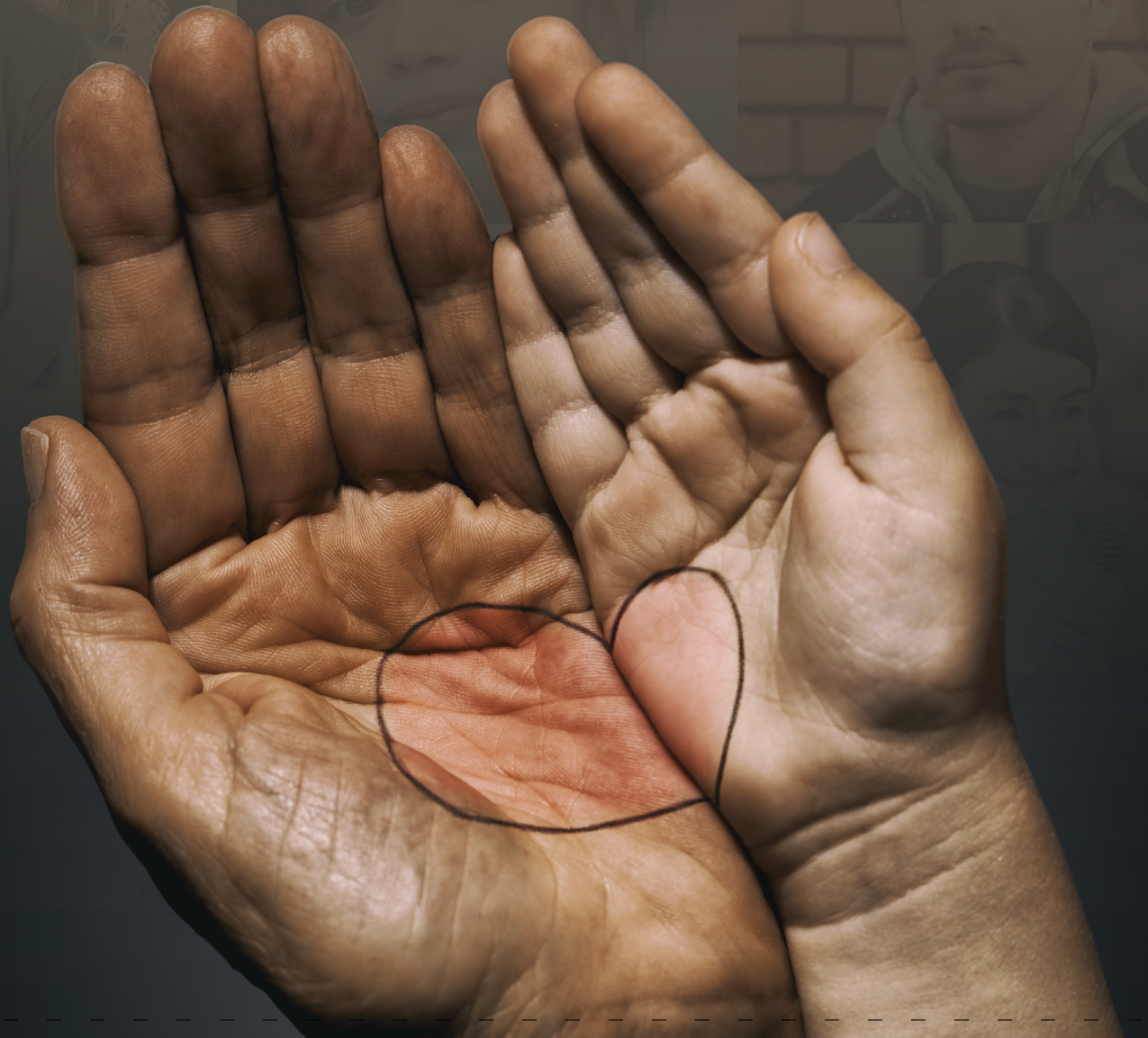


Community. Health. Wellness.

CELEBRATING  
*Langs* 40  
YEARS

# 40 Years of Belonging

2017/2018 ANNUAL REPORT



## A Word from the Chair and Executive Director

**Life really does begin at forty. Up until then, you are just doing research. - Carl G. Jung**



It's hard to believe that we are celebrating our 40th anniversary at Langs. We have a lot to be proud of since that initial meeting in late 1977 when agencies were asked to partner to help the Langs community. Two years later and after a lot

of hard work by our founding members, we opened our first home in a townhouse. That is when we began our 40 year journey to ensure that anyone who walked in our door felt that they belonged. We hope you will take a moment to review our 40 milestones for 40 years, which is an excellent snapshot of how Langs has created a sense of belonging throughout our history.

It's been a whirlwind year of exciting projects as Langs continues to live by its vision of Changed lives, healthy communities. In addition to sustaining more than 100 programs and services offered by Langs at any of our six locations and many more outreach sites, our board and staff have been focusing on the following priorities:

- The expansion of 8200 square feet at the Hub@1145 Concession Road
- A capital campaign to support the expansion
- The selection of new partners to join us in our new space
- A refreshed strategic planning process
- Preparing for accreditation in October 2018
- Sub-Region Planning as a lead for Cambridge and North Dumfries Health Link

Our work has been built on a foundation of strong relationships and connections by over 60 partnerships we have with other agencies as we collaborate and come together to strength-

en the social fabric that is so important to our communities.

We could not fulfill our vision and mission without a broad range of diverse funders including the Waterloo Wellington LHIN, the City of Cambridge, United Way Waterloo Region Communities, the Cambridge and North Dumfries Community Foundation, Ministry of Children and Youth and the Ontario Trillium Foundation. We also owe a huge debt of gratitude to all of the donors who have contributed to our capital campaign. We are excited to honour them on our new donor wall in our expanded space.

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 to the successful recruitment and retention of staff by conducting a staff engagement survey, creating a wellness committee and recognizing the accomplishments of 12 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 Stephanie Belsher and Naheeda Butt who relocated this year. We are pleased to welcome David Bechtel and Sarah Boudreau to the board. The dedication of these leaders and our 193 volunteers at Langs has played an active role in accomplishing the goals outlined in our strategic plan.

We hope you will take a moment to review the many other highlights in our Annual Report as we recount our accomplishments that demonstrate how we create community belonging.

**We all want to feel a sense of belonging. This isn't a character flaw. It's fundamental to the human experience. Our finest achievements are possible when people come together to work for a common cause. - Rosalind Wiseman**

Gary Desborough,  
Chair

Bill Davidson  
Executive Director



## 2017/18 Board of Directors



### STANDING BOARD MEMBERS

- Angie Asadoorian
- Ann O'Donnell-Beckwith
- Barbara Carter
- Denise Carter
- Derek Kidnie
- Fahad Ihsan
- Gary Desborough
- Jeff Hunter
- Kathilee Porter
- Kathy Black
- Macarena Barker
- Sten Holmberg
- Stephen Paniccia

### RETIRING BOARD MEMBERS

- Stephanie Belsher\*
- Naheeda Butt\*

### BOARD NOMINEES

- Dave Bechtel
- Sarah Boudreau

\*relocated during the year

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### Mission

Langs is committed to ensuring that every person in our neighbourhoods will have a place to call home for health, wellness and community support.

### Vision

Changed lives,  
healthy communities

### Values

Integrity  
Respect  
Accountability  
Collaboration  
Innovation  
Excellence

## AGM Awards

Presented Langs AGM – June 15, 2018

<b>Gerald D. Steinman Community Partner Award</b> Given to acknowledge a community partner who has contributed to the success of Langs	<b>Gerald D. Steinman Corporate Partner Award</b> Given to acknowledge a corporate partner who has contributed to the success of Langs
<b>Central Ontario Developmental Riding Program</b> <b>Pride Stables</b>	<b>Dominion Lending Centres</b>
<b>Kathleen Brough Award</b> Presented to acknowledge outstanding volunteer service to the organization and community	<b>Keith Schwartz Memorial Award</b> Presented for unselfish acts of kindness for the betterment of others and/or the community
<b>Helen Weber</b>	<b>Claire Osinkosky</b> <b>Fran and Jim Oliver</b>
<b>Lorie Delane Youth Leadership Award</b> Presented to recognize a young person who has developed and applied leadership skills at Langs	<b>Muriel Bechtel Educational Award</b> Presented to acknowledge an educational institution that has made a significant contribution to the success of Langs
<b>Amber Troupe</b>	<b>Mohawk College</b>

## Highlights by the Numbers

**85,939**   
 total community contacts

**113**   
 number of programs

**23**   
 co-located community partners across all sites

**13**   
 Preschool Programs/Services

**67**   
 Youth Programs/Services

**31**   
 Adult Programs/Services

**193**   
 Number of Different Volunteers

**14,158**   
 Number of volunteer hours

**16,865**   
 Total Number of Different People Served



## Community Events



1. Face painting at Langs Holiday Dinner 2. Local politicians joining in the celebratory walk 'across' Canada 3. Volunteers at Celebrating Women enjoying the calm before the storm 4. Enjoying the BBQ at the North Dumfries Community Picnic 5. Boston Pizza donates food for Mayor's Night at the Movies event 6. Balloon fun at Langs Community Picnic 7. Keynote speaker Denise Lowe with guest at Celebrating Women

### ANNUAL COMMUNITY PICNICS (3)

Langs hosted an annual community picnic at 3 sites for a combined total of 950 guests! Highlights of the events were games, BBQ, inflatable activities for the kids, mascots, community partner booths and more!

### MAYOR'S NIGHT AT THE MOVIES

Langs was the charity recipient for the City of Cambridge's Mayor's Night at the Movies event. The event featured food & drink, door prizes and a choice of movie with pop and popcorn. Thank you City of Cambridge, Galaxy Theatres, Royal LePage Crown Realty, Boston Pizza and Grand River Brewing!

### HOLIDAY DINNER

250 guests joined Langs at the Preston Legion for their annual Holiday Dinner to enjoy a full sit down turkey dinner and a visit from Santa with gifts for the kids! The meal was prepared by the Ladies Auxiliary Club and served by volunteers from NEO Architecture and 91.5 The Beat. A special thank you to Ridgehill Ford for sponsoring the event!

### COMMUNITY WALK

Langs' main site and North Dumfries Satellite site hosted 'Community Walk' events where 215 participants walked 'across' Canada for a combined total of 6001.5 kms!

### CELEBRATING WOMEN

Langs' 6th Annual Celebrating Women event raised \$13,947.67 for Langs' 'Imagine a Place...' Capital Campaign. The event was an inspirational celebration of women and featured Gayle O'Brien, DAVE FM, as emcee, and Keynote Speaker Denise Lowe.

### VOLUNTEER APPRECIATION

47 volunteers came dressed in their Blue Jays gear for a fan-themed appreciation event that included interactive games, a live viewing of a Blue Jays game, pizza and more.

### STUDIO 30

Langs hosted the 7th Annual Studio 30 Art Show and Sale which features art from local artists who paint in watercolor, acrylics and mixed media. 25% of all art sold is donated back to Langs by the artists.

## Growing Meaningful Partnerships

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

23

community partners, staff and volunteers were trained in SafeTalk (Suicide Prevention)

9

partners are preparing to move into expanded space at the Hub@1145

17

Expressions of Interest were received to move into the expanded space

- **25 community partners** and staff attended Lunch and Learn sessions
- **63 visitors** from across the province came to learn about and tour the Hub@1145

A variety of partners participated in North Dumfries' 1st Youth Mental Health Fair for 200 attendees



## We're excited to welcome these new Hub partners:

### THE Hub@1145

**3 new partners** joined us at the Hub this year:

- WWLHIN Home and Community Care
- Cambridge Memorial Hospital - Community Psychiatry Program
- Dr. Ali, Respiriologist

### THE Hub@2958

**1 new partner** joined our North Dumfries Hub:

- WWLHIN Home and Community Care

**8 health and social services partners** now provide services in North Dumfries

**33 rural youth** accessed mental health counselling by Front Door



## Building Healthy Communities

To support and implement system transformation by leading Health Link in Cambridge and North Dumfries

**151**

patients had Coordinated Care Plans completed

**85**

patients engaged by the Primary Care Collaboration Working Group in Emergency Department surveys and focus groups

**120**

participants attended two Joint Governance Education Sessions on mental health and addiction services

### CONNECTIVITY

- **20 agencies** at the Connectivity Table addressed 45 situations of elevated risk
- **17 guests** from communities across Ontario visited the Connectivity Table

### HERITAGE SOCIAL WORK

- **339** different Heritage FHO patients were seen by the Heritage Social Workers in **2,138** appointments

- The Discharge Planning Working Group completed a review of medication reconciliation process with primary care, Cambridge Memorial Hospital, partners and pharmacists
- The Health Link Steering Committee has transitioned to the Sub-Region Leadership Table for Cambridge and North Dumfries

### SYSTEM TRANSFORMATION INITIATIVES

- Facilitated **3 Collaborative Quality Improvement learning sessions** with Health Quality Ontario to share our Collaborative QIP experience
- Collaborative QIP for Mental Health and Addiction Services Integration with Primary Care advanced all 17 different change ideas and completed 11 in its first year



C-QIP Implementation in Action



## Langs 40 Milestones for 40 Years

### 1970's

1. An agency breakfast meeting held to discuss a community project in the Langs Farm neighbourhood

### 1980's

2. After 2 years of hard work, the first Langs community centre opens on Patterson Place
3. Langs receives its first grant from the City of Cambridge
4. Langs hires their first full-time staff members (Vickie Robinson and Bill Davidson) and moves to 599-H Langs Drive
5. The first Annual General Meeting is held
6. The Kiwanis Club of Cambridge provides funding for the first full-time coordinator, Bill Davidson
7. Langs becomes incorporated and receives Family Resource Centre funding (Early Years Programs)
8. Langs begins the Preston Heights Community Group
9. Langs becomes the first neighbourhood group to be a member of the United Way of Cambridge and North Dumfries

1st townhouse on Patterson Place 1980

### 1990's

10. City of Cambridge Council adopts policy to provide stable funding for neighbourhood groups after community residents pack Council chambers
11. Langs' first strategic plan is completed
12. South Waterloo Housing Authority provides a new home for the Youth and Teen Centre at 581-E Langs Drive
13. Funding is announced for the Langs Community Health Centre
14. Langs hires to support the establishment of the Alison Neighbourhood Association
15. Community Health Centre and main office opened at 887 Langs Drive

### 2000's

16. 7th Inning Education Program begins in partnership with the Waterloo Region District School Board
17. Langs successfully participates in its first accreditation review process
18. A Diabetes Education Outreach Program is launched at Langs in partnership with Cambridge Memorial Hospital
19. Breakfast Club celebrates 10th anniversary after providing 10,000 meals to local youth
20. North Dumfries CHC Satellite is funded
21. The Langs Pharmacy opens on site

Youth and Teen Centre 1992





22. Langs purchases land on Concession Road

23. The Hallman Foundation provides a partnership grant. Langs co-located with Catholic Family Counselling (Carizon) and Family and Children's Services.

24. Langs becomes the host organization for the Regional Coordination Centre

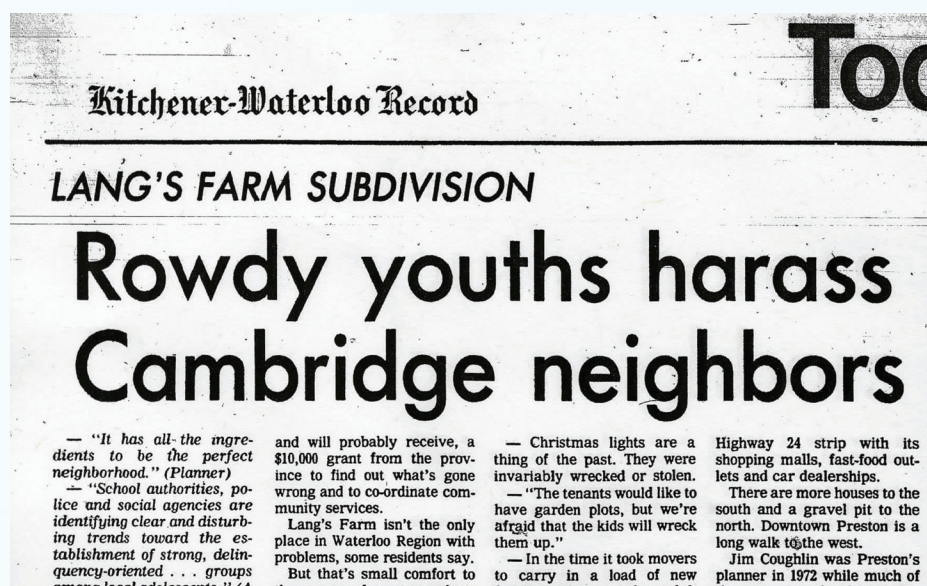
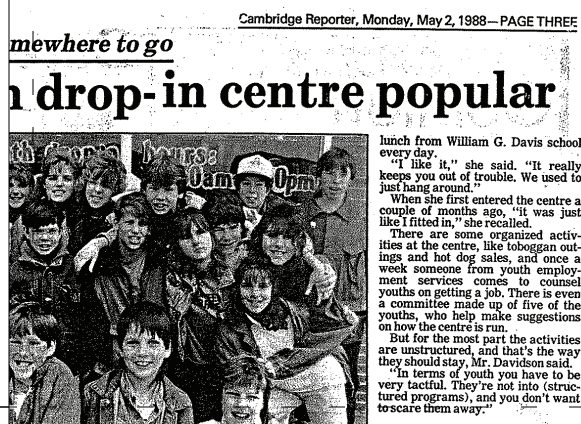
25. The North Dumfries Satellite Community Health Centre opens on Hilltop Drive

26. Funding for the Waterloo Region Nurse Practitioner Led Clinic is announced; Langs and Conestoga College are founding members

27. Langs breaks ground on Concession Road and construction begins on our new facility



1st youth drop-in center on Barbara Court 1988



## 2010's

28. The Hub@1145 opens on September 19, 2011 with 20 community partners including the William E. Pautler Seniors Centre of the City of Cambridge

29. Changed Lives, Healthy Communities - the Langs book - is published

30. The North Dumfries CHC opens its doors in the new Community Complex in partnership with the Township of North Dumfries

31. Langs adopts Popcorn House (now the Grow Community Centre)

32. The 1st Annual Celebrating Women event is held

33. Launch of Healthy Beginnings, a chronic disease prevention program for children

34. The Connectivity Table begins at Langs

34. Langs is selected to lead Health Link for Cambridge and North Dumfries

35. The Grow Community Centre opens in Hespeler

36. Langs participates in an international exchange to Huixcazda, Mexico with the University of Waterloo

37. Langs receives the AOHC Innovator of the Year Award and the International Police Chiefs Award for the Connectivity Table in partnership with Waterloo Regional Police Service

38. Premier Kathleen Wynne visits the Langs Hub@1145

39. Front Door, Community Support Connections and the Community Outreach Worker Program offer services at our North Dumfries CHC

40. Langs opens its 8200 sq. ft. expansion and receives the AOHC Transformative Change Award for its work on the Community Hub Model



## Growing Meaningful Services

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

**178**

tax returns were completed at 11 income tax clinics

**746**

dinners were served to the community at our monthly community dinners

**55**

families were supported with gifts and food supports during the holidays through the Giving Tree

- **16,865 different people** accessed programs and services across all sites
- **193 volunteers** contributed 14,158 hours – at a living wage that's over \$199,000 in paid time!
- **42 bikes, helmets and locks** were donated by Dominion Lending Centres

### LANGS

- With funding from the Ontario Trillium Foundation, **31 schools** adopted the Healthy Beginnings Program
- **132 classrooms** across Waterloo Region learned about healthy eating and physical activity with our Organ Wise Guys doll
- **675 people** attended the annual Community Picnic at Langs
- **525 nutritious breakfasts** were served to youth at our Breakfast Club
- **12 adults** completed the Anxiety and Depression Group



Dominion Lending Centres bike donations

- **21 children and youth** with anxiety were supported through groups
- Onward, a mentorship program provided by Old Navy, educated and trained **9 Langs youth**

### NORTH DUMFRIES CHC SATELLITE

- **12 teens** attended a new Mindfulness program in North Dumfries
- **6 adults** completed the Anxiety and Depression Group at the North Dumfries CHC
- **65 participants** attended a holiday dinner for seniors

### GROW COMMUNITY CENTRE

- Close to **3,900** pieces of fresh food were enjoyed by after-school participants
- Over **75** healthy recipes were prepared and shared in Grow programs
- Heroes, a new in-school program, was offered to **31** students at Centennial Public School



Canada Bread attends and volunteers at community dinner and are acknowledged for donation of two new stoves

## Growing Meaningful Services

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

**8,700+**

people accessed the diabetes education program

**74**

leaders trained and available to offer workshops

**178**

people accessed 17 diabetes screening events across the region

### DIABETES/ORTHOPEDIC CENTRAL INTAKE

- Triaged diabetes **referrals to 9,286 diabetes education programs**
- Planned and hosted **2 conferences** for primary care and health care professionals
- **3,690 referrals** for orthopedic surgeons received and processed through Orthopedic Central Intake

### WATERLOO WELLINGTON SELF-MANAGEMENT PROGRAM

- **433 individuals** completed a Self-Management Program to enhance their skills at self-managing their chronic disease
- **96 community workshops** were hosted to increase awareness of our program offerings



Self-Management Staff at Healthy Heart Day

- **477 healthcare professionals** furthered their expertise at healthcare provider training
- **16 diabetes educators** successfully wrote their CDE exam through the mentorship program

### DIABETES EDUCATION PROGRAM HIGHLIGHTS

- **6,205 individual** appointments and **2,510 people** attended group sessions
- **537 diabetes visits** occurred at our Doon site in Kitchener
- **157 diabetes** visits at our North Dumfries CHC satellite site
- There were over **3,200 visits to exercise classes** and training by a Kinesiologist
- **85 people** attended **12 pre-diabetes education sessions**
- **243 people** had a retinal screen completed at **35 retinal screening clinics**
- **111 e-referrals** have been received since October
- **316 individuals** had their feet examined by a foot care specialist
- Langs **piloted the Total Contact Cast program** for people with diabetic foot ulcers, with 100% healing of treated ulcers
- The **Diabetes Health Coach Study** was concluded; **366** patients completed the study



## Bringing People Together

To continue to provide quality and accessible care

29

individuals attended the Gender Journey group

300

medical appointments took place at the Bridges homeless shelter

4

Langs staff members have been trained to distribute Naloxone kits

- **645 new patients** accessed primary care, 287 at Langs and 358 in North Dumfries
- **23 clinical providers** from the region took training from Rainbow Health Ontario hosted at Langs to assess surgical readiness of sex reassignment surgery

- Langs provided **primary care to 23 transgender individuals**
- **Naloxone kits** will be available at the North Dumfries satellite site, the Grow Community Centre, the Youth and Teen Centre, and the Langs Medical Pharmacy

## Community Engagement by the Numbers



940

flu shots

320 at Langs

620 in North Dumfries



702

satisfaction evaluations were completed in 60 programs



394

different participants accessed counselling services



**6,000** newsletters were delivered by volunteers, students and staff



**1,168** participants walked on the walking track **15,340** times.  
At 3km per average visit equals **46,020 km** walked!

## Growing Meaningful Spaces

To enhance the organization's fundraising program

# Help us 'Imagine a Place...'



\$2.2

\$3  
MILLION



In 2011, Langs opened their doors to the Hub@1145 on Concession Road in Cambridge. With a 78% increase in participation after only 5 years, and an overwhelming interest from new partners to be in the Hub, Langs broke ground on an 8200 sq. ft. building expansion in late 2016 that will provide space for additional:

- co-located community partners
- group rooms to offer more programs for youth, adults and seniors
- much needed parking spaces

### THE EXPANSION IS ALMOST COMPLETE, BUT WE STILL NEED YOUR HELP TO REACH OUR GOAL!

There are various ways to contribute and be a part of Langs' legacy:

- Purchase and name a 'brick' in the newly expanded area (\$25, \$50, \$100)
- Donor wall recognition (any donation \$101+)
- Name a room (\$5,000 - \$20,000)
- Designate your donation to the newly named 'Jane Brewer Wellness Centre'

**Contact us to make a contribution or explore partnership opportunities.**

**100+**

donors have contributed to the Capital Campaign

6th Annual Celebrating Women event raised

**\$13,947.67**

Name a room

**\$5,000**

Purchase and name a 'brick'

**\$25+**

*Can you imagine what we'll do next?*





## Langs Staff Milestones for 2017-2018

### 35 YEARS

Bill Davidson,  
*Executive Director*

### 20 YEARS

Kate Calija,  
*Finance Manager*

### 15 YEARS

Judy Applebee,  
*Administrative Assistant*  
  
Siobhan Callaghan,  
*Physician*

### 10 YEARS

Marianne Eby,  
*Medical Secretary*

### 5 YEARS

Anne Gulliver,  
*HR/Finance Assistant*  
  
Cristina Fernandes,  
*Dietician*  
  
Dawn Goddard,  
*Receptionist*  
  
Derek Mak,  
*Nurse Practitioner*  
  
Emily Aubin,  
*Referral Administrator*  
  
Jennifer MacAulay,  
*Registered Nurse*  
  
Sonia Khurmi,  
*Dietician*

## Maintaining a Strong Internal Core

To continue to cultivate a healthy work environment

### STAFF WELLNESS

Langs launched a staff wellness initiative in 2018 to help bring more health and wellness into our workplaces. The wellness initiative kicked off with a bang at an event that included a healthy lunch, vendor fair, a personal wellness wheel activity, and also provided the opportunity for staff to rotate through four different health and wellness related activities such as yoga and mindfulness.

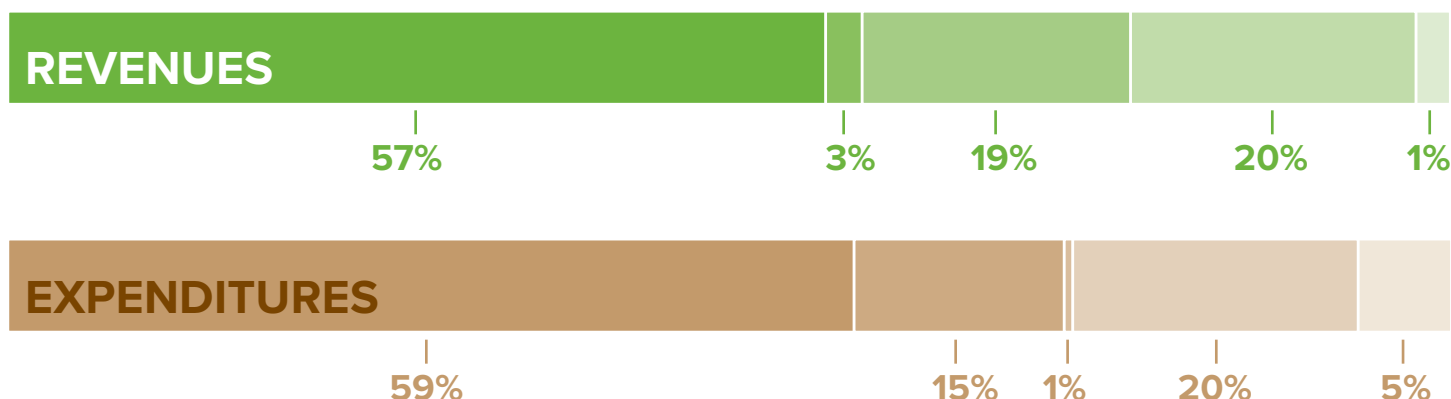


### UNITED WAY

Langs hosted their annual staff United Way fundraising campaign and this year staff also had the option of designating their contributions to Langs' "Imagine a Place" capital campaign. The campaign was kicked off with a French Café themed lun-

cheon and over \$15,000 was raised for the two organizations through a variety of raffle draws, on-line auction and payroll deductions. Way to go, team!

## Statement of Operations



### REVENUES

WW LHIN/MOHLTC Funding	\$8,851,162
Government Funding	\$502,356
Other Funding	\$2,856,630
Midwifery Program	\$3,130,858
Interest Income	\$25,072

**TOTAL REVENUES** \$15,366,078

### EXPENDITURES

Salaries, Benefits and Relief	\$8,168,251
Operating Expenses	\$2,122,795
Interest Expense	\$132,719
Midwifery Program	\$2,780,155
Amortization	\$628,858

**TOTAL EXPENDITURES** \$13,832,778

### HIGH FIVE

In January, 2018, Langs achieved accreditation status with HIGH FIVE, Canada's quality standard of excellence for children's programs which validates the quality of Langs' programs to ensure that children, parents and the community have access to quality programs supported by a national standard.



**REVENUES IN EXCESS OF EXPENDITURES** \$1,533,300

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

Inter-fund Transfers to Reserve Funds \$315,912

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

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

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.





2017-18 Langs Staff



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



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

## LANGS FAMILY OF BRANDS



## FUNDING PARTNERS

