



# A LEGENDARY YEAR



2019/2020 ANNUAL REPORT



## A WORD FROM THE CHAIR AND CHIEF EXECUTIVE OFFICER



Angela Asadoorian,  
Board Chair and  
Bill Davidson,  
Chief Executive Officer

2020 has been quite a year - historical, unbelievable and often surreal. At Langs we have decided to think of it as legendary. Why? Extraordinary times require an extraordinary response and Langs' staff delivered. Staff

quickly transformed our programs, services and operations to support the community during a pandemic. We are very proud of the work of our team during COVID-19 and invite you to review their many achievements outlined in this report. To commemorate this work and with the expertise of The Blend, we introduced our very own Langs League Of Legends. A celebration of our team's ability to not only join the heroes managing a health care pandemic but also adapt to virtual visits; continue to serve the homeless; deliver food to those who were alone and isolated; work at the assessment centre; conduct mobile testing and offer virtual programs. As always the Langs staff stepped up, leaned in and changed lives in a remarkably fast period of time. Due to time and space we could only highlight some of the countless stories, as our entire team has been legendary throughout this time.

The League includes our extended Leadership Team who met daily to plan, pivot and be proactive. During these times of uncertainty they faced every challenge with perseverance and deserve our thanks. Our Board of Directors quickly learned to govern remotely and checked in with us frequently to ensure our staff were healthy and well as all heroes need support. It is this type of outstanding dedication that we will miss from retiring members Ann O'Donnell

Beckwith and Kathy Black. We would also be remiss if we did not say a huge thanks to our donors for supporting our COVID-19 fund. We are grateful to our funders who immediately informed us in March to re-direct funding to where it was needed the most in this crisis.

It's hard to think of what life was like before COVID-19 when our halls and meeting rooms were filled with community members and when our special events were attended by hundreds of people. Surprisingly it was not that long ago and we so appreciate the opportunity to reflect on these experiences such as legendary Canadian performer Alan Doyle visiting from A Dollar A Day Foundation and singing in the Green Lounge. One of the most noteworthy achievements this past year was the announcement that Cambridge and North Dumfries was selected as one of the first of 23 communities to become an Ontario Health Team. We have always been proud of the collaboration that exists in our community and we are delighted to be one of 18 partners and 13 affiliate members who make up the Cambridge and North Dumfries Ontario Health Team.

While we continue to re-open gradually, welcome back our partners and navigate the unknown future of this pandemic, the community can be assured that our team will remain diligent, ever willing to lend their extraordinary skills, talent and dedication to whatever comes next. Whether you see us in person or virtually, our dedication to the community will always be legendary.



Cambridge and North Dumfries Ontario Health Team Members

## BOARD OF DIRECTORS



### STANDING BOARD MEMBERS

- Angie Asadoorian
- Barbara Carter
- Robert (Bob) Ruggieri
- Dave Bechtel
- Denise Carter
- Juliette Coughlan
- Kaitlyn Mullin
- Kathilee Porter
- Megan Davidson Minnes
- Sarah Boudreau
- Stephen Paniccia
- Yvonne Brown

### RETIRING BOARD MEMBERS

- Ann O'Donnell-Beckwith
- Kathy Black

### BOARD NOMINEES

- Jennifer Davis

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## VISION

Changed Lives,  
Healthy Communities

## 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

## VALUES

Integrity  
Respect  
Accountability  
Collaboration  
Innovation  
Excellence



## HIGHLIGHTS BY THE NUMBERS

**90,255**  
total community  
contacts



**70**  
number of  
programs



**26**  
co-located community  
partners across all sites



**8** Preschool  
Programs/Services



**40** Youth  
Programs/Services



**19** Adult  
Programs/Services



**206** number  
of different  
volunteers

**19,467**  
number of  
volunteer hours



**17,533**  
total number of  
different people served



2019 Holiday Dinner



2019 Bike Rodeo



## PARTICIPANTS

Provide welcoming spaces and services to support people to achieve their best health

**76**

tax returns  
were completed at  
income tax clinics

**206**

volunteers contributed  
19,467 hours – at a living  
wage that's over  
\$277,404.75 in paid time!

**987**

people attended  
our annual  
Community Picnics

- The Langs Board of Directors contributed more than **672** volunteer hours
- There were **16,466** visitors to our walking track in 2019-2020; a total of 1,129 different walkers used the track during this time

### NORTH DUMFRIES CHC SATELLITE

- **65** participants attended a Holiday Dinner for seniors

### GROW COMMUNITY CENTRE

- Close to **3,225** pieces of fresh food were enjoyed by after school participants
- Each Grow after school participant spent approximately **5,375** minutes of physical activity walking to the program
- Over **58** students from Centennial Public School attended the in-school Heroes program

## COMMUNITY ENGAGEMENT BY THE NUMBERS



**1,606**  
flu shots

470 at Langs  
1,136 in North Dumfries



**1,571**  
satisfaction  
evaluations  
completed in  
**23** programs



**735**

different participants  
accessed counselling services



**5,400**  
newsletters  
were  
delivered by  
volunteers,  
students  
and staff



**1,800**

visits to the Youth  
Wellness Hub

## PARTICIPANTS

Increase the number of participants served and the range of supports offered

### LANGS YOUTH WELLNESS HUB (YWH)

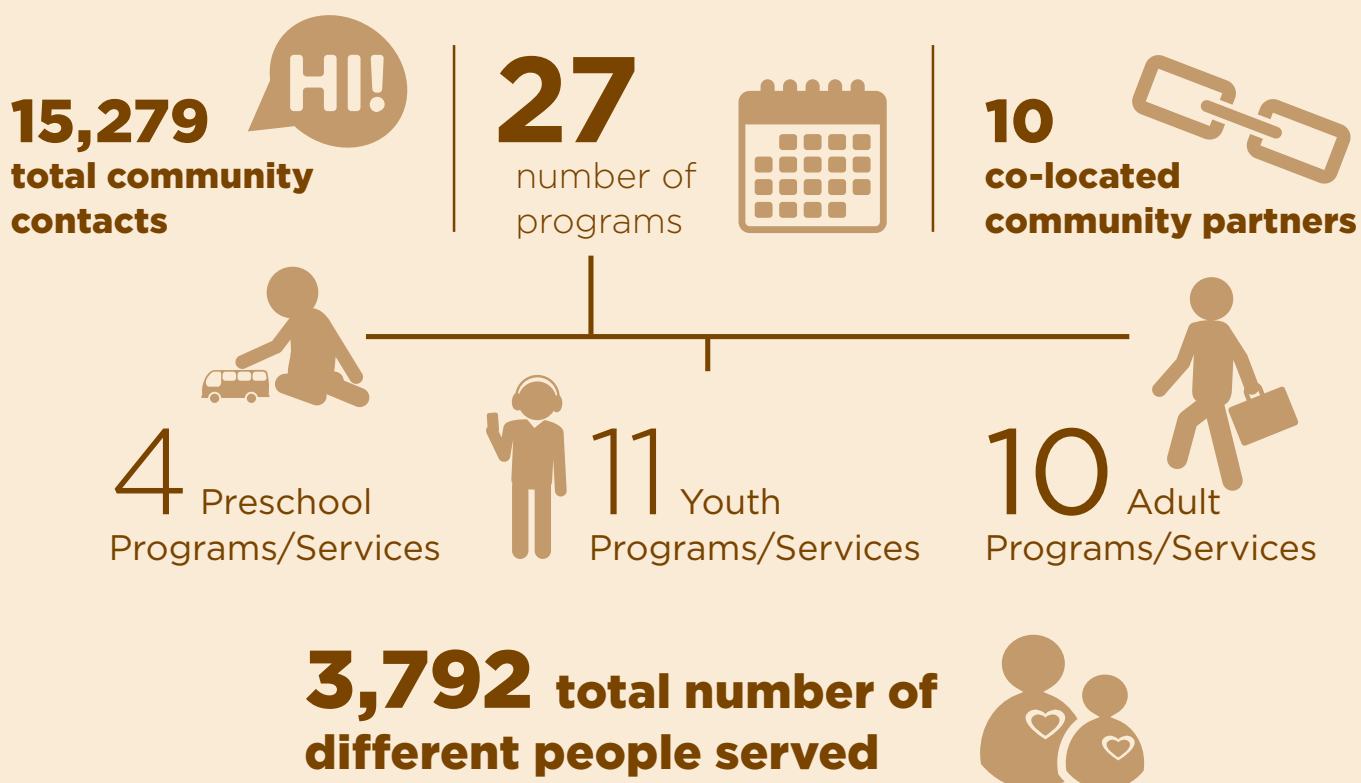
The Langs Youth Wellness Hub (YWH) is a safe, welcoming, inclusive space for youth to access services and programming in Cambridge. The YWH is home to partners including Carizon Family and Community Services, Cambridge Career Connections, Family and Children's Services, Lutherwood and Waterloo Region Suicide Prevention Council.

- **1,800** visits since opening in Fall 2019
- **45** youth attended monthly youth dinners
- **5** new programs and **12** partnerships supporting youth and their families
- **107** youth participated in counselling
- **23** youth were connected with Youth Force for employment
- **100%** of youth surveyed agreed they felt supported by program leaders



Homework Help in Langs Youth Wellness Hub

### NORTH DUMFRIES HIGHLIGHTS BY THE NUMBERS





## PARTICIPANTS

Respond effectively to participant needs, with an emphasis on disease prevention, chronic disease, mental health and addictions, rehab services and stronger partner engagement

**2,015+**

people accessed the  
Diabetes Education  
Program

**25**

physical activity  
programs offered  
in 10 neighbourhoods

**28**

different client groups  
offered by on-site partners  
at The Hub@1145

### HEALTHY BEGINNINGS

- **20** new schools adopted Healthy Beginnings, with **65** total schools engaged
- **236** classrooms across Waterloo Region learned about healthy eating and physical activity
- Evaluation showed **high** satisfaction by parents, students and teachers plus retention and application of learnings by students



### SOCIAL WORK

- **8** adults and **5** youth completed Anxiety and Depression Groups
- Social Workers referred **83** clients to Waterloo Wellington Self-Management Program
- **735** different participants accessed counselling services

### DIABETES EDUCATION PROGRAM HIGHLIGHTS

- **5,409** individual appointments and **4,184** people attended group sessions
- **1,278** diabetes visits occurred at our Doon site in Kitchener
- **182** diabetes visits at our North Dumfries CHC satellite site in Ayr with a Registered Dietitian or Registered Nurse
- There were over **3,549** visits to exercise classes and training by a Kinesiologist
- **271** visits to the Kinesiologist for individual support
- **102** people attended **11** pre-diabetes education sessions promoting diabetes prevention
- **79** people had a retinal eye screen completed at **9** retinal screening clinics
- **886** visits for vital treatment by a foot care specialist (Chiropodist)
- **66** people accessed several diabetes screening events across the region



Healthy Beginnings Participants with  
Organ Wise Guys Doll

# OUR RESPONSE TO COVID-19

**Langs recognizes ordinary people acting extraordinarily; those who are working above and beyond to support our community during the COVID-19 pandemic. They are legendary!**

Many Langs staff volunteered to be redeployed to other agencies:

- **11** staff helped the Cambridge Self-Help Food Bank with **330** food deliveries
- **5** staff assisted at the homeless isolation site/drop-in
- **6** staff helped with testing at the Assessment Centre
- **1** staff member assisted in long-term care

**Langs offered the following services during the pandemic:**

- Over **200** care packages were delivered to seniors and families in our communities
- **21,464** in-person and virtual Primary Care, Social Work and Diabetes visits
- **32** virtual programs
- **4,296** referrals to the Regional Coordination Centre
- Self-Management Program offered **15** virtual workshops with **74** attendees
- **15** Langs staff and students were trained as COVID-19 screeners
- COVID-19 Safety Plans were developed and implemented at Langs and North Dumfries sites
- The Social Work Team implemented Gratitude, Wellness and Resiliency activities including virtual meditation, physical stretching and exercise classes
- The IPC Team collaborated with various community partners to support the homeless population at a drop-in program at 150 Main Street



## LEAGUE OF LEGENDS



**Dr. Craig Albrecht - Family Physician, IPC Team Lead**

"As the virus and our understanding of it evolves, we need to change some of what

we do. But no matter what changes, we will still provide good care."

At the beginning of the pandemic, Dr. Albrecht and the team took immediate steps to limit risks for themselves and those they care for. They constantly had to adjust for different locations and for the changing situation. The experience has made Dr. Craig realize how much everyone in health care needs one another across the system and beyond.



**Derek Wilson, 7th Inning Youth Worker**

"The pandemic has been stressful with many challenges, but being part of the solution is how I deal. I love to help and I love to

be on the front line. I feel most confident and happy when I'm being useful."

Derek effortlessly role models for the youth he serves. He and his team compiled lists of community needs, made resource connections and delivered care packages of food, toiletries, and physical fitness supplies.



**Kelly Conrad, Registered Nurse**

"I can't live afraid and I just can't be that way. If we were, if health care providers were afraid, then people wouldn't be getting the care that they need."

# COMING TO



Soon after the pandemic began, Kelly noticed her patients were cancelling their appointments or not showing up as scheduled. Kelly cares for 'INR' clients for whom medication and blood level checks are critical and life saving. Travel became a challenge and they were afraid, so Kelly decided to go to them.

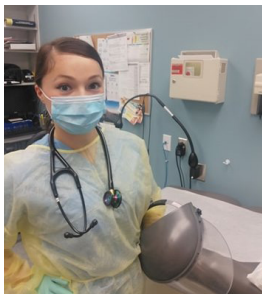


**Sarah MacTavish, DEP Administrative Assistant**

"I want our community to know that we really do care. I want them to know that we are stronger together. And that when

we're working together we really can change the world."

Sarah stepped up to take the lead as the team worked to completely change the way they delivered service. Triage, support and education, forms and systems, everything was modified. For Sarah, these monumental tasks also involved the added complication of adjusting to working at home with a 2 year old and a 4 year old.



**Anna Pelleboer, Nurse Practitioner**

"I'm really proud to work for Langs because we're going above and beyond and we're always trying to find new, creative ways to be there for patients. We

even made a list of our most vulnerable patients and the nurses are connecting with them by phone or virtually to make sure their needs are met, whatever they are."

At the onset of the pandemic, quick thinking and creativity meant finding a way to protect babies and their moms. Now when Mom and babe come to the building for vaccinations or check-ups, a system has been designed to allow them to wait safely in the car to avoid the waiting room.

**Dr. David Arnott, Family Physician**

"There's always something more to do and you always want to do the best for your patients, so



sometimes it's hard to shut off."

Since the pandemic began, Dr. David Arnott (Dave) often works 75 hours a week. In addition to serving his regular patients, Dave began working the very first shift at the COVID-19 Respiratory Assessment Centre at Cambridge Memorial Hospital on April 1. Since then, he works there at least two evenings a week. Dave also works with a 24/7 on-call mobile outreach team.

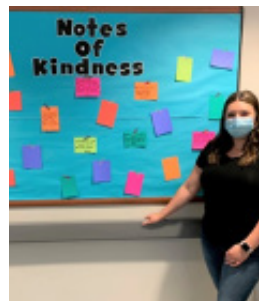


**Teresa Vandebelt, Social Worker**

"If anything, this [pandemic] is really making all of us more aware of our need to connect with each other. We have this great opportunity to expand our definition of

community in really active, creative ways."

When physical distancing began, Teresa knew that her team had to immediately reach out to the people they were supporting. Her best option to make private calls was an unheated, non-insulated, enclosed porch. So she wrapped herself up, armed herself with a hot cup of tea and began providing counselling service from the privacy of her porch.



**Athena Magarvey, Community Youth Worker**

"I think we can choose to find things that bring us joy, and share them with others. Staying positive and finding things that bring us closer to each other

is what helps form a sense of belonging and community."

Athena delivered postcards with inspirational messages of hope and belonging, created a Notes of Kindness bulletin board, and placed rocks painted with bright and cheerful words into gardens and on lawns.

GETHER BY STAYING APART

## BUILDING/CAPITAL CAMPAIGN UPDATE

**\$123,572**

total fundraising  
dollars

**41**

bricks sold

**150**

donors supported Langs'  
Giving Tree Program



Top Row: Alan Doyle and Brendan Paddick present cheque from A Dollar A Day Foundation; Langs' Food Truck Festival  
Bottom Row: Bigger Piggy Bank 2019 Kids Can Bike Donation; Rotary Club of Preston Hespeler donates to Langs

## COMMUNITIES

Further our expertise in prevention, engagement and community development in order to build and enhance residents' sense of belonging in their communities and neighbourhoods

**79**

Garden Fresh boxes

**1,038**

dinners were served to the  
community at our Monthly  
Community Dinners

**200+**

new guests from  
15 communities learned  
about Langs



## SYSTEMS

Collaborate across systems to improve access to and coordination of care

**185**

new patients had  
Coordinated Care Plans

**7**

Health Guides were  
integrated in primary care  
practice offices

**80%**

of patients reported  
high confidence in their  
care plan goals

### CONNECTIVITY

- **24** agencies at the Connectivity Table addressed **36** situations of elevated risk

### HERITAGE SOCIAL WORK

- **355** different Heritage FHO patients were seen by the Heritage Social Workers in **1,738** appointments

### SYSTEM TRANSFORMATION INITIATIVES

- Shared Care Plan working group piloted four shared care plans in collaboration with Health Guides and community partners
- Evaluation of care plans showed patients have fewer Emergency Department visits, high patient satisfaction and increased coordination of services
- The Cambridge and North Dumfries Sub-Region continued its work on two Collaborative Quality Improvement Plans (cQIPs) - Mental Health and Addiction Services Integration with Primary Care and Discharge Planning/CHF and COPD Readmission
- **7** actions/activities completed on Mental Health and Addiction Services Integration with Primary Care Working Group, including integration of youth mental health worker in primary care
- Cambridge and North Dumfries selected as one of 23 Ontario Health Teams

### IPC TEAM HIGHLIGHTS

- The IPC Team supported **365** unique individuals
- **2,308** visits across **8** different community sites



Langs' Leadership Team Building Connections

## SYSTEMS

Play a leadership role locally and provincially in areas of excellence such as Community Hubs, Central Intake and Health Link

### WELCOME NEW HUB MEMBERS:

#### THE Hub@1145

- **3** new partners began on-site: MS Society, Cambridge Career Connections, Waterloo Region Suicide Prevention Council
- **1** partner, Lutherwood, added adult employment services
- **3** partners increased services in enhanced space: Hospice of Waterloo Region, House of Friendship, Sexual Assault Support Centre of Waterloo Region

#### THE Hub@2958

- **1** new partner joined North Dumfries site: Family Counselling Centre of Cambridge and North Dumfries

- **28** visitors from across the province came to learn about and tour The Hub@1145
- **16** visitors from across the province came to learn about Central Intake

#### DIABETES CENTRAL INTAKE

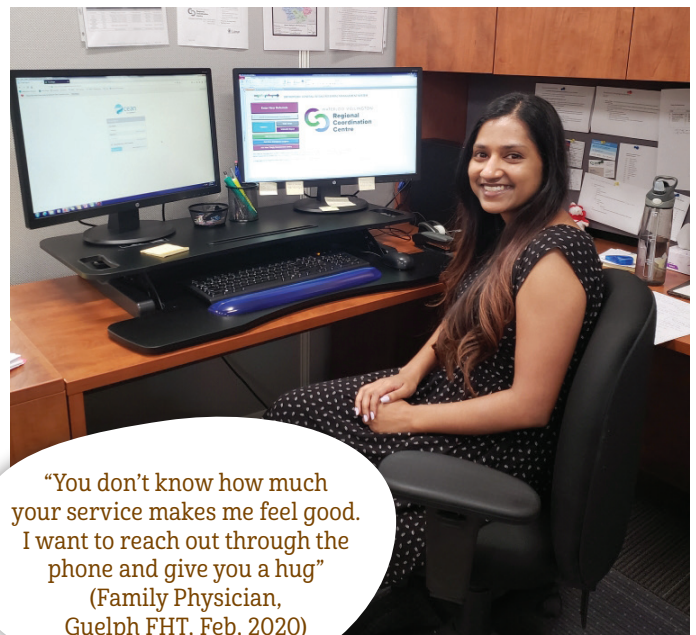
- Triaged **9,968** diabetes referrals to diabetes education programs and specialists in and outside of our region
- Website has been viewed by **75** countries this past year for support and education on diabetes

#### WATERLOO WELLINGTON SELF-MANAGEMENT PROGRAM

- **814** individuals completed a Self-Management Program to enhance their skills at self-managing their chronic disease
- We exhibited at **15** community workshops to increase awareness of our program offerings
- **259** healthcare professionals furthered their expertise at healthcare provider training

#### ORTHOPEDIC CENTRAL INTAKE

- Received and directed **8,841** referrals to orthopedic surgeons and assessment centres
- Supported the development and launch of ISAEC (Interdisciplinary Spine Assessment and Education Centres) across the region, sending **505** referrals





## ORGANIZATIONAL CAPACITY

Strengthen and align resources (i.e. finances, IT, facilities, fundraising and systems) with the programs and services offered

**1,571**

satisfaction evaluations  
were completed in 23  
programs this year

**94%**

satisfaction rate overall  
in 2019-2020  
by participants

**1,207**

unique posts were made  
to social media platforms:  
Facebook, Twitter and  
Instagram

## STAFF WELLNESS

Cultivate an outstanding environment that invests in the leadership capacity and expertise of our staff, board and volunteers

- Staff took part in a **Walk and Water** contest, **Halloween Candy Grams, Bingo and Jeopardy** events and fun community nights out
- Almost **100** staff and guests attended the annual Staff Holiday Party

Actively promote our brand, strengths and successes

- Presentations made to Probus Club, St. Luke's United Church, Fairview Mennonite Home, Chamber of Commerce and the Social Planning Council
- Langs' CEO was featured in Exchange Magazine



The North Dumfries Team At  
Escape Room Team Building Event

## LANGS STAFF MILESTONES FOR 2019-2020

### 25 YEARS

Sue Leal-Schnarr  
*IT/Facility and Data Management Coordinator*

### 20 YEARS

Tammy Saunders  
*Community Worker*

### 15 YEARS

Paula Whan  
*Administrative Assistant*

### 10 YEARS

Craig Albrecht  
*Physician*  
Debbie Hollahan  
*Regional Director, Regional Coordination Centre*

### 5 YEARS

Justine Pires  
*Administrative Assistant*  
Derek Wilson  
*Community Youth Worker*  
Susan Cameron  
*Outreach Worker*  
Darcy Edwards  
*Youth Wellness Hub Coordinator*  
Rosemary Saunders  
*Bookkeeper*  
Erin Okanik  
*Nurse Practitioner*

## AGM AWARDS

Presented at Langs AGM – September 29, 2020

<b>Gerald D. Steinman Community Partner Award</b> Presented to acknowledge a community partner who has contributed to the success of Langs	<b>Gerald D. Steinman Corporate Partner Award</b> Presented to acknowledge a corporate partner who has contributed to the success of Langs
<b>Ocular Health Centre</b>	<b>91.5 The Beat</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>Donna Mae Fleet</b>	<b>Anthony Brown</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>Gabriella Pershad</b>	<b>Galt Collegiate Institute</b>

## COMMUNITY AWARDS



2019 Chamber of Commerce  
Community Awards,  
Best Corporate/Not-For-Profit Partnership:  
Ridgehill Ford



ONPHA Innovation Award to Youth Force



# STATEMENT OF OPERATIONS

## REVENUES



## EXPENDITURES



## REVENUES

WW LHIN/MOHLTC Funding	\$9,978,960
Government Funding	606,258
Other Funding	1,750,419
Midwifery Program	3,273,140
Interest Income	43,766

**TOTAL REVENUES** \$15,652,543

## EXPENDITURES

Salaries, Benefits and Relief	\$9,210,074
Operating Expenses	2,521,663
Midwifery Program	2,888,636
Amortization	233,917

**TOTAL EXPENDITURES** \$14,854,290

**REVENUES IN EXCESS OF EXPENDITURES** \$798,253

Less amounts repayable to the Ministry of Health and Long Term Care - Midwifery Program -384,504

Inter-fund Transfers to Reserve Funds -413,749

Accumulated surplus at beginning of the year (excluding Capital Fund and Reserves) \$5,448

Accumulated surplus at end of year (excluding Capital Fund and Reserves) \$5,448

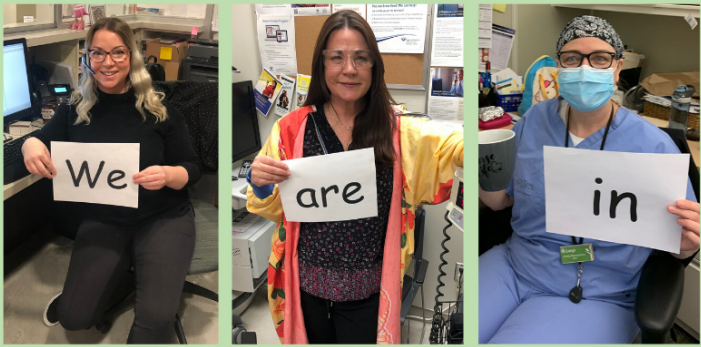


Ernst and Young Volunteers at United Way Day of Caring

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.



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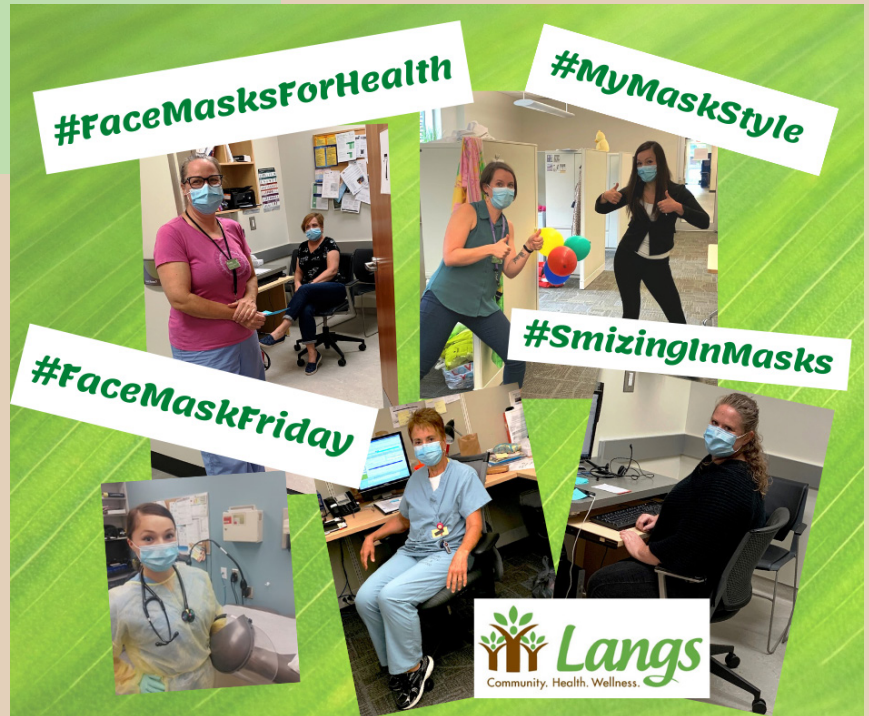


#STOPTHESPREAD  
**STAY HOME,  
STAY SAFE!**

**North Dumfries**  
COMMUNITY HEALTH CENTRE

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Ayr, Ontario N0B 1E0  
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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

