

RURAL

HEALTH AND WELL BEING

2018/2019 ANNUAL REPORT



The TOWNSHIP of
NORTH DUMFRIES

A Word from the Chair and Executive Director

We are in a period of unprecedented change and transformation at a local, provincial and national level. We have viewed and embraced change as an opportunity throughout our 41 year history. This is one of the many reasons why we along with many other local leaders worked quickly to engage patients, clinicians and governors in discussions about the new Ontario Health Team model. Our strong foundation of Health Link/Sub Region Leadership initiatives and a history of successful collaboration and positive working relationships were highly evident in our planning process and submission. We are optimistic about being an early adopter in a community that has so much innovation to offer.

Change also involves loss and grief. We are saddened that after 31 years of operating Early Years programs this funding and service has been centralized. This approach to create efficiencies and reduce the number of transfer payment agencies is not new to us. Unfortunately, it means we will have to work even harder to sustain health equity in the community and the important primary prevention work of neighbourhood groups.

Thanks to our incredible governors and staff who led our 6th successful accreditation review in the fall. We celebrated achieving all 85 standards of practice and full accreditation in January 2019. We have another huge reason to celebrate. This is our 15th year of service in North Dumfries Township and we thought it was timely to host our Annual General Meeting in the rural community. We are particularly excited about the new partners that have joined us at the North Dumfries Community Health Centre to help fulfill our vision of the Hub@2958 in the rural community. A special shout out to our phenomenal North Dumfries team who are responsible for the many successes and historical highlights in this report.

We also welcome the Region of Waterloo, House of Friendship, and Community Legal Services as part of our 8,200 square foot expansion to the Hub@1145 this year. Please also check out our latest innovation, the Youth Wellness Hub officially

opening in the fall complete with a technology centre, STEAM programs and new community partners.

Integral to our innovation is the hard work of our board, staff and volunteers. Unfortunately we are saying goodbye to four outstanding board members, Gary Desborough, Jeff Hunter, Macarena Barker and Fahad Ihsan. Their enormous commitment to our work and their dedication to move the organization forward will truly be missed. We are very fortunate to welcome Juliette Coughlan, Kaitlyn Mullin, Megan Davidson, and Yvonne Brown who each bring new skills and attributes to our board.

We are proud of the diversity of skills that our dedicated, talented and hardworking team offers the community. This year, we were pleased to celebrate the service milestones of 14 staff. We especially want to acknowledge Kerry-Lynn Willkie's 25th year of dedicated service to the organization. We are grateful for her leadership and her tenacity in creating countless programs, partnerships and special projects throughout her years of service.

Our work is only possible thanks to a broad range of funders including the Waterloo Wellington LHIN; the Ministries of Health and Long Term Care, Children and Youth, and Tourism, Culture and Sport; the City of Cambridge; United Way Waterloo Region Communities; the Cambridge and North Dumfries Community Foundation; and the Astley Family Foundation.



We anticipate we will see even more changes in the coming months and welcome the opportunity if it means a better system for all.

Angela Asadoorian
Board Chair

Bill Davidson
Executive Director

Board of Directors



STANDING BOARD MEMBERS

- Ann O'Donnell-Beckwith
- Angela Asadoorian
- Barbara Carter
- Dave Bechtel
- Denise Carter
- Kathilee Porter
- Kathy Black
- Robert Ruggieri
- Sarah Boudreau
- Stephen Paniccia

RETIRING BOARD MEMBERS

- Derek Kidnie*
- Fahad Ihsan
- Gary Desborough
- Jeff Hunter
- Macarena Barker
- Sten Holmberg*

BOARD NOMINEES

- Juliette Coughlan
- Kaitlyn Mullin
- Megan Davidson
- Yvonne Brown

*Retired in 2018

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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

92,043
total community
contacts



79
number of
programs



29
co-located community
partners across all sites



15 Preschool
Programs/Services



55 Youth
Programs/Services



37 Adult
Programs/Services



200 number
of different
volunteers



18,334
number of
volunteer hours



17,502
total number of
different people served



Community Engagement by the Numbers



1,172 — **391** at Langs
781 in North Dumfries
flu shots



679
satisfaction
evaluations
completed in
29 programs



785
different participants
accessed counselling services



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



1,139 participants walked
on the walking track **17,249** times.
At 3km per average visit equals **51,747 km** walked!



Participants

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

106

tax returns were completed at 8 income tax clinics

10

adults completed the Anxiety and Depression Group at the North Dumfries CHC

54

kindergarten students assisted with planting the Community Garden

- **26 individuals** attended the Gender Journey group
- Langs provided primary care to **20 transgender individuals**
- **200 volunteers** contributed 18,334 hours – at a living wage that's over \$295,000 in paid time!

NORTH DUMFRIES CHC SATELLITE

- **75 participants** attended a Holiday Dinner for seniors
- **Over 500 youth** from 3 local schools attended the Youth Mental Health Fair



North Dumfries Holiday Dinner Staff and Volunteers

GROW COMMUNITY CENTRE

- Over **47 healthy recipes** were prepared and shared in Grow programs
- **54 kindergarten students** assisted with planting the Community Garden
 - **39 participants including volunteers from Old Navy** helped maintain the garden over the summer
 - **12 different herbs** and vegetables were grown and used in programs
- **52 students** from Centennial Public School attended the in-school Heroes program



Balloon making at Grow picnic



Grow and Old Navy volunteers work on the Grow garden

Participants

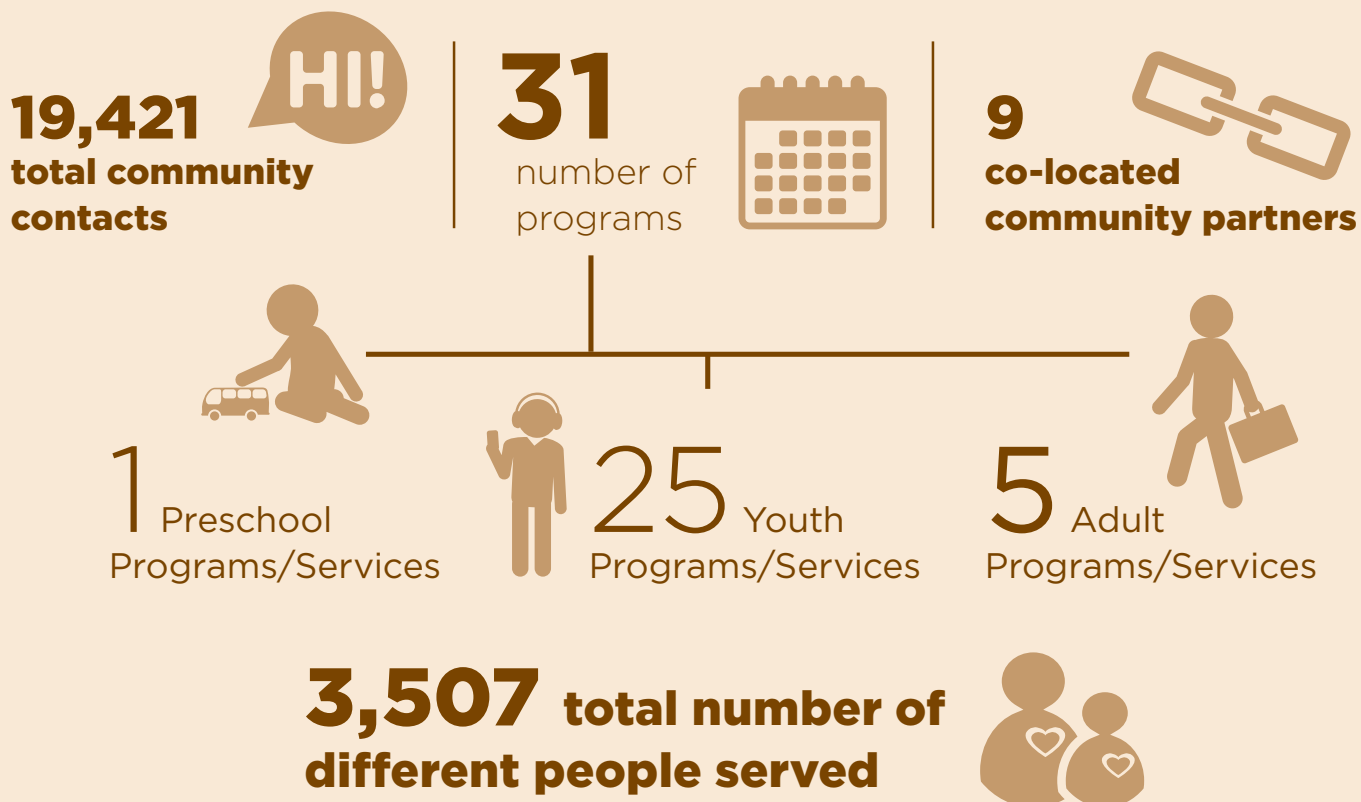
Increase the number of participants served and the range of supports offered

- **17,502 different people** accessed programs and services across all sites
- **372 new patients** accessed primary care - 150 at Langs and 222 in North Dumfries
- **11 Langs staff** members have been trained to distribute Naloxone kits to help in the prevention of opioid overdose; **13 Naloxone kits** were distributed
- **15 physical activity programs** have been offered in 10 neighbourhoods across Waterloo Region, ranging from Yoga to Zumba
- Close to **5,783 pieces** of fresh food were enjoyed by after-school participants



Volunteer Appreciation Event

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

Diabetes Education Program:

2,462

people accessed
the program

6,441

individual
appointments

4,156

group
sessions

886

medical appointments
took place at the Bridges
homeless shelter

LANGS

- With funding from the Ontario Trillium Foundation, **30 new schools** adopted Healthy Beginnings
- **212 classrooms** across Waterloo Region learned about healthy eating and physical activity with our Organ Wise Guys doll
- **1,033 people** attended the annual **Community Picnics** at Langs, Grow and North Dumfries community centres
- **37 adults** completed the Anxiety and Depression Group
- **27 children and youth** with anxiety were supported through school and Langs-based therapeutic groups



DIABETES EDUCATION PROGRAM HIGHLIGHTS

- **1,459 diabetes** visits occurred at our Doon site in Kitchener
- **95 diabetes visits** at our North Dumfries CHC satellite site in Ayr with a Registered Dietitian or Registered Nurse
- There were over **3,343 visits to three different exercise classes** and training by a Kinesiologist
- **359 visits to the Kinesiologist** for individual support
- **90 people** attended 12 pre-diabetes education sessions promoting diabetes prevention
- **134 people** had a retinal eye screen completed at 19 retinal screening clinics
- **331 e-referrals** were received with a total of 2,319 referrals
- **1,090 visits** for foot checks by a foot care specialist or nurse
- **601 visits** for vital treatment for one or more foot issues
- **134 people** accessed three diabetes screening events across the region
- **108 people** were screened at an all-day Latino community event



North Dumfries

COMMUNITY HEALTH CENTRE

15 Highlights for 15 Years of Service

CAMBRIDGE
Ayr aims to update health survey

By ERIC VOLMERS
THE CAMBRIDGE REPORT

The federal government is providing grant research projects to social and medical ne living in the village of surrounding rural areas. While given. Resources pay for a commun rural peo New Dum health. "This health. 1994" are down to earl, chie

Make noise to get Ayr health centre

North Dumfries shoots for community health centre

By CARMEN GREGG
This time, the members plan to fight until there are what they need — there work.

2001

North Dumfries Community Advisory Committee established to obtain Community Health Centre funding

2003

Nurse Practitioner begins providing primary care services in North Dumfries at Ayr Community Support Services

Ayr seeks improved health services

2004

Ministry of Health announces funding for North Dumfries CHC Satellite



2007

Dr. Elaine Parker joins the North Dumfries CHC as the first family physician

New Physician In Township Likes Idea Of Rural Practice



PHYSICIAN READY FOR PATIENTS - Dr. Elaine Parker is looking forward to meeting more area residents now that she is set up on a part-time basis in Ayr. Dr. Parker joined the Langs Farm Village Centre earlier in the spring.

2008

North Dumfries team fully hired

Provincial boost for Ayr clinic

By Anne Kelly, Record staff

NORTH DUMFRIES — With the help of an extra \$450,000 from the province, a new community health centre building for North Dumfries is expected to be in place by late summer.

The purchased building can also be outfitted with an enhanced heating, ventilation and cooling system, required by the provincial to aid infection control.

Site preparation has already begun on the Ayr location in

2006

400 patients access primary care services in North Dumfries



Community Fun!





2008

North Dumfries' first summer playground program begins

Let's get started!



2008

North Dumfries CHC Satellite Groundbreaking Ceremony



2009

North Dumfries CHC opens its doors at Schmidt Park

From There



To Here!

2011

CHC co-locates with the Township of North Dumfries in the new North Dumfries Community Complex

2013

North Dumfries CHC team expanded with LHIN funding



2014

North Dumfries opens a second evening for primary care services

2017

Front Door brings children's mental health services to the rural community

Holiday Cheer!



Mayor Sue Foxton visits North Dumfries Community Picnic



2019

Family Counselling Centre co-locates with the CHC

Today

Langs Annual General Meeting held in North Dumfries

Building/Capital Campaign Update

- **126 bricks sold** in Jane Brewer Wellness Centre
- **26 corporate** donors
- **7 service clubs** donated
- **\$18,775 raised** at 7th annual Celebrating Women event
- **3 rooms sponsored** in the Youth Wellness Hub



Langs' staff meet with members of Lions Club



Robert Ruggieri, TMMC and Langs' Board Member, presents donation cheque to Bill Davidson, Langs ED



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

I can always book an appointment with my doctor when I need to... even the same day."

935

dinners were served to the community at our Monthly Community Dinners

87

Garden Fresh Boxes were ordered by neighbours in our communities

Systems

Collaborate across systems to improve access to and coordination of care

11/11

All group practices offer after-hours services for patients

4

new organizations joined the Cambridge and North Dumfries Sub-Region Leadership Table

20

communities from across Ontario visited the Connectivity Table

IN HOME TEAM

- **76 new patients** had Coordinated Care Plans completed in the CHRIS system
- **45 existing patients** had Coordinated Care Plans updated
- Patients reported **high confidence** in their care plan goals

CONNECTIVITY

- **24 agencies** at the Connectivity Table addressed **41 situations** of elevated risk
- **55 staff** from member organizations attended a mock situation at the Connectivity Table



Collaborative Quality Improvement Plans (cQIPs) - Mental Health and Addiction Services Integration with Primary Care and Discharge Planning/CHF and COPD Readmission

- Langs and Health Quality Ontario presented jointly on cQIPs at the Alliance for Healthier Communities Annual Conference
- **11 actions/activities completed** on Mental Health and Addiction Services Integration with Primary Care Working Group, including a Mental Health Action Plan, Primary Care Provider Education Session on the Family Compass Program
- Primary Care Collaboration working group highlighted patient satisfaction with access to primary care providers across seven group practices in Cambridge and North Dumfries

HERITAGE SOCIAL WORK

- **358 different Heritage FHO patients** were seen by the Heritage Social Workers in **2,027 appointments**
- **15 patients** had Coordinated Care Plans completed

SYSTEM TRANSFORMATION INITIATIVES

- New Shared Care Plan working group initiated to support organizations with the adoption of the Coordinated Care Plan
- The Cambridge and North Dumfries Sub-Region continued its work on two

IPC TEAM HIGHLIGHTS

The Interprofessional Primary Care (IPC) Team is a new team at Langs who are providing outreach primary care, social work and support services in different locations to support the most vulnerable complex populations in our community.

- **6** outreach sites
- **587** encounters
- **292** people served
- New **footcare services** at the Bridges Shelter

Systems

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

We're excited to welcome these new Hub partners:

THE Hub@1145

- 2 partners enhanced their services by moving to a full time office:
 - Hospice of Waterloo Region
 - Waterloo Region Community Legal Services
- 1 new partner began offering services on-site:
 - Region of Waterloo Employment and Income Support

THE Hub@2958

- 1 new partner joined our North Dumfries Hub:
 - Family Counselling Centre
- 9 health and social services now provide services in North Dumfries
 - 26 rural youth accessed mental health counselling by Front Door at the NDCHC

- Over the past two years, **16 Expressions of Interest** were received, 8 from new organizations
- **3 new partners** are preparing to move into new or expanded space at The Hub@1145
- **53 visitors** from across the province came to learn about and tour The Hub@1145
- **34 visitors** from across the province came to learn about Central Intake



MPP Belinda Karahalios visits Langs to talk to local leaders about Ontario Health Teams

DIABETES CENTRAL INTAKE

- **Triaged 10,177 diabetes referrals** to diabetes education programs and specialists in and outside of our region, providing accessible care in a timely and equitable manner
- **189 diabetes educators** were supported through the mentorship program

WATERLOO WELLINGTON SELF-MANAGEMENT PROGRAM

- **655 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
- **122 healthcare professionals** furthered their expertise at healthcare provider training
- **6 healthcare provider workshops** were hosted to support understanding approaches to chronic disease management
- **6 leader trainings** were hosted to train additional leaders to deliver workshops
- **35 leaders trained** and available to offer workshops

ORTHOPEDIC CENTRAL INTAKE

- Received and directed **6,222 referrals** to orthopedic surgeons and assessment centres

Organizational Capacity

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

32

community partners,
staff and volunteers
participated in Dementia
& Baby Friendly Trainings

The organization
successfully transitioned
to a new electronic
medical record:
PS Suites

97%

Langs' Satisfaction
Rate in 2018/19

STAFF WELLNESS

The Staff Wellness Committee planned and implemented 7 events such as a smoothie day, Yoga and Zumba classes, a lunch and learn on



The Science of Happiness, and staff took part in a Gratitude Challenge in February.

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

- **25 participants and staff** were certified in Safe Food Handling – one of the employment trainings now offered at the Hub@1145 by the Region of Waterloo Employment and Income Support
- **45 community partners** and staff attended Lunch and Learn sessions

Enhance quality through research opportunities, evaluation and evidence-based practice

- **679 satisfaction evaluations** were completed in over 29 programs this year
- **Evaluation completed** of the Community Psychiatry project (a partnership of Langs and Cambridge Memorial Hospital)
- **Diabetes Health Coach Study** completed in partnership with McMaster University

Actively promote our brand, strengths and successes

- Langs launched a **new and improved website**: www.langs.org
- We have been busy **building our social media presence**. Since the creation of the accounts, our activity on Twitter has increased 260%, Facebook has gone up 311%, and Instagram has seen a 189% increase.
- Langs was **highlighted on CTV's In Your Backyard series**
- Langs' staff raised almost **\$6,000** for The United Way Waterloo Region Communities

Langs Staff Milestones for 2018-2019

25 YEARS

Kerry-Lynn Wilkie,
Health Link Director

5 YEARS

Sarah MacTavish,
Medical Secretary
Ashley Granville, *RN CDE*
Nancy Mykitschak,
Community Services Director
Pieter Agema, *RN CDE*
Kelly Conrad, *RN*
Katrina Knight, *RPN*
Erin Okanik,
Nurse Practitioner
Havva Kemal,
Administrative Assistant
Cindy Danylyshen, *RPN*

10 YEARS

Erin Neath,
Nurse Practitioner
Almas Jakda,
Physician
Nancy Ayer,
Nurse Practitioner
Kim Gillespie, *RPN*

AGM Awards

Presented at Langs AGM – June 21, 2019

Gerald D. Steinman Community Partner Award Presented to acknowledge a community partner who has contributed to the success of Langs	Gerald D. Steinman Corporate Partner Award Presented to acknowledge a corporate partner who has contributed to the success of Langs
Township of North Dumfries	Ayr Farmers Mutual
Kathleen Brough Award Presented to acknowledge outstanding volunteer service to the organization and community	Keith Schwartz Memorial Award Presented for unselfish acts of kindness for the betterment of others and/or the community
To be announced	Gordon Taylor
Lorie Delane Youth Leadership Award Presented to recognize a young person who has developed and applied leadership skills at Langs	Muriel Bechtel Educational Award Presented to acknowledge an educational institution that has made a significant contribution to the success of Langs
Jack Hallman	Ayr Public School

Community Awards



Cambridge and North Dumfries Chamber of Commerce Lifetime Achievement Award presented to Bill Davidson, Langs' Executive Director

Cambridge and North Dumfries Community Award for Best Corporate/Not-for-Profit Partnership



The Transformative Award from the Alliance for Healthier Communities



The United Way Spirit Award for Outstanding Agency



Community Partner Award from the Waterloo Catholic District School Board



Langs was successfully accredited by the Canadian Centre for Accreditation

Statement of Operations

REVENUES



EXPENDITURES



REVENUES

WW LHIN/MOHLTC Funding	\$9,600,655
Government Funding	521,482
Other Funding	1,766,706
Midwifery Program	3,031,864
Interest Income	32,443

TOTAL REVENUES \$14,953,150

EXPENDITURES

Salaries, Benefits and Relief	\$8,801,851
Operating Expenses	2,702,785
Midwifery Program	2,678,531
Amortization	186,763

TOTAL EXPENDITURES \$14,369,930

REVENUES IN EXCESS OF EXPENDITURES \$583,220

Less amounts repayable to the Ministry of Health and Long Term Care - Midwifery Program -353,333

Inter-fund Transfers to Reserve Funds 0

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) \$5,449

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.



North Dumfries Community Health Centre Staff 2018-2019



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www.facebook.com/LangsCommunity



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LANGS FAMILY OF BRANDS



FUNDING PARTNERS

