
**2021 / 2022
ANNUAL REPORT**

CHANGED LIVES, HEALTHY COMMUNITIES



Contents

Board of Directors	02
Word From The Chair and CEO	03
AGM Awards	04
Fundraising	04
Our Community Services Team	05
Our Seventh Inning Program	06
Recognizing Our Children and Youth Programs	07
Our Youth Wellness Hub	07
Our Primary Care Team	08
Special Events and Volunteering	09
Our IPC Team	10
Our Staff Social/Wellness	11
Our Social Work Team	11
Our Diabetes Education Program	12
Our Seniors Dental Program	12
Our Health Guides	13
Our Regional Coordination Centre (RCC)	14
Statement of Operations	15

LAND ACKNOWLEDGEMENT

The Truth and Reconciliation Commission of Canada published a report in 2015 with 94 calls to action. These actions are broken down into action areas, such as Health, Education, Youth Programs, Professional Development Trainings, Justice and more. Recommendations made are an important blueprint for Canadian reconciliation, and specific calls to action pertain to much of the work that Langs does.

We acknowledge that it is a form of respect, wherever we live, to find out whose traditional territory we are on because every part of what is now known as Canada is someone’s Indigenous traditional territory. We acknowledge that Langs is on the Haldimand Tract, traditional territory of the Neutral, Anishinaabe, and Haudenosaunee Peoples. We have much to learn from the First Peoples of this land who can assist in the spiritual, emotional, physical, and mental well-being of people and the work that we do in supporting them. We are grateful for the historic and ongoing care for the land by the Indigenous Peoples of this area.

BOARD OF DIRECTORS

STANDING BOARD MEMBERS

- Angela Asadoorian
- Barbara Carter
- Robert (Bob) Ruggieri
- Dave Bechtel
- Denise Carter
- Jenni-Rebecca Baer
- Jennifer Davis
- Juliette Coughlan
- Kaitlyn Mullin
- Kathilee Porter (Co-Chair)
- Megan Davidson Minnes
- Sarah Boudreau
- Stephen Paniccia (Chair)
- Yvonne Brown

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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

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Word From The Chair and CEO

“Changed lives, healthy communities.”

... has been Langs’ vision for the past number of years, but 2021 offered a year to truly reflect on the words “Changed Lives”. Over the past several years, much change has been forced on us and for many people (both our community and our staff), that change has had a challenging or negative impact on them. We acknowledge and respect this, and we hope that we can continue as an organization to support you in achieving health and well-being. But with change, we can also learn and grow, and have a positive impact on peoples’ lives and that is what we meant when we developed our vision and what we continually strive to do.

We have seen a considerable amount of change this past year not only with having to adapt to new ways of delivering service but also with a change in leadership. We want to acknowledge and thank Bill Davidson for his service, leadership and dedication for the past 39 years and send him many best wishes for his retirement. We have also had many staff changes and want to thank all of our staff (including those who have left and those who have stayed), for everything they do on a daily basis.



Stephen Paniccia
Chair



Debbie Hollahan
Chief Executive Officer

AGM Awards

Respect

Each year Langs acknowledges various individuals and organizations who have made a significant contribution to the success of Langs. This year's award recipients include:

Gerald D. Steinman Community Partnership Award

Awarded to a community partner and a corporate partner for their significant contribution to the organization:

CORPORATE:
Orangetheory Fitness
Cambridge
COMMUNITY:
Rotary Club
of Cambridge -
Preston Hespeler

Lorie Delane Youth Leadership Award

Awarded to recognize a young person who has developed and applied leadership skills in Langs' programs and services:

Shubham Patel

Muriel Bechtel Educational Award

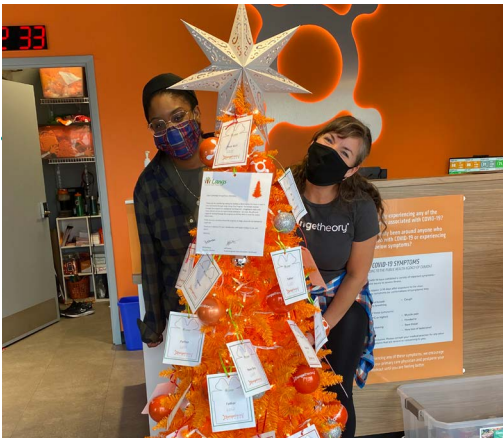
Awarded to acknowledge an educational institution that has made a significant contribution to the success of Langs:

Carolyn Kay -
Coronation
Public School

Keith Schwartz Memorial Award

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

Philip Telfer



Langs Giving Tree

Fundraising

Respect

Sustaining fundraising during a time when COVID-19 prevented people from gathering was a challenge that had Langs taking risks with non-traditional methods to reach supporters. Respecting their knowledge, skills and experience, we turned to the community for suggestions and successfully executed a raffle for prizes of assorted gift cards.

In only a few weeks, we were sold out of all 500 tickets. A great lesson of respect learned during the

pandemic was around the collection and distribution of donated gifts and food for the Langs Giving Tree Program.

Each year, Langs partners with caring community members and organizations to help make the holidays a little brighter for families in need. Most recipients of the program said they preferred gift cards, resulting in a redesign of the Giving Tree program to offer this.

Our Community Services Team

Collaboration

Our community services team didn't miss a beat with responding to new ways of delivering service and continuing to support adult and youth in our community with a variety of unique programs.

The following quotes from participants offer a glimpse into how well received the programs have been.

Spring Break
Family/Participants

"BIG thank you to you and the rest of the team for offering the Spring Break Program to our kids. My kids really enjoyed the program. It gave me a break as well and I felt good knowing they were having fun while learning."

Participant

"I think that Langs did a great job jumping into 'the virtual world' to keep a lot of us connected and doing the groups we love, as well as now easing us back into coming back in person. It was really tough to start 'going back out into the world again' - grocery stores, other shopping, restaurants, community groups, and larger gatherings with friends. It was not an easy process, but Langs was right there along with us the whole time with advice and support. THANK YOU LANGS!!!!"

Participant

"I really enjoyed the Zoom format for Cooking Healthy Together. Simple, tasty, healthy recipes that I could share with my whole family. Langs went above and beyond by dropping off groceries each week for the participants in this program."

Participant

"Langs was a great support system for me during the Pandemic! I found despite the Pandemic I flourished and kept my spirits up by connecting with my friends (and made some new ones!) using some different formats. It was nice to be able to talk and share with people that share similar values and outlooks. Even during times of loss and sadness, my Langs friends and the staff were able to support me and cheer me up or give helpful ideas on how to cope. Participating in Langs programs really helps me to manage my stress."

Parent of child attending virtual youth drop in

"The virtual programs were really helpful with my daughter's anxiety around the pandemic; it was nice she still got to see her friends and be with adults other than her parents."

After School
Program Family

"Langs is a safe and affordable place for families, a place of belonging and laughter. We are so glad we found you and that the kids have been nurtured there while mom and dad put food on the table."



Our Seventh Inning Program

Excellence

The 2021-2022 school year for the 7th Inning Education Program was a successful one. Some of the highlights from this school year included the return of outings and volunteer opportunities for the classroom including Pride Stables, Tim Hortons Onondaga Farms, Idea Exchange, and a year-end outing to Canada’s Wonderland.

This school year also marked an entire academic year within the Covid 19 pandemic; the students displayed great resiliency through all the health regulations and fully participated and contributed to the safety of their classroom.

This school year highlighted student excellence through increased GPAs in at least one subject for all 8 students.



CONGRATULATIONS

Recognizing our Children and Youth Programs

Excellence

On January 26, 2022, Langs participated in a HIGH FIVE Verification Visit and was successfully re-accredited. This re-accreditation highlighted that over the past 3 years, Langs has been committed to providing children’s programs with the highest recognized levels of safety and quality.

HIGH FIVE was impressed by our commitment to policy and procedures, safety protocols for youth and our program evaluations.



The accreditation panel was further impressed by our innovative programming for children and youth throughout the Covid 19 pandemic.

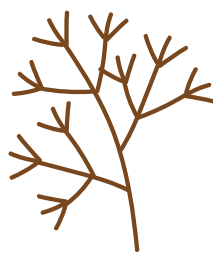
Our Youth Wellness Hub

Innovation

In October 2021, The Langs Youth Wellness Hub was selected as a My Wellness Passport community site. The My Wellness Passport(M-WP) initiative is a youth designed, front-facing platform for youth to enter their demographic data, experience, and goals, giving service providers information prior to service. MWP serves to ensure youth can self-identify their needs or goals when accessing employment or mental health services. This initiative moves toward the launch phase in Summer 2022 and Langs is excited to be a part of a provincially backed platform from Youth Wellness Hubs Ontario.

Becoming a Peer Worker at Langs has been amazing. I’m excited to invite my friends to programs and show them where to find out more about counselling and employment.

Peer Worker



Our Primary Care Team

Collaboration

Amid a time of uncertainty, preparation for vaccine clinics forged ahead with primary care being a major focus.

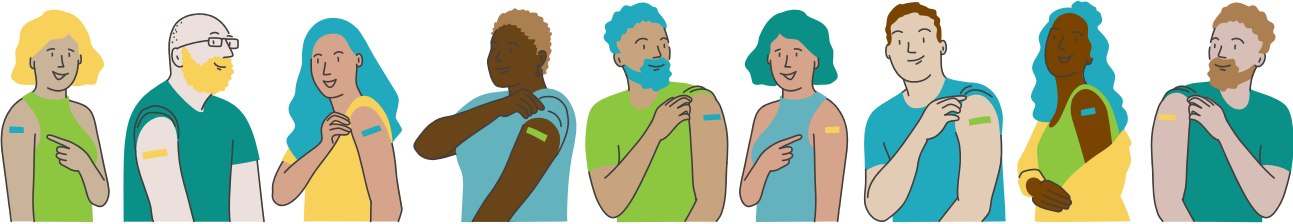
Through collaboration between the Cambridge North Dumfries Ontario Health Team and Public Health, Langs became the Region's first primary care-based vaccination site, operating with the support of several primary care partners including Two Rivers FHT, Grandview FHT, Waterloo Region Nurse Practitioner-Led Clinic, and the Delta Coronation FHO.

There was never a doubt that Langs would support the Region's vaccine efforts. Staff came together from all service areas to aid in the effort. Taking the lead and hosting multiple clinics demonstrated our value of collaboration. The importance of the primary care-based clinics became evident when stories and thank-yous poured in. Seeing Langs' nurses, nurse practitioners and doctors at the clinics was comforting to the community knowing they had support from those they trusted most with their health care needs.

Looking back, it's hard not to feel a sense of accomplishment and pride.



...OVER...
6,000 VACCINES
WERE ADMINISTERED THROUGH THE COMBINED EFFORTS



OF LANGS, NORTH DUMFRIES AND THE OTHER COLLABORATIVE PARTNERS

Special Events and Volunteering

Collaboration

It was a joy to be able to offer special events once again, although in a modified format for everyone's safety. August 2021 brought us the "Community Picnic to Go" where 100 households from across all three sites received Picnic to Go Kits, complete with an activity booklet and treats. Volunteers and community partners collaborated during the planning process to create a unique event.

Thanks to the generosity of the Rotary Club of Cambridge Preston-Hespeler, the 2021 Community Holiday Dinner supported 216 participants with a delicious meal catered by the Cambridge Restaurant.



Please thank all the people involved in creating such a wonderful meal and program. The very best was Santa standing in the parking lot. My granddaughter is 7 and she was so excited to speak to him!
Community Holiday Dinner Participant

Rotary volunteers facilitated the delivery of meals and assisted with curb side pickup at Langs. Participants enjoyed the meal while tuning into a festive show hosted by Rotarians with a special visit from Santa and the Grinch. It was a real delight for all!



Our IPC Team

Integrity

The nature of the work done by our Interprofessional Primary Care team (IPC team) requires a daily underpinning of integrity. The pandemic added an additional challenge for the team as they sought to provide care to those who struggle to meet the basic needs of food, shelter, and well-being.

It was obvious, this vulnerable population would need to be tested and vaccinated, and regular clinic models would not be appropriate. Very quickly, multiple drop-in style test and vaccine clinics were coordinated between Region of Waterloo Public Health, Bridges, the Cambridge Multi-Agency Community Space (MACS) drop-in at 150 Main and Langs’ IPC team. The clinics happened throughout the year to capture multiple doses and testing.

A relationship built on trust and respect increased the uptake for vaccination from our IPC team and the partner team members.

Our IPC team was able to provide primary care support to those recovering from COVID-19 at the isolation shelter site separate from Bridges.

The IPC team collaborated with ACKWA at the MACS drop-in, assisting with plans for new clinic space. This strengthened partner relationships, provided staffing and support to staff, for COVID-19 related questions, and provided services to those who access the drop-in.

Outreach at Monica Place and Haven House also continued. In addition, they offered virtual visits to Haven House residents, ensuring safe and timely access to trusted medical care.

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We are pleased to recognize staff milestones. We appreciate the dedication of all staff and thank the following recipients on their milestone award:

STAFF MILESTONES

20 YEARS

Teresa Vandebelt

15 YEARS

David Cooke

10 YEARS

Lola Adeosun

Lynda MacKinnon

Kelly McCammon

Nicole Van Gerwen

5 YEARS

Nishana Abdulla

Anna Pelleboer

Alison Bechthold

Christine Herrera

Brenda Jacob

Jodi Riemersma

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Our Staff Social/Wellness

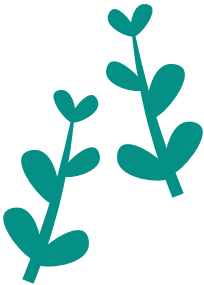
Respect & Integrity

Langs respects and values the importance of staff wellness. A group of staff meet on a regular basis to plan events and initiatives to support wellness. The pandemic was difficult for many people, including staff.

We maintained our integrity by continuing to provide events and initiatives to our coworkers during this time.

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We offered virtual workshops, “Take-5 messages”, opportunities to connect online socially, a gratitude challenge, a wellness month of journalling, and additional wellness days for staff to use as they preferred.



Our Social Work Team

Respect

Over the last year, the ongoing pressures of managing the mental health implications from the ongoing pandemic, has had wide reaching effects on the health care systems. During this time, mental health conversations have changed due to the increase of focus in the media and in society than in previous years. Clients have had concerns about the various changes that have occurred, the increase in isolation and the stress experienced during this time.

The Langs Social Work Team were ready to support, validate and hear their stories. The team connected clients with support to help decrease the isolation, manage the changes through education and information and being a service for clients to talk about their specific challenges.

This team was utilizing technology prior to the pandemic, and then took this medium of service delivery, embraced it and thrived in their programming.



Our Diabetes Education Program

Excellence

To say that the switch to providing care virtually during the pandemic was challenging would be an understatement. Classes and individual appointments were switched to virtual, including the exercise class and a new diabetes support group. This involved not only learning new approaches to delivery of care but also offering tutorials for participants to support them with the Zoom technology at home.

Slowly, our exercise group grew online with many new and old participants attending up to three virtual classes each week. This group was not just about exercise, it was also about connection and community.

Many people experienced an abrupt disconnection to their community during the pandemic and this program provided community support in a warm, welcoming, and accessible way.

Exercise during the COVID-19 Pandemic has helped me stay focused on controlling my blood sugars and seeing other people participate with the same goals. The classes have kept me motivated and agile.

Participant

I live alone, and this provided me with another contact with the outside world during the pandemic and helped to keep some of us who have been around for a while, a chance to continue some friendships.

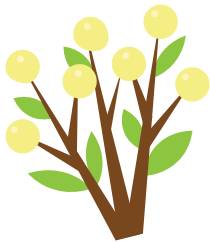
Participant

Our Health Guides

Collaboration

Our Health Guide team remained committed to working in partnership with various community agencies to continue delivering vital services and maintain seamless connections within our Region. The team supported primary care providers by offering solutions to life-altering barriers that affected their patients, such as lack of transportation, food insecurities, and low income. The Health Guides created and sent out various reading materials to participants that highlighted updates about community resources, COVID-19 testing centers, wellness tips, and general community updates to patients experiencing transportation, communication and isolation barriers.

The team’s partnerships within the community strengthened and enriched our understanding of the value of working in a collaborative approach. Collaboration has improved efficiency and processes that ultimately have set participants and providers up for success.



The health guide role proves how community partnerships are essential in the health of our patients and the community as a whole.

Nurse Practitioner-Led Clinic

Our Seniors Dental Program

Innovation

Despite the pandemic, providing dental care for low-income seniors continued to be a priority for the dental team at Langs. Additional protection measures were required to manage the increased risk of COVID-19 transmission during the aerosol-generating dental procedures.

Additional time between patient appointments was introduced to allow for the aerosol to dissi-

pate to an acceptable level. This impacted an already growing waitlist. Being accountable to the needs of the patients, the dental team would not let the challenges of the pandemic deter them from continuing to look for creative solutions.

Innovation was used when Langs collaborated with both KDCHC and Public Health to explore the option of a central intake process for man-

aging the waitlist and rostering the patients with their provider.

Working with our own Regional Coordination Centre, a central intake model was drafted, reviewed, and approved. Although early in its utilization, it has proven to streamline a waitlist between the two sites of our regional seniors dental program.



THE DENTAL TEAM WAS ABLE TO SERVE

508

SENIORS



Our Regional Coordination Centre (RCC)

Innovation

This program demonstrates innovation by leading the way across the province with a regional central intake program and self-management program.

The RCC offers a central intake for diabetes, orthopedics, cataracts, health guides and this year, we have taken on dental central intake for the Ontario Seniors

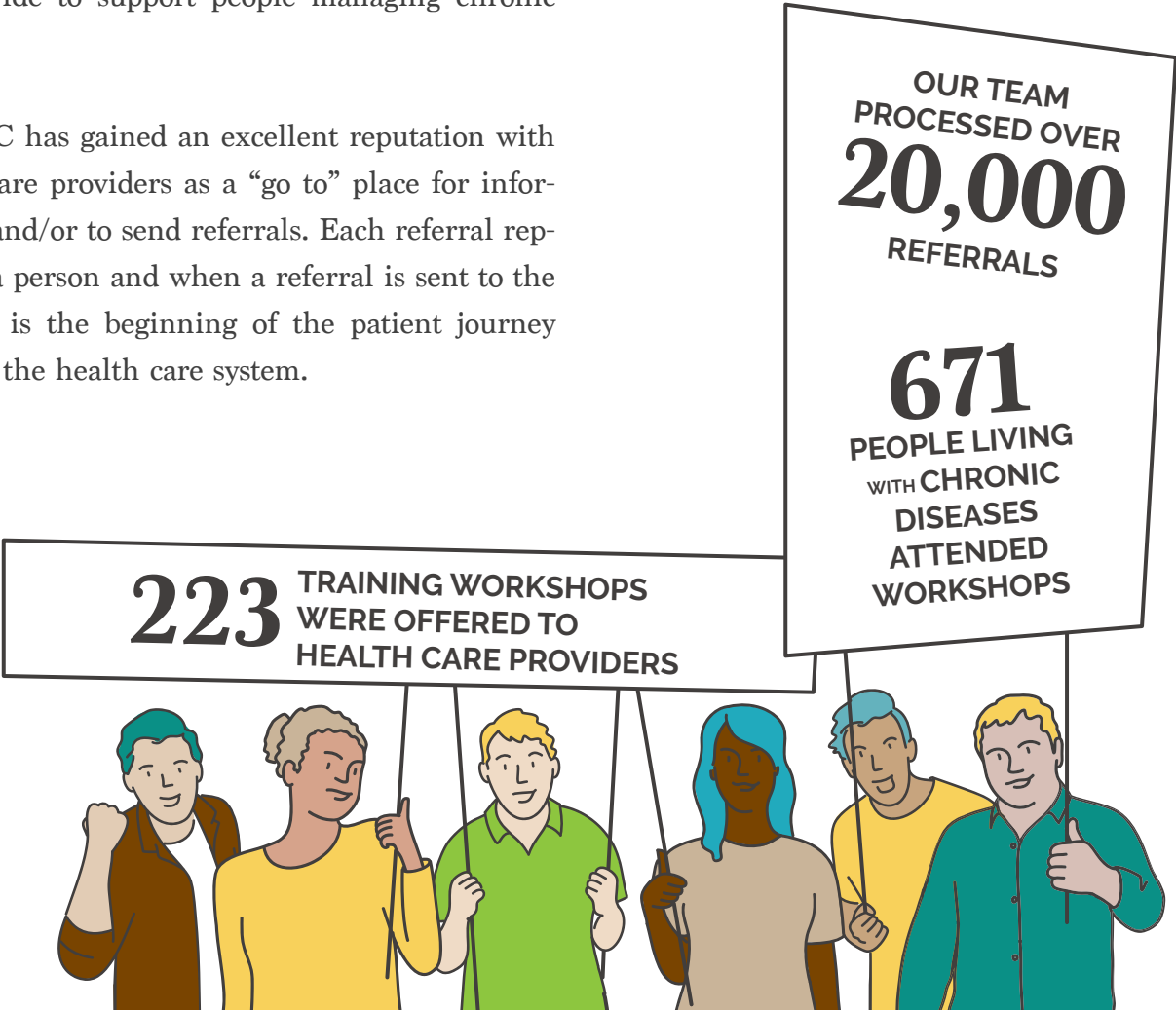
Dental Care Program (OSDCP) for Waterloo Region. We host the regional self-management program, which includes coordinating workshops region-wide to support people managing chronic diseases.

The RCC has gained an excellent reputation with health care providers as a “go to” place for information and/or to send referrals. Each referral represents a person and when a referral is sent to the RCC, it is the beginning of the patient journey through the health care system.

Our role is to ensure that journey is smooth and streamlined and that no one is lost in the system. We continue to be consulted by other regions and provinces for our expertise on how to implement central intakes.

Our Self-Management team also switched all workshops to virtual offerings, which increased access to many people.

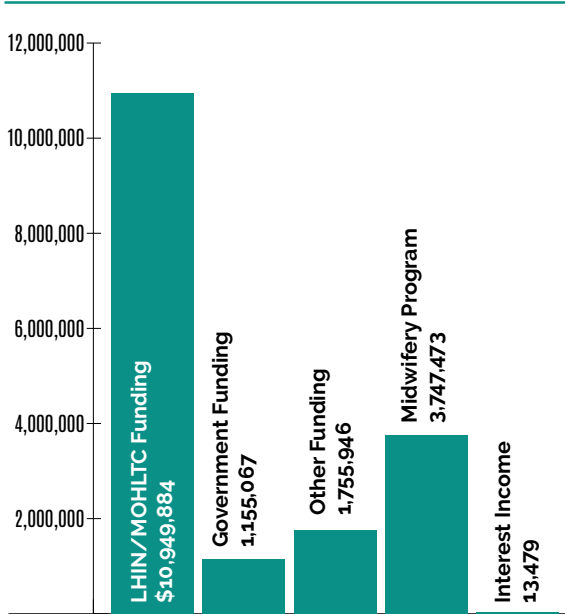
Our referral volume has returned to higher than pre-pandemic numbers and this past year.



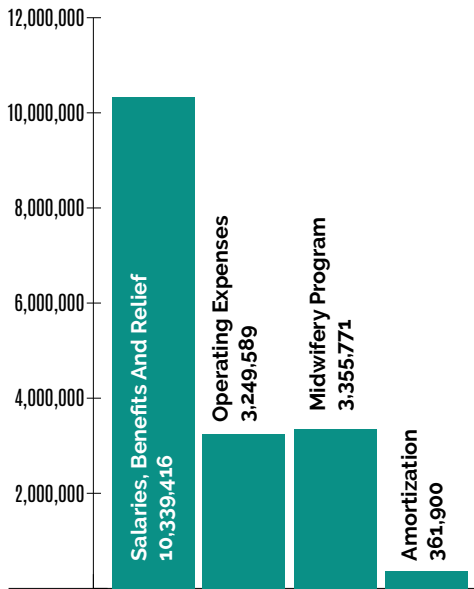
Statement of Operations

Accountability

Langs Farm Village Association
Summarized Financial Information
FOR THE YEAR
ENDED MARCH 31, 2022



REVENUES	
W/W LHIN/MOHLTC FUNDING	\$10,949,884
GOVERNMENT FUNDING	\$1,155,067
OTHER FUNDING	\$1,755,946
MIDWIFERY PROGRAM	\$3,747,473
INTEREST INCOME	\$13,479
TOTAL REVENUES	\$17,621,849



EXPENDITURES	
SALARIES, BENEFITS & RELIEF	\$10,339,416
OPERATING EXPENSES	\$3,249,589
MIDWIFERY PROGRAM	\$3,355,771
AMORTIZATION	\$361,900
TOTAL EXPENDITURES	\$17,306,676

Revenues in excess of expenditures	\$315,173
Less amounts repayable to the Ministry of Health and Long Term Care - Midwifery Program	\$391,702
Inter-fund Transfers to Reserve Funds	\$76,529
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)	\$4,758

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.

A special thank you to our many funders for their support to make our work possible.

LANGS STRATEGIC DIRECTIONS

1. PARTICIPANTS

- a. Provide inclusive, welcoming spaces and diverse services to support people to achieve their best health.
- b. Respond effectively to participants' basic needs and those with chronic conditions.

2. COMMUNITIES

- a. Increase community engagement, participation and volunteerism to build and enhance a sense of belonging.
- b. Increase accessibility of essential services on site and off through a variety of partnerships and locations.

3. SYSTEMS

- a. Collaborate across systems to improve access to and coordination of care.
- b. Play a leadership role locally and provincially in areas of excellence such as Ontario Health Teams, Central Intake and Community Hubs

4. CAPACITY

- a. Strengthen and align resources (i.e., finances, IT, facilities, fundraising and systems) to offer sustainable programs and services.
 - b. Cultivate the leadership capacity, wellness, professional growth and expertise of our staff.
 - c. Enhance quality of care through research, evaluation and evidence- based practice.
 - d. Actively promote our brand, strengths and successes.
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1145 CONCESSION ROAD
CAMBRIDGE, ONTARIO
N3H 4L5

 519.653.1470
 info@langs.org
 www.langs.org

Connect with us... www.langs.org

   LANGSCOMMUNITY

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