

## REPORT FROM THE PRESIDENT OF THE BOARD

We have had a busy year with our grand opening in November and settling into our new home. The new facility is a platform for the aspirations of the people and community who will use this building to provide services and support community capacity building.

The Board has been busy this year with the exciting process of strategic planning. This is a road map for our vision for the next four years. This would include service needs and opportunities and building on partnerships with people aligned with our mission, vision and values. It will create an inclusive process for planning and implementing our strategic plan. We look forward to sharing the results and working with you to achieve great things in our future – stay tuned.

One of the Board's goals was to continue to define our values underlying our work at KDCHC. Based on this goal, the Board led a process to develop a health equity and anti-oppression framework. Our vision is of an organization and community where everyone has equal opportunities for participation through access, inclusion and empowerment. This vision will help guide KDCHC policy development, service planning and to work effectively with a diverse group of clients and community. It will promote equitable opportunities for participation and promote health equity through programs, services and healthy public policy.

The Board has signed a 3 year agreement with its major funder, the Waterloo Wellington Local Health Integration network. It focuses on the programs and services to be provided based on the funding received. It also focuses responsibility for planning and integration to advance the development of the health system in our community. It outlines accountability expectations such as a balanced budget, the number of clients that are provided services, screening for certain types of cancer and that our staff work effectively together. The Board of Directors at KDCHC monitors that it meets those obligations.

I would like to thank our staff's dedication and creativity, the Board of Directors' guidance and leadership, the Advisory Groups' insight and support, the Volunteers' enthusiasm and experience.

Sincerely, *Kim Wilson*

## EXECUTIVE DIRECTOR REPORT

We believe that effective primary health care includes illness prevention, health promotion, community development and building a healthy community. Primary health care also needs to address the social determinants of health. Based on this focus KDCHC has many achievements of which to be proud.

KDCHC initiatives included focusing on access to client centred primary care, peer health ambassadors providing system navigation and working with other sectors to focus on the social determinants of health. This includes action on poverty, low income families, food security, supporting new immigrants, housing and homelessness.

Supports to improve access to KDCHC services includes providing language interpreters, providing bus tickets, child care, referrals to other services, accompaniment to community appointments, assisting to access to identification and health cards, supporting access to prescription medication and diagnostic tests.

We continue to develop partnerships to provide a hub of services for clients. These include: a Respiratory Therapist focusing on asthma and chronic obstructive pulmonary disease, in partnership with St. Mary's Hospital; Pharmacy consultations with the School of Pharmacy and starting an oral health program with the Region of Waterloo. Many community agencies and groups have also accessed our space to support community collaboration and community development.

We continue to have a strong focus on chronic disease management. This includes programs that focus on health promotion to prevent chronic disease, as well as, programs that focus on strategies that diagnose and treat an existing disease in its early stages, before it gets worse. We also provide treatment to reduce the negative impact of an established disease by restoring function and reducing disease-related complications. Examples of our services include programs to quit smoking, stress reduction and healthy eating. We have services that include diabetic education, chronic disease self management and hypertension clinics.

We also provide a range of programs that support clients' participation in the community, opportunities to promote their skills, provide advice and advocacy. This includes a broad range of advisory groups with people who have lived experience and programs such as knitting, sketching and Yoga.

I would like to thank everyone who contributes to the work and accomplishments of KDCHC. The Staff, Board, Volunteers and Partners with whom every success is only possible with their commitment, skills and experience.

Sincerely, *Eric Goldberg*

## VOLUNTEER SERVICES REPORT

*Volunteers Services at KDCHC are growing and thriving! Currently we have 213 volunteers actively working in programs, advisory groups, committees and the Board of Directors. This past year was a time of growth, innovation and learning as we created new volunteer roles in our Tannery location. In addition to the 26 volunteers working at our main reception desk and in our community health library each week, we are now able to involve more volunteers in our programs and services.*

### Some of the things that volunteers have worked on over the past year include:

Re-cataloguing the library collection to the Dewey decimal system from Library of Congress;

Preparing client education folders and blank client charts for diabetes education;

Developing a volunteer column for the newsletter – "Volunteer Voices";

Compiling donation records in partnership with administrative staff;

Working with New Canadians as Community Health Helpers;

Mentoring and encouraging new mothers as a Breastfeeding Buddy;

For the first time, volunteers were trained by CRA to provide services in our income tax clinic;

Facilitating KDCHC's recycling program as a Go Green volunteer;

Completing an inventory and ordering system for brochures and pamphlets;

Developing Community information binders for use by staff and volunteers;

Creating and maintaining information bulletin boards;

Completing inventory checks on office supplies;

Researching health related web sites for the public computer in the library;

Assisting with administrative asks in our I.D. Clinic;

Providing reception services at our St. John's Outreach Program;

Designing bookmarks, library cards, flyers and posters for KDCHC programs;

Researching parking information and developing a parking hand out for clients;

Re-vamping the Seniors Lunch and Learn lunch menu to include homemade healthier soups, and providing set up, clean up and hospitality in that program;

Caring for and maintaining plants throughout the building;

Organizing the community kitchen, including taking inventory and purchasing needed items;

Preparing two in-house resource binders for the Breastfeeding Buddies program – one in English and one with resources in other languages;

Researching and writing an article on arthritis for the newsletter;

Creating, facilitating and teaching in a Learn to Knit program;

Teaching in sketching classes;

Assisting with the Out of the Cold Research Project;

Preparing all the volunteer resource binders for the BFB training;

Assisting with material packages for Community health Helpers;

Creating a staff bulletin board in the second floor waiting room;

Helping with set up for meetings and groups.

KDCHC is also well served by our Seniors, Homelessness, Mental Health and Volunteer advisory groups. These groups meet monthly and have been instrumental in planning programs and events. We value their expertise and commitment! The Board of Directors has been outstanding in shepherding us through the move to the Tannery, and is now hard at work at our new strategic plan.

I am excited by the many ways KDCHC can engage the community through our volunteer program, and the opportunities for current KDCHC clients to grow and develop their skills while working in their CHC.

Lorri Holmes  
Coordinator of Volunteers

## Kitchener Downtown



## COMMUNITY HEALTH CENTRE

*Kitchener Downtown Community Health Centre provides a broad range of programs and services that focuses on primary care, health promotion, disease prevention and building healthy communities.*

### Clients Accessing Primary Care:

Physicians,

Nurse Practitioners,

Nurses,

Counselors,

Dietitian,

Chiroprapist

Outreach programs with community partners

Identification Clinic

Individual Advocacy and Support

### Chronic Disease Management:

Community Diabetes Program, Region of Waterloo

Piloting OTN Tele-homecare program for diabetes management

Stanford Chronic Disease Self-Management Program

Respiratory Therapist consult – Asthma and COPD – in cooperation with St. Mary's Hospital

Hypertension Clinics

Pharmacy consults for clients

Stress Anxiety Group

### Health Promotion:

Quit smoking or reduce smoking programs

Breastfeeding Buddies

Provide multi-cultural diabetes outreach for Latin American and South Asian populations

Healthy Smiles Ontario – work with public health – HP, primary prevention for children

Craving Change – focus on eating habits and patterns

Cultural Food/cooking programs

Living on a survival budget

Mindfulness based stress reduction/breathing groups

Seniors lunch and Learn (in cooperation with St. Peter's Lutheran church)

Strengthening mental health in cultural linguistic communities

Peer health worker programs

Education/information presentations on a wide variety of topics to specific community groups and populations

### Community Engagement:

Focus on youth, homelessness/housing, new Canadians/immigrants, seniors, mental health and addictions, health promotion/illness prevention, legal services and dental services. Specific groups supported by KDCHC include:

The Homelessness Advisory Group

Mental Health Advisory Group

The Seniors Advisory Group

Volunteer Advisory Group, Community Health Helpers, Community Coalition on Refugee and Immigrant Concerns

# BOARD OF DIRECTORS

Kim Wilson - President	Kathy Hamilton - Past President	Jay Palani
Linda Juodvalkis - Vice President	Adam Lawrence	Joseph Oywak
Jane Reble - Secretary	Charles Nichols	Elba Martel
Jennifer Lorette - Treasurer	Scott Brady	Rukmini Borooh-Pyatt
		William Gentles

## KDCH STAFF

Agata Sikora	Eric Goldberg	Kathy Dean	Norma Medina	Stephen Gross
Ann Nash	Fauzia Mazhar	Kimberly Gamble	Penny Bedford	Suk Jeong
Barby Butts	Gebre Berihun	Laura Shantz	Peter Kuhnert	Suzanne Dietrich
Carla Mitchell	Heather Sutcliffe	Lelis Diaz	Qudratullah Sherzad	Tara McTeer
Charla Adams	Iman Arab	Lori Butler	Rodica Cosma	Tracey Cockfield
Claudia Fitzgerald	Jelena Damjanovic	Lorri Holmes	Ruby Chung	Uzma Memon
Cristina Fernandes	Jennifer Yui	Lynn Rubinstein	Shelagh Ranalli	Yvette Mullings
Don Stewart	Joan Stadlmayer	Margie French	Sherry Rosa	
Doug Rankin	Joanna Hathway	Mary Gang	Sonia Poirer	
Dushara Kirishnakanthan	John Vandezand	Michelle Buckner	Souad Esadeg	
	Karen Gehan	Nicole Wazir	Stacey Bricknell	

## LIST OF VOLUNTEERS 2010-11

Adam Lawrence	Elba Martell	Joseph Oywak	Mavis	Shirley Gellner
Aileen Kennedy	Elli Allen	Joy Palani	Bindernagle	Si Shen
Akuot Ayuen	Fardous Foad	Judy DeWitt	Mejgan Hamidullah	Sophia Anderson
Ala Khalil	Fasiha Zanab	Justin Zihindula	Misako Imachi	Sousan Foeiz
Alex Norris-Lue	Fatima Mussa	Kathy Burke	Mohsina Bilal	Susan Kohler
Amita Gour	Gloria Fries	Kathy Hamilton	Myrna Seber	Sydney Carruthers
Aneta Morden	Gloria Mecca	Kathy Hamilton	Nancy Church	Syria Gunasekera
Angela Fu	Gord Church	Katryn De Salaberry	Nermin Ozdemir	Syria Gunasekera
Anita Silwanowicz	Gulseren Boz	Ken Mills	Nicole Zhen	Tanya Kosovsky
Ann Nash	Haben	Khadeejah Aamir	Pawmo Gha	Tatyana Segal
Ann Woeller	Haleh Houshmand	Kim Hartman	Peggy Shiel	Teresa Palmer
Annie Yang	Hannah Masterman	Kim Redlin	Ping Jin	Uma Arya
Arefeen Daud	Hasibullah Sherzad	Kim Wilson	Rachelle Francey	Uzma Bhutto
Audrey Elliott	Helena Opps	Lan Nguyen	Raj Ramasamy	Vanessa Irvin
Aybike Taner	Helena Seison	Lana Belitska	Robin Backer	Vanessa Minke-Martin
Aziz Yousefi	Hongying Yu	Leticia Bisch	Rula Abdel-Kadar	Veronica Franco
Barbara Lehto	Jacob Mfonfu	Linda Juodvalkis	Saidah Al-Shihabi	Veronica Keszki
Blankica Sarcevic	Jadea Cooke	Linda Wang	Sally Loewen	Vicky Hu
Brenda Henderson	Jamie Belanger	Lokesh Podipreddy	Samia Madani	William Gentles
Brenda Holmes	Jane Reble	Lou Woeller	Sara Woodman	Xin Hu
Breonna Kua	Jeanne Arn	Lyndsay McDonald	Sarah McMillan	Xu Wang
Charles Nicols	Jelena Danjanovic	Manija Hamidullah	Sarah McMillan	Yaxi Lin
Chelsea Romauldi	Jennie Russo	Marg Hennig	Scott Brady	Zain Fazal
Cheryl Walsh	Jennifer Lorette	Maria Kayal	Scott Brady	
Cindy Li	Jessie Martinek	Marlene Pautler	Sepideh Samandari	
Diecy Prieto	Jie Chang	Mary Ellen Hobbs	Shaku Aliwaliya	
Don Turner	Joan Somerville	Mary Gang	Sharron Candassie	
Dona Sovanian	John Vanderzand	Maryam Botras	Sherry Gao	
Dong Yu	Alfie Reidl	Maryam Nouri		
Edgardo Chavez	Elaine Butler			

## KITCHENER DOWNTOWN COMMUNITY HEALTH CENTRE SUMMARIZED FINANCIAL INFORMATION APRIL 2010 - MARCH 2011

	Operations (excluding TPA)	Capital Project	Total
<b>Revenues</b>			
Ministry of Health and Long Term Care	\$3,688,760	\$ -	\$3,688,760
Deferred revenue from prior year	10,612	-	10,612
Grants	419,858	-	419,858
Other sources of revenue	43,992	-	43,992
	<b>4,163,222</b>	<b>-</b>	<b>4,163,222</b>
<b>Expenditures</b>			
Salaries, benefits and relief	2,930,242	-	2,930,242
Medical and surgical supplies and drugs	46,640	-	46,640
Supplies and sundries	564,220	48,331	612,551
Contracted out expenses	3,891	-	3,891
Buildings and grounds	518,643	-	518,643
Other (excluding amortization and loss on disposal)	1,049	-	1,049
	<b>4,064,685</b>	<b>48,331</b>	<b>4,113,016</b>
<b>Excess (deficiency) of revenues over expenditures before undernoted</b>	<b>98,537</b>	<b>(48,331)</b>	<b>50,206</b>
Capitalization of leasehold improvements and equipment	(39,942)	(175,436)	(215,378)
In-year recovery	(47,851)	-	(47,851)
<b>Surplus (deficiency) for the year</b>	<b>10,744</b>	<b>(223,767)</b>	<b>(213,023)</b>
Surplus due to MOHLTC	(4,507)	-	(4,507)
Surplus of the general fund and capital project	6,237	(223,767)	(217,530)
Accumulated surplus (deficit), beginning of year	686,418	(374,613)	311,805
<b>Accumulated surplus (deficit), end of year</b>	<b>\$692,655</b>	<b>\$(598,380)</b>	<b>\$94,275</b>

Note: Complete financial statements are available on request from the Kitchener Downtown Community Health Centre.

## KITCHENER DOWNTOWN COMMUNITY HEALTH CENTRE FUNDERS:

Waterloo Wellington Local Health Integration Network  
Ontario Ministry of Health and Long Term Care  
Region of Waterloo  
Ontario Trillium Foundation  
Lyle S. Hallman Foundation  
The Kitchener and Waterloo Community Foundation  
Ministry of Health Promotion and Sport

Kitchener Downtown  
COMMUNITY HEALTH CENTRE



Kitchener Downtown



COMMUNITY HEALTH CENTRE

## ANNUAL REPORT

APRIL 2010 - MARCH 2011

