

CARLINGTON

COMMUNITY HEALTH CENTRE

Annual Report

2021 - 2022



www.carlingtonchc.org



About Carlington CHC

Carlington Community Health Centre (CCHC) has been providing a wide range of services to individuals, families, youth and seniors in our catchment area in west-central Ottawa since 1985.

We are guided by our mission, vision and values, developed in consultation with the community and approved by our Board of Directors.

We subscribe to the Model of Health and Wellbeing and champion transformative change for people and communities facing barriers to health. We are committed to recognizing and confronting barriers to equitable health by endorsing the Health Equity Charter of the Alliance for Healthier Communities.

OUR MISSION

To improve, support and promote the health and well-being of the people and diverse communities we serve

OUR VISION

A healthy and inclusive community for all

OUR VALUES

These values guide the work of CCHC board, staff and volunteers:

- Respect
- Inclusiveness
- Quality
- Collaboration
- Learning and Growth
- Person- and Community-Centered Care
- Safety
- Resourcefulness



A Message from the Board Chair and Executive Director

Who would have imagined in March 2020 when the COVID-19 pandemic was declared, we would be holding our third consecutive Annual General Meeting virtually... and yet, here we are.

The past two years have been unprecedented in so many ways. The pandemic has and continues to expose chasms in our health, and social services systems. The response to COVID-19 has reinforced the value of community health centres, and their partners to the wellbeing of the individuals adversely impacted by the social determinants of health. In fact, those communities that were disproportionately impacted by the effects of the pandemic are the VERY SAME communities that were struggling for decades to gain equitable access to quality services. Never has health equity been more elusive; and never has the call to action been louder.

Carlington has been a proud and active participant in the response to the pandemic. As an organization, to say that we have asked our staff to do things differently would be understating the innovation and dedication that was offered in support of our clients and neighbours.



Cameron MacLeod
Executive Director

A stylized, handwritten signature in white ink on a dark blue background.



Alex Bushell
Board Chair

A stylized, handwritten signature in white ink on a dark blue background.

Nothing about 2021-2022 was “normal” as we all continued to work internally with our partners to adjust to what was being leveled at us, and constantly constantly. Only in the final months of the fiscal year did we get a sense that we were turning the corner...cautiously.

There is not enough space in this report to recognize and appreciate the efforts of everyone who contributed to Carlington’s successes over the past twelve months.

Every staff member, manager, Board member, student, and volunteer gave fully and unselfishly to ensure services continued to be available and accessible to those who relied on us the most.

As the World was dealing with the pandemic, Carlington was undergoing a complete renovation of its “legacy” schoolhouse building. After eight years of work, we are pleased to report we have achieved substantial completion at the end of February. This was a monumental task, and it was completed on time despite of the many challenges all contributors faced. The result is an entire transformation of the interior of the building that will allow increased access and enhanced programming opportunities. We have slowly and intentionally been preparing the new space for occupancy, and we are excited to show our community in the coming year.

The 2022-2023 fiscal year offers the hope of returning to a more in-person work as we ease back into what we used to call “normal.” With that said, much has been learned from our pandemic experience that we will embrace and continue to enhance going forward. Winston Churchill said that we must “never let a good crisis go to waste.” One huge learning curve from the past two years is that we must not be afraid to try new things, take risks, and trust our instincts and experiences when faced with something that seems insurmountable.

With the evolving changes in the health care system, a new funding framework at the City of Ottawa, the prospect of significant change in leadership at Ottawa City Council, and the service gaps that have been exposed from the pandemic, it is clear that Carlington’s work with its Coalition and community partners will be more important than ever. Change is difficult and requires strong leadership, at the Board, staff, and community levels; and at Carlington, we have all three.

We look forward to the coming year with optimism; and look back with pride.



Program Highlights

The Women In the Wild

This program offers women the opportunity to build self-confidence, and share experiences with like-minded individuals within nature. The women have participated in outings such as snowshoeing, skiing, nature walks and outdoor artistry. A special thanks to our various business partners that assist this group with equipment and the necessary supplies to realize these outings.



"It's wonderful being with other women with similar experiences. After only a few gatherings, women felt safe enough to express their reasons for needing this type of a group. I saw women transform from appearing shy and quiet to being boisterous and easily laughing. This group has become an essential part of my continued strength in healing."

New Horizon for Seniors

Our New Horizon for seniors grant came to an end with fantastic outcomes. Throughout the year, CCHC hosted:

- 10 outdoor music concerts
- 3 outdoor dance sessions
- 2 gardening workshops
- Weekly chair yoga
- 6 online financial literacy sessions
- A virtual income tax clinic

A weekly Fitness, Information, and Tea (FIT) group was established with the assistance of the Seniors Outreach Worker who was hired for this project. These programs included light physical exercise, revolving information sessions, and a social tea time. In total, 180 seniors (55+) participated in one or more activities, and 20 senior volunteers were engaged. This is significantly more than expected, and was more than double the original projection of 75 seniors.

Addressing Food Insecurity

With new sustainability from the City of Ottawa, and partnership with the Westboro Beach Association, we were able to realize the Community Kitchen Project.

- This project provides hot meals to individuals and families in the community, as well as the shelter at the Hampton Plaza.

Carlington also assisted the Mission Food Truck to deliver hot meals to residents of the Shillington area biweekly. A second stop now frequents the Van Lang community on a weekly basis.

Parent, Children and Youth Services

For this second COVID pandemic year, the Parent-Child and Youth team continued to provide modified services to families with children, young and older. We offered a combination of virtual programming and in-person activities, focusing on outdoor activities, in all weather.



Assertive Community Treatment Team (ACTT)

- 20 clients from the Cognitive Behavioural therapy initiative are now receiving individual therapy within the ACT model.
- 79 clients within the past year incurred 472 days of hospitalization, compared to 2 years prior to ACTT services in which the same set of clients incurred 18,280 days of hospitalization.
- Assessed 14 clients from the ACTT central intake waitlist.
- CSAN Pronto: In partnership with HLS Therapeutics Inc., the ACT team has started to implement a point-of-care device that measures white blood cell counts and neutrophils percentages in less than five minutes. This is used for clients taking the anti-psychotic medication, Clozapine, which requires weekly/biweekly/monthly blood work monitoring, depending on the duration of treatment.
- ACT has spent the last year working throughout the pandemic altering the service to accommodate the restriction set by the City of Ottawa and the province to support our clients. Essential mental health services have remained intact throughout this time.

Carlington's EarlyON Child and Family Centre offered services to families with children 0 to 6 years old, both online and in-person, serving 310 parents/caregivers and 299 children, with 4,284 adults and 3,126 children interactive visits. Throughout the past year, we opened new neighborhood Story Walks to maintain our outdoors focus. Virtual programming was maintained as well to allow all families with young children to connect with us.

All our programs can be found in our calendar and in our EarlyON newsletter: Scan our QR code!



Annavale Headstart Nursery School

It has been another incredible year for our Annavale Headstart program. Despite various levels of COVID-related restrictions and changing directives, Annavale kept its doors open for the entire year, welcoming 24 toddlers daily. Annavale offers quality full-day childcare programming with a strong focus on outdoor play, delicious and nutritious meals, and strong parent engagement. Our partnership with First Words and Children's Inclusion Support Services continues to enhance our team of fantastic professional Early Childhood Educators and to benefit our children.



"I love Carlington! I feel a part of my community. The workers have no judgement and sees my family as people. I've made great relationships with the people who work there. The services, like EarlyON and Annavale, have helped my daughter (4 yrs old) a lot."

- A community member

Family Support Services

Our Family Support services were offered virtually this year. Prenatal and perinatal parenting support services expended significantly over the past 12 months, with weekly online groups. Our lactation services also grew to include weekly virtual Q&A with a lactation consultant, in addition to the existing in-person visits, and virtual Prenatal Breastfeeding Information Sessions.

General parenting support whether in a group-format or via individual appointments, continued to be just a phone call away. Visit our website for more information under the Family and Parenting Support tab.



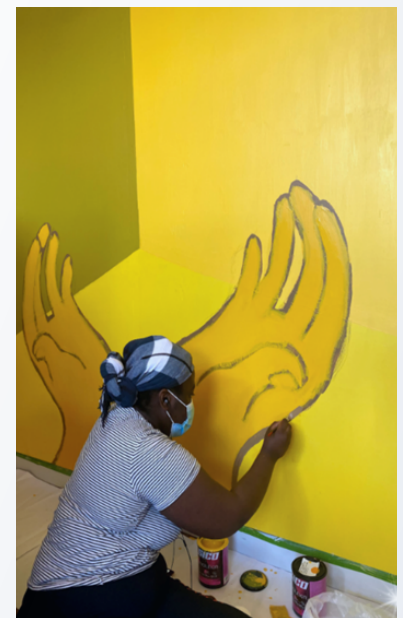
Some of our programs include:

- Snack and Chat Virtual program
- Buns in the Oven
- Nobody's Perfect parenting program
- Weekly workshops on varied parenting topics
- Supporting Neighborhood Caregivers
- Q&A with a Lactation Consultant
- Prenatal Breastfeeding Information Sessions
- Virtual Prenatal Education
- Virtual Perinatal parenting support group
- Daily playgroups in multiple locations
- Neighborhood Story Walks
- Individual parenting support

After School Program and Youth Drop-In

Our After School Program moved into the Caldwell community where it offers homework support, a healthy snack, and physical activity 3x day a week for children grades 3 to 6. Also in Caldwell, the Youth Drop-in continued to offer a friendly, open, and safe atmosphere for youth 12-18.

During the pandemic, Caldwell youth participated in the creation of the mural "In Community Always Together" placed at CCHC, participated in the Community Sacred Fire honoring Indigenous culture, and organized a free "Back to Fun" activity day for children ages 6 to 12. Hot meals for the participants in the After School Program and Youth Drop-in were provided by the Caldwell Family Center.



Students Will All Graduate (SWAG) Program

During this second pandemic year, the Student Will All Graduate (SWAG) program moved to the wonderful new location of Notre Dame High School. Since its in-person re-opening in October 2021, SWAG has seen a real swell of registrations; bringing a total of over 60 registered participants.

The program's objective is to support students' overall success, both on the academic and on a personal front. Over the past 12 months, SWAG continued to offer individual homework support, personal development opportunities, outings, and engaged several youth participants with RedBlacks Athletes in a mentorship program. In June of 2021, drive through recognition of 20 youth graduating from high school was held, and 14 youth continuing post-secondary education was awarded a scholarship.

RedBlacks Youth Mentorship Program

In partnership with the OSEG Foundation, this program allows youth an opportunity to connect and learn from positive role models, a chance to be inspired, and envision new paths for themselves. Over the course of 2021, 15 youth were matched with RedBlacks athletes. Our youths and the athletes had a chance to connect at our first Meet and Greet, connect via virtual one-on-one meetings, and attend RedBlacks games at Landowne.



We gratefully acknowledge the financial support of



Government
of Canada

Gouvernement
du Canada

Canada

Ontario



Ontario

Champlain Local Health
Integration Network

Réseau local d'intégration
des services de santé
de Champlain

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Kiwanis
CLUB OF OTTAWA WEST

OSEG
FOUNDATION

FINANCIAL REPORTS | RAPPORTS FINANCIERS

SUMMARY STATEMENT of FINANCIAL POSITION as at MARCH 31, 2022

ÉTAT SOMMAIRE de la SITUATION FINANCIÈRE au 31 MARS 2022

	2022	2021
ASSETS ACTIF		
Cash/Cashable Investment Certificates		
Encaisse / Certificats de placement garanti remboursables sur demande	\$ 809,486	\$ 1,775,337
Accounts Receivable Débiteurs	\$ 481,637	\$ 667,815
Prepaid Expenses Frais payés d'avance	\$ 63,691	\$ 81,360
Current Assets Actif à court terme	\$ 1,354,814	\$ 2,524,512
Tangible Capital Assets Immobilisations corporelles	\$ 13,082,105	\$ 10,842,968
Security Deposit Dépôt de garantie	\$ -	\$ 49,408
	\$ 14,436,919	\$ 13,416,888
LIABILITIES PASSIF		
Accounts Payable & Accrued Liabilities Créditeurs & frais courus	\$ 1,131,492	\$ 1,142,198
Deferred Contributions Apports reportés	\$ 1,681,618	\$ 1,198,691
Due to Champlain LHIN Dû au RLISS de Champlain	\$ 1,851	\$ 1,851
Current Liabilities Passif à court terme	\$ 2,814,961	\$ 2,342,740
Deferred Contributions related to Tangible Capital Assets		
Apports reportés afférents aux immobilisations corporelles	\$ 9,765,265	\$ 9,128,661
	\$ 12,580,226	\$ 11,471,401
FUND BALANCES SOLDES des FONDS		
Internally Restricted Donations Dons grevés d'affectations internes	\$ 51,836	\$ 59,251
Internally Restricted Contingency Fund		
Grevé d'affectations internes pour le fonds de prévoyance	\$ 28,725	\$ 28,725
Investment in Tangible Capital Assets Investis en immobilisations corporelles	\$ 3,316,840	\$ 1,714,307
Unrestricted Non affecté	\$ (1,540,708)	\$ 143,204
	\$ 14,436,919	\$ 13,416,888

SUMMARY STATEMENT of OPERATIONS for the YEAR ENDED MARCH 31, 2022

ÉTAT SOMMAIRE des RÉSULTATS pour L'EXERCICE TERMINÉ le 31 MARS 2022

REVENUES PRODUITS		
Grants Subventions	\$ 8,040,117	\$ 8,169,928
Amortization of Deferred Contributions related to Tangible Capital Assets		
Amortissement des subventions reportées	\$ 439,083	\$ 218,909
Donations Dons	\$ 14,115	\$ 23,367
Administrative Fees Frais administratifs	\$ -	\$ -
Investment Income Revenus de placements	\$ 3,976	\$ 3,047
Other Revenues Autres revenus	\$ 54,873	\$ 96,353
	\$ 8,552,164	\$ 8,511,604
EXPENSES CHARGES		
Amortization of Tangible Capital Assets Amortissement des actifs d'immobilisation	\$ 439,083	\$ 218,909
Loss on disposal of Tangible Capital Assets Perte sur cession des actifs d'immobilisation		
Other Programs Autres programmes	\$ 2,625,616	\$ 2,414,030
Primary Health Care & ACTT Programmes de santé	\$ 4,262,184	\$ 4,427,338
General and Administrative Frais généraux et administratifs	\$ 1,314,075	\$ 1,256,550
	\$ 8,640,958	\$ 8,316,827
Excess/(Deficiency) of Revenues Over Expenses		
Excédent/(Insuffisance) des produits sur les charges	\$ (88,794)	\$ 194,777



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Report of the Independent Auditor on the Summary Financial Statements

To the members of Carlington Community Health Centre

Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2022 and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of Carlington Community Health Centre (the Centre) for the year ended March 31, 2022.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the basis described in the note.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the Centre's audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon
We expressed an unmodified audit opinion on the audited financial statements in our report dated June 21, 2022.

Management's Responsibility for the Financial Statements
Management is responsible for the preparation of a summary of the audited financial statements in accordance with the criteria disclosed in Note 1.

Auditor's Responsibility
Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

BDO Canada LLP

Chartered Professional Accountants, Licensed Public
Accountants

Ottawa, Ontario
June 21, 2022

Rapport de l'auditeur indépendant sur les états financiers résumés

Aux membres du Centre de santé communautaire Carlington

Opinion

Les états financiers résumés, qui comprennent l'état de la situation financière résumé au 31 mars 2022 et l'état des résultats résumé pour l'exercice terminé à cette date, ainsi que la note annexée, sont tirés des états financiers audités du Centre de santé communautaire Carlington (le Centre) pour l'exercice terminé le 31 mars 2022.

À notre avis, les états financiers résumés, ci-joints constituent un résumé fidèle des états financiers audités, conformément à la base décrite dans la note.

États financiers résumés

Les états financiers résumés ne contiennent pas toutes les informations requises par normes comptables canadiennes pour les organismes sans but lucratif. La lecture des états financiers résumés et du rapport de l'auditeur sur ceux-ci ne saurait par conséquent se substituer à la lecture des états financiers audités et du rapport de l'auditeur sur ces derniers.

Les états financiers audités et notre rapport sur ces états
Nous avons exprimé une opinion non modifiée sur les états financiers audités dans notre rapport daté du 21 juin 2022.

Responsabilité de la direction à l'égard des états financiers résumés
La direction est responsable de la préparation des états financiers résumés conformément à la base décrite dans la note 1.

Responsabilité de l'auditeur
Notre responsabilité consiste à exprimer une opinion indiquant si les états financiers résumés constituent un résumé fidèle des états financiers audités, sur la base des procédures que nous avons mises en oeuvre conformément à la Norme canadienne d'audit (NCA) 810, *Mission visant la délivrance d'un rapport sur des états financiers résumés*.

BDO Canada s.r.l./LLP

Comptables professionnels agréés, experts-comptables
autorisés

Ottawa (Ontario)
Le 21 juin 2022

Carlington Community Health Centre Centre de santé communautaire Carlington Note

March 31, 2022	31 mars 2022
Note The summary financial statements are derived from the complete audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations as at March 31, 2022 and for the year then ended. The preparation of these summary financial statements requires management to determine the information that needs to be reflected so that they are consistent in all material respects with, or represent a fair summary of, the audited financial statements. Management prepared these summary financial statements using the following criteria: <ul style="list-style-type: none">the summary financial position and statement of operations;management determined that the statements of changes in fund balances and cash flows do not provide additional useful information and as such, have not included them as part of the summary financial statements;information in the summary financial statements agrees with the related information in the complete audited financial statements including comparative information and all major subtotals and totals; andin all material respects, the summary financial statements contain the information necessary to avoid distorting or obscuring matters disclosed in the related complete audited financial statements.	Note Les états financiers résumés sont tirés des états financiers complets audités, qui ont été préparés conformément aux Normes comptables canadiennes pour les organismes sans but lucratif, en date du 31 mars 2022 et pour l'exercice terminé à cette date. La préparation de ces états financiers résumés exige la direction de déterminer l'information qui doit être présentée afin qu'ils soient constants, dans tous leurs aspects significatifs avec, ou qu'ils représentent un juste résumé, des états financiers audités. La direction a préparé ces états financiers résumés en utilisant les critères suivants : <ul style="list-style-type: none">les états financiers résumés comprennent l'état de la situation financière et l'état des résultats;la direction a déterminé que les états de l'évolution du solde des fonds et des flux de trésorerie ne donnent pas d'information additionnelle utile alors, ils ne sont pas inclus dans les états financiers résumés;l'information dans les états financiers résumés correspond avec l'information dans les états financiers complets audités, incluant les informations comparatives et tous les sous-totaux et totaux importants; etdans tous leurs aspects significatifs, les états financiers résumés contiennent l'information nécessaire pour éviter de fausser ou masquer les éléments divulgués dans les états financiers complets audités.