

CARLINGTON

COMMUNITY HEALTH CENTRE

Celebrating 25 years

Annual Report 2010



Message from the President of the Board and the Executive Director

This year Carlington reaches a significant milestone, we are celebrating 25 years of service to the community. We were incorporated in 1985 and have grown from a small Community Resource Centre first located in a basement office on Shillington Ave. and Merivale Road with less than five staff to a thriving Community Health Centre with 12 satellite service locations, 100 staff members and over 84 volunteers.

As we have grown and matured as an organization and service provider we have been called on by the City and the Champlain LHIN to take on new roles and functions. This past year was notable in that we together with other Community Health Centres (CHCs) took on the role of Flu Assessment Centres (FACs) for the City during the H1N1 crisis. This experience built on the important emergency role we were able to play supporting our neighbourhoods and partners during the 2009 bus strike. The development and implementation of the FACs was an excellent opportunity to showcase other roles CHCs can and do play in the community and in the greater health care system. The FACs also showcased the broad skill base of our staff and the ability of all our staff to step up to the plate and work co-operatively, efficiently and effectively as a team in a high stress community crisis situation. We would like to again thank our staff for the tremendous work they do on a day-to-day basis but particularly during the H1N1 pandemic.

The fine work of our Board, staff and volunteers was recognized again this year by our accreditation body Community Organizational Health Inc. or COHI. Carlington CHC once again received full accreditation and is accredited for the next four years. This is the fourth accreditation review we have received and the fourth time we have achieved full accreditation.

The Board continues to provide leadership to the organization on several fronts. During the past year the Board continued its work on a "balanced score card" for the Centre incorporating the new LHIN and Ministry strategic directions. We continued to move ahead on our goal of achieving status under the provincial French Languages Services Act and the Board approved new salary scales for staff.

Having completed 25 years of growth and development from Resource Centre to Community Health Centre it was only appropriate that we ended the year with a new name "Carlington Community Health Centre" and a new provincial logo that truly reflects our mission and celebrates our vision "Everyone Matters".

Annette Thiessen
Board Chair

Michael Birmingham
Executive Director

Highlights 2009-2010

- Initiated an After-School program for 24 youth at 1
- Completed Carlington Community Development I survey and initiated action plan.
- Initiated a Chronic Disease Self-Management pro
- Developed a seniors newsletter "A Senior's Mome
- Established a Seniors Advisory Committee.
- Tobacco programming provided in two domiciliar housing settings.
- Partnered with Family Services Ottawa to offer "C Witness Violence" programming.
- Partnered with Notre Dame High School and Eliz Wynwood to address the counselling needs of you
- Offered three income tax clinics.
- Increased number of sites for the Good Food Box
- Provided Assertive Community Treatment (ACT) to 86 individuals.
- Initiated Voice Studio and smoking cessation ACT
- Initiated a 12 week program for families of Ottawa
- Moved forward on a full electronic health record f
- Participated in the LHIN Cardio Vascular Care pr
- Completed a volunteer survey: 90% of respondent their experience as positive, and 87% feel strongly by the organization.
- Participated in Best Start Initiative for Ottawa Wes Ottawa Centre to identify hubs and address servic
- Enhance French Language Children Services in B
- Family Marketplace Program developed and pilot
- New Centre website developed and launched.
- Growing Healthy pilot project successfully comple
- Supported over eighty-four volunteers.



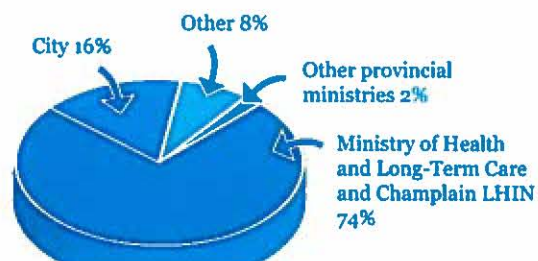
Ontario's Community
Health Centres
Every One Matters.

Les centres de santé
communautaire en Ontario
Chaque personne compte.

Statement of Financial Position (As at March 31, 2010)

	2010	2009
ASSETS		
Current Assets	\$680,755	\$1,376,054
Cash and investments	293,730	244,006
Accounts receivable	19,659	34,592
Prepaid expenses	994,144	1,654,652
Capital assets	2,164,479	2,340,589
	<u>\$3,158,623</u>	<u>\$3,995,241</u>
LIABILITIES AND FUND BALANCES		
Current liabilities	\$393,792	\$1,033,646
Accounts payable and accrued liabilities	338,450	395,276
Deferred revenue	108,777	102,117
Due to Ministry of Health – Community Health	319	14,465
Due to Ministry of Health – Mental Health	26,400	8,160
Due to other funders	867,738	1,553,664
Deferred contributions related to capital assets	961,777	1,125,731
	<u>961,777</u>	<u>1,125,731</u>
Fund balances	41,891	35,252
Internally restricted donations	28,725	28,725
Internally restricted for contingency fund	1,202,702	1,214,858
Investment in capital assets	55,790	37,011
Unrestricted	1,329,108	1,315,846
	<u>\$3,158,623</u>	<u>\$3,995,241</u>

Funding Sources 2009-2010



Statement of Operations and changes in Fund Balances (For the year ended March 31, 2010)

	2010	2009
REVENUE		
Grants	\$6,500,285	\$6,879,467
Donations	21,395	43,341
Interest	3,087	8,524
Out of province fees	3,019	4,995
Rental	23,467	24,137
Amortization of deferred contributions	190,779	192,783
Other	87,139	42,888
	<u>6,829,171</u>	<u>7,196,135</u>
EXPENSES		
Amortization	202,935	204,937
General and administrative expenses	554,718	839,237
Health programmes	3,379,141	3,677,993
Other programmes	2,657,208	2,445,760
	<u>6,794,002</u>	<u>7,167,927</u>
Excess of revenue over expenses from operations	35,169	28,208
Amount refundable to Ministry of Health - Community Health	(6,660)	(14,445)
Amount refundable to Ministry of Health - Mental Health	-	(319)
Amount refundable to other funders	(15,248)	(7,812)
Excess (deficiency) of revenue over expenses for the year	13,261	5,632
Balance, beginning of year	1,315,846	1,310,214
Balance, end of year	<u>\$1,329,107</u>	<u>\$1,315,846</u>

The financial report above has been extracted from the audited financial statements. The 2010 report of the Auditors, Collins Barrow LLP, and complete audited financial statements, which include notes and more detailed financial information, are available from the offices of Carlington Community and Health Services Corporation.