



2017-2018

ANNUAL REPORT

**Carlington**

Community
Health Centre
Centre de santé
communautaire

www.carlington.ochc.org





MESSAGE FROM OUR EXECUTIVE DIRECTOR & BOARD CHAIR

In 2017-2018, Carlington checked many boxes toward which it had been working for a number of years. In our sector, everyone is busy all the time so when presented with the tasks of undergoing accreditation by the Canadian Centre for Accreditation, becoming designated as “Baby Friendly” under the Baby Friendly Initiative, renewing our designation under the French Language Services (FLS) Act, undertaking a significant internal reorganization, and sustaining a multi-million dollar capital project, it follows that many people work above and beyond to ensure that things get done!

None of the undertakings above could have been accomplished without the support and energy of everyone at Carlington.

Accreditation is something that affirms that we are providing excellent care to our clients and is renewed every four years. The lead-up to the site visit in September required all hands on deck and we came through in excellent form! The Baby Friendly designation was a feat that was the culmination of over four years of work, with the heavy lifting being done by a dedicated and passionate group of staff. The certification denotes CCHC as an organization that supports families in making informed choices in pre-natal care and in

feeding their new babies. Our FLS designation reaffirms the Centre’s commitment to ensuring equitable access to programs and services to our Francophone clients and includes a plan to ensure that French language is always considered in communications, human resources management and in decision-making.

One of our biggest stories is the construction of our new building, in partnership with Ottawa Community Housing (OCH). The Carlington Hub will include a new clinic for the health centre on the main level and offer forty-two units of affordable housing for seniors on the three levels above. This innovative approach to supporting our seniors to age in place has garnered much attention provincially and has offered many partnership opportunities that will enhance the lives of those who live in the new residences. If all goes according to schedule, we will see occupants in the apartments in December 2018. The clinic is scheduled to be completed by the fall of 2019 and then renovations will begin in the current building, to be completed over about nine months.

As if all these initiatives were not enough, CCHC joined its five sister CHCs in Ottawa to create a joint strategic planning framework

that will include initiatives to be shared by all participating centres as we navigate an ever-changing environment, as well as a local plan that will provide the foundation for planning and service delivery here at CCHC.

Looking ahead to 2018-2019, we will seek opportunities to participate in the ongoing transformation of our health care system.

With challenges such as the opioid crisis, long waiting lists for services, increased need for those seeking support for mental health and substance abuse, and the ongoing need to provide care to newcomers and the 22% of Ontarians facing barriers to health and social services, we are uniquely positioned to provide solutions. We are asking our funders to consider the merits of investing in upstream services to prevent illness, increase a sense of inclusion and wellbeing and thereby reducing the burden on our hospitals and long-term care facilities. Community health centres


offer team-based care, meaning that they can cover a range of needs under one roof, which is of particular importance to people who struggle against the social determinants of health.

The Board of Directors has made a bold move in rethinking its composition and will propose a new structure that will make it more compact and more focused as it moves the new strategic plan forward.

We wish to thank the Board, the staff, the volunteers and the partners of Carlington CHC for their ongoing work to ensure that everyone in our community matters. To our funders and stakeholders, we recommit to striving to provide excellent care with the resources entrusted to us.

Sincerely,


Cameron MacLeod
Executive Director


Laurie Rektor
Board Chair



INTERESTING FACTS

The following demographics represent various indicators applicable to the Carlington CHC client population. The data includes information from Fiscal Year 2017-2018 and is not necessarily inclusive of the entire CHC client base. The total unique clients with a documented encounter in the EMR was 19,867.

AGE:

60% are between the ages of 18-64 years; 31% are 17 years and under; 9% are over 65 years

BIOLOGICAL SEX:

61% Female; 38% Male; 1% Unknown (EMR term)

GENDER IDENTITY:

71% Female; 21% Male; 1% Trans Female-Male; 1% Other; Less than 1% Two Spirit; 6% Prefer not to answer

RACIAL or ETHNIC GROUP:

31% White North American; 16% Black African; 12% White European; 11% Asian; 9% Middle Eastern; 5% Mixed heritage; 3% Latin American; 1% First Nations; 1% Metis; 4% Prefer not to answer

ANNUAL HOUSEHOLD INCOME:

28% Less than \$15,000; 15% \$15,000 to \$30,000; 10% \$30,000 to \$60,000; 20% Over \$60,000



PROGRAM HIGHLIGHTS

- An initiative by our Assertive Community Treatment Team (ACTT) has 11 clients now receiving individual *Cognitive Behavioural Therapy* within the ACT model.
- In the past year, 83 ACTT clients incurred 1,317 days of hospitalization compared to two years prior to entering our service, during which these same clients incurred 19,274 days of hospitalization.
- ACTT engaged in new initiatives in collaboration with Ottawa Salus Corporation, creating opportunities for our clients through the *Creative Café*.
- Annavale Headstart Nursery School incorporated forest play fieldtrips into its program, with bi-weekly trips to Hampton Forest Park from May to October. This provided opportunity for children to develop resiliency, self-regulation, gross-motor development, and problem solving skills. Allowing children the freedom to discover and engage in nature helps children to develop healthy physical habits, develop an appreciation and respect for the health of our planet, and it helps children to explore ways in which nature can reduce stress and anxiety. Annavale invested in the purchase of rubber boots and 30 rain suits, to ensure all children could participate in all weather and conditions in the forest – mud puddles, and damp grass.
- Annavale Staff were trained in the *Seeds of Empathy* program and the program was introduced to the children in October 2017.
- *Seeds of Empathy* is designed for early childhood settings to foster social and emotional competence, early literacy skills and empathy feelings in children three to five years old. A series of 10 themes that relate to emotions are taught on a 3-week cycle. During the first and second weeks of each cycle, the teachers read and discussed books with small groups of children. In the third week, the center hosted a family visit, where a baby (2 to 4 months old at the beginning of the course) and her mother visit the children in the centre for half an hour. Staff encouraged the children to observe the baby’s development, to label the baby’s feelings, and to talk about their own feelings and those of others. The children witness of major milestones in the baby’s development...from barely able to hold up her head, to crawling and standing. Already the team has observed an increase in the children’s use of “feeling” words, and in dramatic play, children often re-enact family visits with the baby dolls and books.
- CCHC successfully met all the criteria to be designated as a Baby-Friendly facility under the *Baby-Friendly Initiative*! This took several years of preparation and the hard work of staff to attain this achievement. CCHC looks forward to maintaining the *Baby-Friendly Initiative* best-practice standards for years to come!



- This year's operational restructuring resulted in the amalgamation of the Early Years Services and the Youth Services at CCHC. The new team, *Parent, Child and Youth Services*, will now support families with children prenatal to 18 year-old through a variety of programs and services.
- It was another successful year for CCHC's *Income Tax Clinic*. Volunteers trained by Canada's Revenue Agency filed over 130 returns for people living in our community.
- Residents from our community attended the annual *Community Development Framework (CDF) Learning Forum*, where they networked with other community leaders throughout the city and found inspiration for further community engagement.
- CPR/First Aid training and Safe Food Handling workshops were offered free of charge to community volunteers.
- Through our partnership with the CPAWS, 30 youth were provided with the opportunity to explore and learn about nature and wildlife and spent a day at the *Forêt-La-Blanche Ecological Reserve*.
- Our Health Care team continued its partnership with the Royal Ottawa Hospital shared care model to address the general health needs of clients of schizophrenia outpatient unit who were without a general practitioner. Since May 2015, 55 clients have been linked to primary health care at CCHC through this partnership.
- To increase capacity for Transgender primary care, all members of the Primary Health Care Team received gender diversity training. All clinicians completed continued medical education on Trans and gender diverse primary health care delivery, including the planning, referral and post-operative care of transition-related surgeries.
- We continued to support the settlement of Syrian refugees by offering primary health care services in Arabic to government-assisted and privately sponsored Syrian refugees residing in our catchment area.
- Westboro Beach Community Association and Carlington CHC facilitated monthly community kitchens in the Van Lang neighbourhood, where over 30 community members prepared and enjoyed a nutritious meal together.
- *Cooking for Kids* program was implemented with the collaboration of our Dietitian, Health Promoter and Community Health Worker. This initiative brings together a group of dedicated volunteers bi-weekly who cook and prepare wholesome snacks for our S.W.A.G. and After School programs. The students love the snacks and the volunteers are incredibly generous with their time to help support the health of our youth.



MORE HIGHLIGHTS

- Our S.W.A.G. (*Students Will All Graduate*) program continues to make a positive difference in the lives of youth in our community. Since its inception, 80 youth have participated in grades 9 and 10 of the program; of which, 95% of them obtained the necessary credits to successfully complete high school grades 9 and 10, and 100% of them completed the number of volunteer hours required for high school graduation.
- The grades 11 and 12 component of S.W.A.G. was established through the *Equity in Education* partnership with Pinecrest-Queensway CHC. Through this partnership, students were provided with support during senior years of high school and during the transition to post-secondary education or employment. In June of 2017, the first cohort of S.W.A.G. participants celebrated their high school graduation. Fourteen graduated and 7 of them received scholarships after being accepted to post-secondary education programs!
- The *Bellevue Youth Advisory Committee* was established to plan, organize and respond to the needs of youth in the community. A group of 10 youth were provided with the leadership training and participated in development and distribution of the Youth Needs Assessment and facilitated free March Break activities for 30 youth living in
 - Caldwell and Alexander communities.
- It's been a year of growth for the *Volunteer Program*! Over the past year, 110 volunteers contributed over 3,500 hours; five new volunteer positions were established, and the Volunteer Program welcomed 48 new volunteers. The program also saw first-time milestones, with two volunteers reaching 1,000 lifetime volunteer hours with Carlington. We thank our volunteers for their continued support.
- In keeping with the CCHC objective to be a learning environment, in the past year the Centre hosted a number of students from various learning streams: 3 Psychiatry Residents, 2 Physician Assistants, 1 Master of Social Work, 1 Bachelor of Social Work, 1 Child & Youth, 1 Early Childhood Educator (ECE), 4 medical students, 2 Nurse Practitioner (NP) students and 2 Co-op students
- Our Counselling and Health Promotion Team supported residents through "*Creating the Change We Want*" capacity building workshops aimed at building skills and confidence to make positive changes in marginalized neighbourhoods.



- Completing a *community needs assessment* in the Van Lang neighborhood led to community work groups established to address issues related to gardening, access to healthy foods, and activities for children.
- The “*Healthful Food Working Group*” organized a free plant giveaway, and led three container gardening workshops providing free pots, soil and seeds to residents.
- The “*Safety and Security Working Group*” led a Safety Audit Walk in the Alexander neighborhood.
- Two Violence Against Women (VAW) support groups were provided for women who have been in abusive relationships. Approximately 110 women were served by the VAW counselling program during the year and 25 women received Transitional Housing Support that included advocacy and support with legal and housing matters.
- We continue to offer the *Wednesday Women* drop-in support group for women who have experienced violence.



WE GRATEFULLY ACKNOWLEDGE THE FINANCIAL SUPPORT OF THE FOLLOWING:



Report of the Independent Auditor on the Summary Financial Statements

Rapport de l'auditeur indépendant sur les états financiers résumés

To the members of Carlington Community Health Centre

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2018 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 for the year ended March 31, 2018. We expressed an unmodified audit opinion on those financial statements in our report dated DATE.

The summary financial statements do not contain all the statements and disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Carlington Community Health Centre.

Management's Responsibility for the Financial Statements

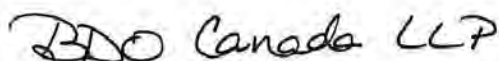
Management is responsible for the preparation of a summary of the audited financial statements in accordance with the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Carlington Community Health Centre for the year ended March 31, 2018 are a fair summary of those financial statements, in accordance with the basis described in Note 1.



Chartered Professional Accountants, Licensed Public
Accountants

Ottawa, Ontario
June 19, 2018

Aux membres du Centre de santé communautaire Carlington

Les états financiers résumés ci-joints, qui comprennent l'état résumé de la situation financière au 31 mars 2018 et l'état résumé des résultats pour l'exercice terminé à cette date, ainsi que la note annexée, sont tirés des états financiers audités du Centre de santé communautaire Carlington pour l'exercice terminé le 31 mars 2018. Nous avons exprimé une opinion non modifiée sur ces états financiers dans notre rapport daté du DATE.

Les états financiers résumés ne contiennent pas tous les états et toutes les informations requises par les Normes comptables canadiennes pour les organismes sans but lucratif. La lecture des états financiers résumés ne saurait par conséquent se substituer à la lecture des états financiers audités du Centre de santé communautaire Carlington.

Responsabilité de la direction pour les états financiers

La direction est responsable de la préparation d'un résumé des états financiers audités conformément sur la base décrite dans la note 1.

Responsabilité de l'auditeur

Notre responsabilité consiste à exprimer une opinion sur les états financiers résumés, sur la base des procédures que nous avons mises en œuvre conformément à la Norme canadienne d'audit (NCA) 810, *Missions visant la délivrance d'un rapport sur des états financiers résumés*.

Opinion

À notre avis, les états financiers donnent, dans tous leurs aspects significatifs, une image fidèle de la situation financière du Centre de santé communautaire Carlington au 31 mars 2018, ainsi que des résultats de ses activités et de ses flux de trésorerie pour l'exercice terminé à cette date, conformément aux Normes comptables canadiennes pour les organismes sans but lucratif.



Comptables professionnels agréés, experts-comptables
autorisés

Ottawa (Ontario)
Le 19 juin 2018

FINANCIAL REPORTS | RAPPORTS FINANCIERS

SUMMARY STATEMENT of FINANCIAL POSITION as at MARCH 31, 2018

ÉTAT SOMMAIRE de la SITUATION FINANCIÈRE au 31 MARS 2018

Carlington Community Health Centre Centre de santé communautaire Carlington

2017

2018

ASSETS | ACTIF

Cash/Cashable Investment Certificates		
Encaisse / Certificats de placement garanti remboursables sur demande	\$ 1,192,144	\$ 1,665,347
Accounts Receivable Débiteurs	\$ 314,682	\$ 231,886
Prepaid Expenses Frais payés d'avance	\$ 85,313	\$ 63,658
Current Assets Actif à court terme	\$ 1,592,139	\$ 1,960,891
Tangible Capital Assets Immobilisations corporelles	\$ 4,707,350	\$ 2,478,075
Security Deposit Dépôt de garantie	\$ 287,153	\$ 287,153
	\$ 6,586,642	\$ 4,726,119

LIABILITIES | PASSIF

Accounts Payable & Accrued Liabilities Créditeurs & frais courus	\$ 563,367	\$ 1,183,358
Deferred Contributions Apports reportés	\$ 943,621	\$ 687,263
Due to Champlain LHIN Dû au RLISS de Champlain	\$ 1,851	\$ 44,186
Current Liabilities Passif à court terme	\$ 1,508,839	\$ 1,914,807
Deferred Contributions related to Tangible Capital Assets Apports reportés afférents aux immobilisations corporelles	\$ 3,632,174	\$ 1,438,185
	\$ 5,141,013	\$ 3,352,992

FUND BALANCES | SOLDES des FONDS

Internally Restricted Donations Dons grevés d'affectations internes	\$ 59,251	\$ 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	\$ 987,501	\$ 1,008,796
Unrestricted Non affecté	\$ 370,152	\$ 276,355
	\$ 6,586,642	\$ 4,726,119

SUMMARY STATEMENT of OPERATIONS for the YEAR ENDED MARCH 31, 2018

ÉTAT SOMMAIRE des RÉSULTATS pour L'EXERCICE TERMINÉ le 31 MARS 2018

REVENUES | PRODUITS

Grants Subventions	\$ 7,041,649	\$ 6,980,608
Amortization of Deferred Contributions related to Tangible Capital Assets		
Amortissement des subventions reportées	\$ 149,508	\$ 139,183
Donations Dons	\$ 40,914	\$ 47,749
Administrative Fees Frais administratifs	\$ 3,883	\$ 1,800
Investment Income Revenus de placements	\$ 51,550	\$ 6,425
Other Revenues Autres revenus	\$ 7,287,504	\$ 7,196,424

EXPENSES | CHARGES

Amortization of Tangible Capital Assets Amortissement des actifs d'immobilisation	\$ 149,508	\$ 139,183
Loss on disposal of Tangible Capital Assets Perte sur cession des actifs d'immobilisation	\$	\$ 139,813
Other Programs Autres programmes	\$ 2,207,998	\$ 2,217,447
Primary Health Care & ACTT Programmes de santé	\$ 3,761,602	\$ 3,736,142
General and Administrative Frais généraux et administratifs	\$ 1,095,894	\$ 1,127,594
	\$ 7,215,002	\$ 7,360,179
Excess/(Deficiency) of Revenues Over Expenses	\$ 72,502	\$ 163,755
Excédent/(Insuffisance) des produits sur les charges		

March 31, 2018

31 mars 2018

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, 2018 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:

- the summary financial statements include the statement of 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; and
- in 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 2018 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 :

- 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 supplémentaire 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; et
- dans 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.