

CARLINGTON COMMUNITY HEALTH CENTRE

# ANNUAL REPORT 2018-2019



[www.carlington.ochc.org](http://www.carlington.ochc.org)





## MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

The fiscal year 2018-2019 saw Carlington achieve significant milestones. At the same time, we are in the midst of a period of significant change that will impact our centre and our services for years to come. As the health system transforms and is modernized, we have set in motion processes that will shape our work for the future and amplify the importance of the work and leadership of all community health centres.

Over the past two years the six Ottawa CHCs have worked hard together to create a strategic plan that will guide our Boards and staff through this time of transformation and change. With a vision of achieving health equity for everyone in our City, we prioritized three key areas of focus: 1) Access – we want to make sure that everyone who needs our services can get them, regardless of the barriers they face;

2) Quality – making sure that everything we do is based in evidence and that we commit to ongoing improvement, based on robust evaluation of all programs and services; and, 3) Leveraging Our Collective Capacity – while we are all strong organizations delivering services to some of Ottawa’s most vulnerable people, we recognize that by joining together in collaborative initiatives, planning and data collection, we can have a much greater impact.

Our Boards and staff have contributed to this effort and we are now looking ahead to the work that needs to be done, confident that we have the framework to build a health and social services structure in Ottawa that will serve everyone well.

In March, we welcomed politicians, community stakeholders and partners to our new building at 1290 Coldrey Avenue to announce the completion of the residential units! We have worked with Ottawa

Community Housing to create a space that is welcoming and ensures that residents of the new building will enjoy their homes and will have opportunities to take advantage of living connected to the CHC.

The next phase is work on the new playroom, which will be completed by October 2019. Following that, we will be working to fit out the new clinic and finish renovations on the current schoolhouse building to create a space that is more accessible, welcoming, comfortable and safe for clients and staff.

In this time of innovation, Carlington was an early-adopter of the new Electronic Medical Record (EMR) system that is being rolled out across all CHCs in Ontario. We are working through the initial glitches and anticipate a more efficient and user-friendly platform that will improve client care and alleviate some of the problems associated with the previous system. The new EMR affords the opportunity for our providers to have access to a wider bank of client information and also has features that will allow clients to update their files to ensure accurate records.

We continue our commitment to serving Indigenous people. This year our Indigenous Services Committee hosted speakers, awareness events and provided cultural training to staff with the goal of creating a safe space for our First Nations, Inuit and Métis clients and neighbours.

Looking ahead to 2019-2020, Community Health Centres in Ottawa will be front-and-centre as the government implements the Ontario Health Team model of health service provision. This bold direction will allow our centres to fully leverage our collective capacity and help to create an inclusive and accessible system that ensures our most vulnerable neighbours are not forgotten. We will reinforce the impact of the social determinants of health on access to services and rely on the Model of Health and Wellbeing to guide our decisions.

This has been another busy, productive year and we wish to extend our sincere thanks and appreciation to each member of the staff and Board for their ongoing dedication and commitment to making Carlington a caring, engaging and inclusive place for everyone in our community.



Laurie Rektor  
Board Chair



Cameron MacLeod  
Executive Director





## PROGRAM HIGHLIGHTS

- The Assertive Community Treatment Team (ACTT) has 14 clients now receiving individual Cognitive Behavioural Therapy within the ACT model
- 74 ACTT clients who had more than 20,000 hospital bed days over 2 years prior to ACTT, had fewer than 1,500 bed days in the past year
- Five ACTT clients received rent supplements through a collaboration with the MOHLTC and CMHA
- ACTT clients participated in several social and rehabilitative groups and activities, including: Health Lifestyles Class, Guitar Class, Pizza and Movie Night, *Spring Fling* (in collaboration with Bank Street ACTT), Creative Café (in collaboration with Salus), and Community Yoga
- The ACT Team hosted several students: 2 Psychiatry Residents, 3 Physician Assistant, 2 Medical, 1 Bachelor of Social Work
- Two ACTT clients were engaged in long-standing relationships with volunteers through a collaboration with the CCHC volunteer program
- Successfully advocated for weekly *MarketMobile* stops in the Caldwell community, instead of bi-monthly!
- Provincial election mobilization was carried out through partnership with *Making Voices Count* to share information on elections and promote voting
- Engaged residents in capacity building opportunities through the Community Development Framework and *Creating the Change We Want*
- Celebrated the 10-year anniversary of Carlington Community Development Framework!
- Bellevue Youth Advisory Committee led the *Paint it Up* Kirkwood Mural project to deter criminal activities and improve safety in the neighbourhood

- Supported residents to lead 5 container gardening workshops in the community!
- Organized a “*Lights Back On*” post-tornado gathering for neighbours, distributing flashlights to all and highlighting the community’s strength
- Coordinated a summer movie in the neighbourhood event attended by 146 residents
- A new partnership was formed with *Cuts for Kids* who cut children’s hair for free
- In our 10th year of delivering income tax clinics for clients and community members, we held 5 clinics and completed more than 200 returns. This was possible by the compassion and commitment of six volunteer tax preparers, who dedicated a combined total of more than 150 hours through the Community Volunteer Income Tax Program
- Annavale Headstart continued to provide an environment for children focussed on attachment, fostering trusting relations with each child and their family.



- Regular trips to Hampton Forest Park last spring and summer provided an opportunity for Annavale children to play, explore, be curious, and practice a variety of skills.
- Annavale teachers and staff pursued training to foster attachment, mitigate the effects of stress on the children’s physical and mental health, and find ways to ensure the children experience the natural world around them
- The Family and Community Support Worker funded by the United Way BOOSTER program continued to provide support to the most vulnerable families
- Carlington CHC was designated as an Ontario EarlyON Child and Family Centre, to deliver child and family focused services to families with young children, offering play groups in multiple locations and school readiness programs such as *Backpack Adventures* and *School’s Cool*
- Developed a series of videos capturing the key messages of the successful Carlington Prenatal Breastfeeding Information sessions, which will be released to agencies across the city in 2019



## S.W.A.G. high school graduating group



- Agriculture Canada employees at the Experimental Farm provided the opportunity for 10 youth from S.W.A.G. (*Students Will All Graduate*) to participate in *Take your Kid to Work Day* with a tour of the Farm and job shadowing opportunity
- In June of 2018, the second cohort of S.W.A.G. participants celebrated their high school graduation; 13 youth graduated, 12 of whom received scholarships to go onto post-secondary studies
- Youth Drop-In in partnership with Carlington Community Association provided workshops on Making Electronic Music and Slam Poetry
- S.W.A.G. established a new partnership with the Great Canadian Theatre Company (GCTC) providing participants with the “*Mountain Top*” workshop, learning the art of storytelling, and free visits to plays at GCTC
- 2 youth from Caldwell were recipients of the *Janet Bowes Bursary* established in 2018
- In March 2019, 53 youth attended the Youth Employment Fair held in Van Lang
- The Primary Health Care Team welcomed 263 new clients to its service and served 3,397 clients in the past year
- Our commitment continues to the non-insured and refugee populations, having served 92 non-insured or Interim Federal Health clients, of which 80 receive ongoing care
- Implemented online booking for non-urgent medical appointments through the CCHC website.
- It was a solid and hard-working year for the volunteer program! Over the past year, 99 volunteers contributed more than 4700 hours, and the Volunteer Program welcomed 48 new volunteers.
- The volunteer program also saw milestones reached by some volunteers, including three volunteers contributing over 300 lifetime volunteer hours, and one reaching 600 hours! We look forward to another great year!

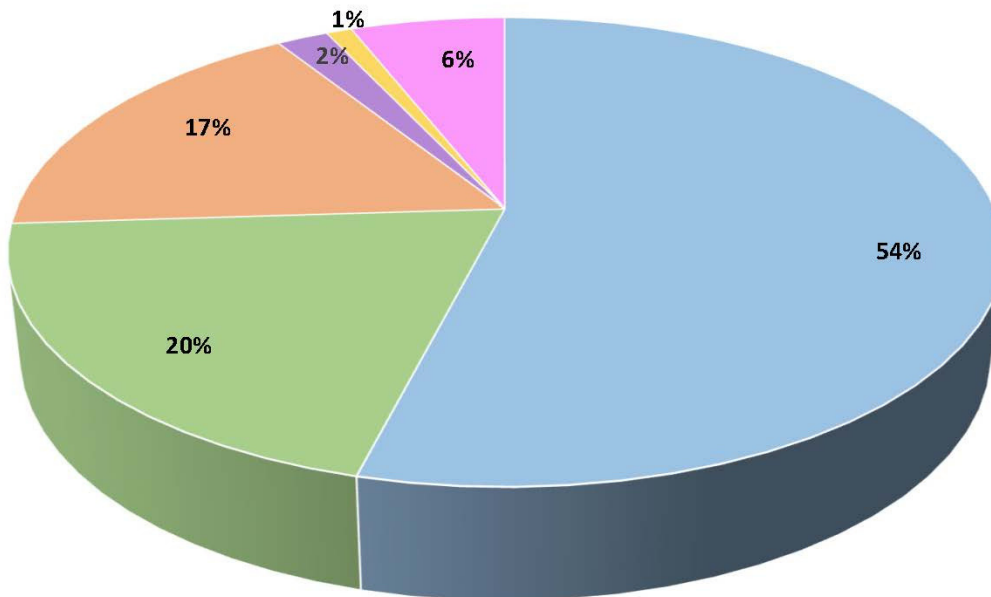
# We gratefully acknowledge the financial support of the following:



MINISTRIES of | MINISTÈRES de  
Education | l'Éducation  
Children & Youth Services | Services à l'enfance et de la jeunesse  
Health & Long-Term Care | Santé et soins de longue durée  
Community & Social Services | Services sociaux et communautaire



Sources of Funding



- Ontario Ministry of Health & Long-Term Care CHCs
- Ontario Ministry of Health & Long-Term Care CMHA
- City of Ottawa
- Ontario Ministry of Children, Community and Social Services
- United Way
- Other (small grants & donations)

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## Report of the Independent Auditor on the Summary Financial Statements

## Rapport de l'auditeur indépendant sur les états financiers résumés

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### To the members of Carlington Community Health Centre

### Aux membres du Centre de santé communautaire Carlington

#### Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2019 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, 2019.

#### Opinion

Les états financiers résumés, qui comprennent l'état de la situation financière résumé au 31 mars 2019 et l'état des résultats résumé pour l'exercice terminé à cette date, ainsi que la note annexe, sont tirés des états financiers audités du Centre de santé communautaire Carlington (le Centre) pour l'exercice terminé le 31 mars 2019.

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.

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.

#### 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.

#### 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.

#### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 18, 2019.

#### 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 18 juin 2019.

#### 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.

#### 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.

#### 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*.

#### 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 LLP*

*BDO CANADA S.K./S.E.N.C.R.L./LLP*

Chartered Professional Accountants, Licensed Public Accountants

Comptables professionnels agréés, experts-comptables autorisés

Ottawa, Ontario  
June 18, 2019

Ottawa (Ontario)  
Le 18 juin 2019

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31 mars 2019

Note

The summary financial statements are derived from the complete audited financial statements, prepared in accordance with the International Financial Reporting Standards for-profit organizations as at March 31, 2019 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.

Les états financiers résumés sont tirés des états financiers complets audités, qui ont été préparés en conformité avec les Normes Internationales de Comptabilité pour les organismes sans but lucratif en date du 31 mars 2019 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 fournissent pas d'information supplémentaire utile;
- 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.

**FINANCIAL REPORTS | RAPPORTS FINANCIERS**  
**SUMMARY STATEMENT OF FINANCIAL POSITION as at MARCH 31, 2019**  
**ÉTAT SOMMAIRE de la SITUATION FINANCIÈRE au 31 MARS 2019**

	2019	2018
<b>ASSETS   ACTIF</b>		
Cash   Encaisse	\$1,366,522	\$1,192,144
Accounts Receivable   Débiteurs	\$212,188	\$314,682
Prepaid Expenses   Frais payés d'avance	\$69,704	\$85,313
<b>Current Assets   Actif à court terme</b>	<b>\$1,648,414</b>	<b>\$1,592,139</b>
Tangible Capital Assets   Immobilisations corporelles	\$5,531,338	\$4,707,350
Security Deposit   Dépôt de garantie	\$287,153	\$287,153
	<b>\$7,466,905</b>	<b>\$6,586,642</b>
<b>LIABILITIES   PASSIF</b>		
Accounts Payable & Accrued Liabilities   Crédoiteurs & frais courus	\$566,256	\$563,367
Deferred Contributions   Apports reportés	\$893,786	\$943,621
Due to Champlain LHIN   Dû au RLISS de Champlain	\$1,851	\$1,851
<b>Current Liabilities   Passif à court terme</b>	<b>\$1,461,893</b>	<b>\$1,508,839</b>
Deferred Contributions related to Tangible Capital Assets   Apports reportés afférents aux immobilisations corporelles	\$4,448,141	\$3,632,174
	<b>\$5,910,034</b>	<b>\$5,141,013</b>
<b>FUND BALANCES   SOLDES des FONDS</b>		
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	\$974,264	\$987,501
Unrestricted   Non affectés	\$494,631	\$370,152
	<b>\$7,466,905</b>	<b>\$6,586,642</b>

**SUMMARY STATEMENT OF OPERATIONS for the YEAR ENDED MARCH 31, 2019**  
**ÉTAT SOMMAIRE des RÉSULTATS pour L'EXERCICE TERMINÉ le 31 MARS 2019**

<b>REVENUES   PRODUITS</b>		
Grants   Subventions	\$7,188,241	\$7,041,649
Amortization of Deferred Contributions related to Tangible Capital Assets   Amortissement des subventions reportées	\$54,312	\$149,508
Donations   Dons	\$30,751	\$40,914
Administrative Fees   Frais administratifs	\$1,200	\$3,883
Investment Income   Revenus de placements	\$13,851	\$51,550
Other Revenues   Autres revenus	\$32,649	\$51,550
	<b>\$7,321,004</b>	<b>\$7,287,504</b>
<b>EXPENSES   CHARGES</b>		
Amortization of Tangible Capital Assets   Amortissement des immobilisations corporelles	\$54,312	\$149,508
Loss on disposal of Tangible Capital Assets   Perte sur cession des immobilisations corporelles	\$2,109,092	\$2,207,998
Other Programs   Autres programmes	\$3,846,585	\$3,761,602
Primary Health Care & ACTT   Programmes de santé	\$1,199,773	\$1,095,894
General and Administrative   Frais généraux et administratifs	\$7,209,762	\$7,215,002
Excess of Revenues Over Expenses   Excédent des produits sur les charges	\$111,242	\$72,502