
CARLINGTON

COMMUNITY HEALTH CENTRE

ANNUAL
REPORT
2019-2020



www.carlington.ochc.org



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

The Mission, Vision and Values were developed by the Board of Directors in consultation with clients, community partners, volunteers and employees and formally approved by Board of Directors on January 15, 2013

Message from the Board Chair and the Executive Director

Linda Savoie and Cameron MacLeod



In 2019–2020, Carlington enjoyed many achievements that are worthy of mention. We are pleased to share a few highlights.

When the six Ottawa Community Health Centres (CHC) embarked on the development of a collaborative strategic plan, it was done in anticipation of significant changes to the way that health and social services would be delivered in Ontario. As it turns out, the commitments to access, quality and leveraging of the collective capacity of the centres turned out to be the cornerstones of what would be a significant series of events that will shape the health care systems in Ottawa for the next generation.

With the Minister's announcement in April 2019 of the Province's shift to a model called "Ontario Health Teams" (OHT), the six CHCs recognized an opportunity to bring the strategic plan to life. The enthusiasm was and remains palpable.

After six more months of hard work, we received word on December 6, 2019, that the Ottawa Health Team/Équipe santé Ottawa, comprised of the six CHCs and over sixty community organizations had signed on as partners was designated as one of the first 23 OHTs in the Province. Two priority groups were identified for our efforts in the first year: people struggling with mental health and substance use disorders; and frail older

adults. Action teams have been formed around both of these groups and work is underway, with Carlington supporting the work of both tables.

In April, we welcomed our new neighbours to the Ottawa Community Housing Corporation (OCH) apartments, which are part of the building expansion at 900 Merivale Road. Our staff ensured that the new residents were welcomed and made aware of the services of the CHC. The partnership with OCH is continuing to build as we share the responsibility of providing support for these tenants.

In March, after ten years of anticipation and work we finally received approval from the Ministry to begin work to fit out the new clinic; and then move on to the renovation of the "schoolhouse" on Merivale Road. The clinic will be completed in October 2020, and the entire project will be completed by December 2021. The new space and configuration will ensure enhanced access to clients, better space for our staff and a welcoming environment for our community.

In March, Carlington, along with all other community organizations in Ottawa was forced to make significant changes to its services, in light of the ravages of COVID-19. We moved quickly to address needs that emerged, as the reality of the situation became

clear. During this time, staff were asked to pivot from their normal work and ensure that services continued to our most vulnerable neighbours, who were faced with circumstances that exceeded their capacity to cope. With the support of our funders, the teams responded with compassion, determination and professionalism; and literally everyone that needed our help received support. Substantial investments were made in virtual care, as we moved staff off-site and scaled back services at the centre. These changes have opened up new horizons for how we work, and in many cases they will actually enhance accessibility and remove barriers.

Much of the next fiscal year will be dedicated to the safe recovery from the pandemic – taking stock, understanding the new risks and responsibilities of the post-COVID-19 era; and ensuring that services remain strong and sustainable for those who seek us out.

We wish to thank our staff for their dedication, creativity and leadership; our Board for its support and guidance; our partners for the commitment to ensure that every gap was filled for our clients; our funders, particularly for offering the flexibility to offer seamless transitions to our pandemic response; our elected officials at all levels of government for their guidance and willingness to engage and help; and to our community for its generosity, in donations and in spirit.

Program Highlights



- 16 clients now receiving individual Cognitive Behavioural Therapy within the ACT model.
- ACTT supported 7 clients to move into their independent apartments for a total of 9 clients through our rent supplement program in partnership with CMHA.
- Within the past year, 85 ACTT clients incurred 629 days of hospitalization. Those same clients incurred 20,343 days of hospitalization in the two years prior to coming into the ACTT.
- Assessed 10 clients from the priority and general ACTT central intake waitlist.
- Hosted several students: 3 Psychiatry Residents, 2 Medical students, 1 Physician Assistant, 1 Master's of Social Work.
- The *Seniors Soup Group* cooks nutritious soup and discusses healthy eating tips
- Worked closely with our new neighbours at 1290 Coldrey to engage them in social, recreational and educational activities. From karaoke to cards to soup-making to community meals to computer workshops, the seniors appreciated learning new skills and feeling welcomed into their new community.

- The *Healthful Food Working Group* was busy hosting container gardening workshops for the Alexander, Lepage and Caldwell communities and planting vegetables both indoors and out to distribute to children in the After School Programs.
- In its third year housed at CCHC, the Garden Tower made it possible to grow lettuce, bok choy, basil, cucumber and cilantro! The community was grateful for all the fresh food donated through the Garden Tower.
- This year, the *MarketMobile* truck and trailer stopped weekly at the Caldwell stop selling healthy, fresh and affordable food.
- Carlington partners come together several times a year to host annual, well-loved community-building events! This included a Canada Day Event at Caldwell attended by more than 350 neighbours; Alexander Family Fun Day, a great example of what solid collaboration and partnerships in the community can achieve; and the Movie in the Park event featuring "How to Train Your Dragon: The Hidden World" with snacks and popcorn!

Program Highlights

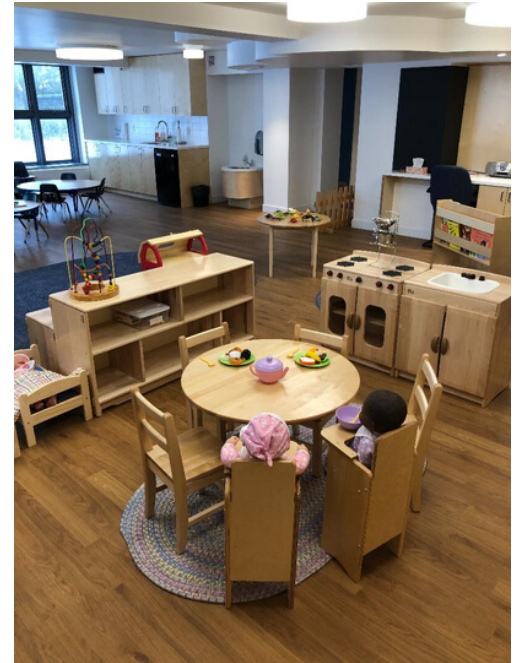
- We collaborated with Ottawa Community Housing and the City of Ottawa to organize a youth event focused on what it takes to be a university student athlete.



- Cuts for Kids is a brand new partnership for CCHC that provided free haircuts to children.
- We hosted two of the final performances by *Community Acting Together*, a joint initiative spearheaded by the Community Development Framework and Crime Prevention Ottawa to combat low-level violence by bringing together residents from across the city to participate in a theatrical production.
- Two of our Carlington residents were supported to participate and become certified in *Creating the Change We Want* training. The goal is to build skills, knowledge and confidence to make positive changes in the local community by working together.

- 2019-2020 marked the opening of our new EarlyON program: new locations in the community, new programs, new hours, a Saturday morning playgroup, an evening playgroup, as well as a brand new BEAUTIFUL playroom at 900 Merivale!
- Our Family Support Workers continue to provide valuable 1-on-1 and group-based parenting and family support, complementing our EarlyON services for a whole family support approach.
- Increased demand for our Prenatal Breastfeeding program has doubled the frequency of sessions, now twice a month year-round.
- Annavale Headstart Nursery School started an extended program for earlier drop-off and later pick-up of our little pre-schoolers, enabling several families to find meaningful employment, and facilitating enrollment in adult study program for others.
- Annavale started its partnership with Crossroads Children Mental Health Centre and First Words. Both services are onsite each week, to ensure specialized support services are easily accessible.

"2019-2020 marked the opening of our new EarlyON program"



Program Highlights

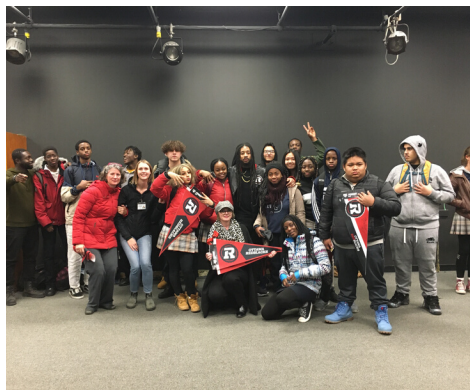
- The After School Program participants in grades 4 to 6 showed their sense of belonging to the community by challenging themselves in taking part in the *Glad Cleaning the Capital* activity. Group focussed its efforts on cleaning the area around W.E. Gowling School, making it safe for children to play.
- Program participants had the opportunity to learn about available community resources and meet professionals from a number of local organizations such as Crossroads Children's Mental Health Centre, Ottawa Police Services, The Ottawa Humane Society and others.
- After School Program participants have been working very hard this year along side our Cooking for Kids volunteers to increase their food handling knowledge and kitchen safety by preparing their own snacks once a month.
- After the Bell program started the year with 20 participants registered and a waitlist for vacant spots.



- During winter, the students increased their craft and arts skills and created their own Holiday sweaters as special activity.
- The Primary Health Care (PHC) Team transitioned to a new Electronic Medical Record (EMR), PS Suites. This new EMR allows our clinicians to fax directly from the client file to pharmacies, thereby virtually eliminating all manual faxing. This means fewer delays in client care.
- The total number of appointments in PHC was 16,752 serving 2,755 unique clients, 80 of whom were newly registered.
- We continued our commitment to serve our vulnerable neighbours by providing care for 124 persons who are non-Insured or refugees covered by the *Interim Federal Health Program*
- 607 immunizations were administered to kids ages 2 months-15 years; 736 flu shots were given and 84 home visits were done by clinicians for those unable to come to clinic
- We began updating our client demographics in order to improve service delivery through better understanding of the people we serve.

Program Highlights

- Our Students Will All Graduate (SWAG) program continued to provide academic and social support to youth grades 9 to 12.
- In June 2019, the third cohort of SWAG participants celebrated their high school graduation with 21 youth graduating, 17 of whom proceeding with post-secondary education.
- All students attending post-secondary education received scholarships.
- SWAG youth participated in celebration of the Indigenous tradition and created their own Aboriginal drums while learning about the culture.
- Ottawa Redblacks Defensive Back, Sherrod Baltimore visited SWAG and shared his own experience of overcoming adversity with 40 youth.



- SWAG youth challenged Ottawa Police Services to a friendly game of basketball.
- CCHC recognizes the importance of our volunteers as essential in forging the bond between the Centre and our clients. Volunteers represent the mortar between the bricks of our building, supporting the foundation and the purpose, year after year.
- Between April 2019 and March 2020, we had 118 volunteers contribute more than 4,000 hours in 28 different positions, including 7 new roles! For the first time in years, volunteers could be found supporting every team at the Centre.
- Every year we give a special mention and celebration to those who have joined our 300 Club of those who have surpassed 300 hours in sharing their time with us. This year we recognized Sheena C. and Frances T.
- One volunteer achieved another milestone contributing over 600 hours! Thank you Alice Z.
- A number of staff celebrated milestones this year. Three employees have been with us for 15 years, two have been 10 years and another six have been with us 5 years!



2019-2020 Statistics	
Volunteer Roles	28
NEW Roles	7
Volunteers	118
Hours	+4,000



We gratefully acknowledge the financial support of



Canada



Ontario

Champlain Local Health
Integration Network

Réseau local d'intégration
des services de santé
de Champlain



United Way
Centraide
Ottawa



Foundation
Fondation

2KEYS

Cyber Security | Digital Identity



Kiwanis
CLUB OF OTTAWA WEST

Financial Report

FINANCIAL REPORTS | RAPPORTS FINANCIERS

SUMMARY STATEMENT of FINANCIAL POSITION as at MARCH 31, 2020

ÉTAT SOMMAIRE de la SITUATION FINANCIÈRE au 31 MARS 2020

	2020	2019
ASSETS ACTIF		
Cash/Cashable Investment Certificates Encaisse / Certificats de placement garanti remboursables sur demande	\$1,127,487	\$1,366,522
Accounts Receivable Débiteurs	\$287,038	\$212,188
Prepaid Expenses Frais payés d'avance	\$82,097	\$69,704
Current Assets Actif à court terme	\$1,496,622	\$1,648,414
Tangible Capital Assets Immobilisations corporelles	\$6,140,814	\$5,531,338
Security Deposit Dépôt de garantie	\$49,408	\$287,153
	\$7,686,844	\$7,466,905
LIABILITIES PASSIF		
Accounts Payable & Accrued Liabilities Crédoeurs & frais courus	\$545,266	\$566,256
Deferred Contributions Apports reportés	\$726,439	\$893,786
Due to Champlain LHIN Dû au RLISS de Champlain	\$1,851	\$1,851
Current Liabilities Passif à court terme	\$1,273,556	\$1,461,893
Deferred Contributions related to Tangible Capital Assets Apports reportés afférents aux immobilisations corporelles 1,438,185 396,085	\$4,662,578	\$4,448,141
	\$5,936,134	\$5,910,034
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	\$1,344,892	\$974,264
Unrestricted Non affecté	\$317,842	\$494,631
	\$7,686,844	\$7,466,905

SUMMARY STATEMENT of OPERATIONS for the YEAR ENDED MARCH 31, 2020

ÉTAT SOMMAIRE des RÉSULTATS pour L'EXERCICE TERMINÉ le 31 MARS 2020

REVENUES PRODUITS		
Grants Subventions	\$7,556,824	\$7,188,241
Amortization of Deferred Contributions related to Tangible Capital Assets Amortissement des subventions reportées	\$50,380	\$54,312
Donations Dons	\$26,615	\$30,751
Administrative Fees Frais administratifs	\$0	\$1,200
Investment Income Revenus de placements	\$11,424	\$13,851
Other Revenues Autres revenus	\$27,406	\$32,649
	\$7,672,649	\$7,321,004
EXPENSES CHARGES		
Amortization of Tangible Capital Assets Amortissement des actifs d'immobilisation	\$50,380	\$54,312
Loss on disposal of Tangible Capital Assets Perte sur cession des actifs d'immobilisation	\$2,449,307	\$2,109,092
Other Programs Autres programmes	\$3,964,251	\$3,846,585
Primary Health Care & ACTT Programmes de santé	\$1,014,872	\$1,199,773
General and Administrative Frais généraux et administratifs	\$7,478,810	\$7,209,762
Excess/(Deficiency) of Revenues Over Expenses Excédent/(Insuffisance) des produits sur les charges	\$193,839	\$111,242



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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, 2020 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, 2020.

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 16, 2020.

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*.

Chartered Professional Accountants, Licensed Public Accountants

Ottawa, Ontario
June 16, 2020

Carlington Community Health Centre Centre de santé communautaire Carlington

March 31, 2020 31 mars 2020

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, 2020 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 conformément aux Normes comptables canadiennes pour les organismes sans but lucratif, en date du 31 mars 2020 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.

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 2020 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 2020.

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 16 juin 2020.

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 délimitation d'un rapport sur des états financiers résumés*.

Comptables professionnels agréés, experts-comptables autorisés

Ottawa (Ontario)
Le 16 juin 2020