

2021/2022

ANNUAL REPORT



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Kara Neustaedter (she/her)
MANAGER, COUNSELLING SERVICES

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Rachel Klassen Huebner (she/her)
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Sandy Fotty (she/her)
MANAGER, CRISIS PROGRAM



Klinik Leadership Team



Message from our Chair, Allison Fenske & Executive Director, Ayn Wilcox

We are pleased to present the 2021/2022 Klinik Community Health Annual Report.

Our tagline of ‘Just Care. For Everyone’ represents what every person and family in our community should experience as the standard of care.

During the year we were pleased to share with community our 2022-2026 Strategic Plan, which provides a roadmap for the work we do, and how we will do it. An essential part of the strategic planning process was engagement with our broader community. We invited participation and input from community members, clients and participants, staff and volunteers, neighbourhood organizations, partners and funders. You can find our new strategic plan on the following pages.

In order to achieve our Strategic Directions, the following pillars will guide our way:

- **that our work be rights based**
- **outcomes driven, and**
- **accountable to the communities we serve**

We are grateful for the feedback we received during the development of the Strategic Plan, and subsequent to its release. This is a bold plan that will require us to remain focused while continually engaging with community to ensure that we stay true to the spirit of our commitments.

While we had all hoped that COVID-19 would be behind us by now, its continued – but ever changing – presence remains. Through it all, the resilience of our community, our staff, and volunteers has been truly inspiring! During the pandemic most of

our programs and services have continued, albeit with some adaptations, most notably the move to virtual wherever possible to protect the health and safety of everyone involved. Those staff that were working primarily virtually have begun returning to the workplace. It has been wonderful to be able to welcome more clients and participants on site, and to finally be able to realize the vision of this beautiful, expanded space. It has been a very long, difficult two years and being together in community helps us to collectively heal and move forward.

It has been a time of turbulence, with many pivots and transitions. With the permanent appointment of the Executive Director role, and the on-boarding of new management team members and a number of new staff and volunteers, we are eager to find our new normal, together, with competency, conviction and compassion!

We are grateful to all of our generous donors, community organizations and foundations who have partnered with us on various projects and initiatives, strengthening our capacity to serve the community. It is an honour and a privilege to work with such an amazing team of people at Klinik and throughout our community.

Thank you for your continued support of Klinik and the work that we do. We hope you enjoy reading our Annual Report, and invite you to reach out and share your feedback at any time.

With gratitude,

Allison Fenske and Ayn Wilcox



Vision

Engaged and healthy communities

Mission

To offer primary health care, mental health care and community health services to enhance individual and community capacity.

Values

Klinic remains rooted in our core value of **social justice for all**, recognizing that there are diverse needs and experiences for people who are most impacted by discrimination and oppression that must be addressed.

We are committed to providing safe, quality, holistic care that is **person-centred**.

We **value relationships** – with our colleagues, with our clients and within our communities.

We **value diversity** and promote equity, inclusion and accessibility. We strive to ensure that our organization and our work reflects and honours the communities we serve.

On our path towards Truth and Reconciliation, Klinic will work to **decolonize** systems and practices with cultural humility.

2022 – 2026 Strategic Directions

Advance our work in Reconciliation, Decolonization and anti-oppression

Become a more diverse and inclusive organization

Enhance the experience of our clients and participants

Expand capacity for programs and services and make them as accessible as possible

Supported By A Strong Foundation

Effective governance and operational sustainability

Diverse, engaged high performing teams

Safe, holistic, quality care

Relationships, co-operation & collaboration

Strategic Direction	Strategic Priority	Key Performance Indicators (KPIs)
Advance our work in Reconciliation, Decolonization and anti-oppression	Enhance relations with Indigenous members of our communities, listening and learning about Indigenous strengths and ways of knowing and being	Develop an organizational action plan that is rights based and outcomes driven
	Work to dismantle discriminatory structures and practices to build a more inclusive organization	Review our people management policies and processes including recruitment, hiring, onboarding, training, progression, retention and exit
Become a more diverse and inclusive organization	Co-design and implement anti-racist and anti-oppressive strategies with community	Klinic has a more diverse workforce, with an increase in people(s) who identify as Indigenous, Black, Person of Colour, 2SLGBTQ+ and/or with disabilities; and that this diversity is represented throughout all levels of the organization
	Work towards having a more equitable and diverse work force at all levels of our organization – our board, management, staff, learners and volunteers	Increase and improve the experience of people(s) who identify as Indigenous, Black, Person of Colour, 2SLGBTQ+ and/or with disabilities to ensure they feel welcomed, a sense of belonging, safe and valued at Klinic.
		Develop and implement an accountability plan that incorporates a periodic report back to the communities we serve
Enhance the experience of our clients and participants	Enhance systems and processes to provide holistic, person-centred care and services	Improve client / participant satisfaction
	Improve access to culturally safe care and services	Increased client / participant and community engagement and demonstrated incorporation of their feedback into planning
Expand capacity for programs and services and make them as accessible as possible	Increase responsiveness to the needs of people experiencing concerns with their physical and mental well-being	More clients served, and more clients / participants able to access service when needed (i.e. reduced wait times, increased referrals)
		Deeper community engagement and partnerships that are responsive to community needs
		Increased core, multi-year funding

Your Support in Action



We have seen **16,251**
Clients – an increase
of 11%!



38,487 crisis line
calls answered



There were **9,543** counselling sessions – a 20% increase from
last year!
1,893 of these were same-day Counselling Visits



2,560 STI Klinik
Appointments



3,205 Trans Health
Visits



4,976 Mobile
Withdrawal Management
Services Appointments



156 Public Health
Education Sessions
Delivered



4,000 Safe Injection
Kits Distributed – a 27%
increase from last year!

Because of our supporters, we are able to provide the best possible care to those in need, and make a lasting impact in our community.

Thank you!

Counselling & Crisis Services Report

Sophia Ali, Director of Mental Health and Crisis Services



Counselling

The revitalization we see during the springtime is matched by the feeling of revitalization inside Counselling Services at Klinik. 2021 was a challenging year, while we had to fully switch to a virtual model of care last year, and with two false starts to our plans to resume in-person care, it made our work difficult. One, with the emergence of the Delta variant earlier in the year and a second time with Omicron at the very tail end of the year.

Throughout 2021 we continued to extensively rely on providing virtual care for individual counselling, public education and training. We were able to pilot two virtual groups, a suicide bereavement support group, in partnership with Youville Centre, as well as a modified Dialectical Behaviour Therapy (DBT) skills group. Both clients and counsellors noticed benefits to virtual groups, while also recognizing the limitations of offering this virtually.

With support from the Canadian Women's Foundation, we were able to increase our presence at the Health Sciences Centre (HSC) with in-hospital advocates through the Sexual Assault Crisis Program (SACP) and were able to offer trauma-informed advocacy through the Emergency Department again. In the beginning of 2022, Counselling Services was

able to begin offering a hybrid model of service delivery. Clients were offered the choice of a same day telephone session or a same day in person session, we saw tremendous value in continuing with both methods. More easily accessible to clients who may not have the ability to get to our location, while offering the ability to connect with a client in-person makes a big difference. Clients and staff have shared how much they enjoy being in-person again and how much they appreciate being offered a choice in how they receive care.

We know that there will continue to be significant stressors in our community. For many people current events are destabilizing, worrying and potentially frightening. Staff continue to prioritize offering our community the best possible care. Supporting each other and noticing the benefit of being together with clients fosters much needed hope. As many of Klinik's programs and services transformed to provide safe services to the community and our clients, the Crisis Program remained steadfast answering calls and providing care to the Manitobans who access our phone lines.



Crisis Program

The Crisis Program continued to strengthen over the year as we worked to train volunteers to fill the gap left behind by the pandemic. The volunteer training team succeeded in preparing 85 new volunteers to enter our program.

We continued to see uncertainty and hear difficult news in all parts of the world; Canada was no exception as we learned about the discovery of children's remains in unmarked graves located on former residential school sites all over the country. War overseas and violence of all kinds were reported in the news and people in our communities across Manitoba felt the impacts of these events. The staff and volunteers on the crisis lines remained available 24 hours a day for our callers to find support, sort out their feelings and experience kindness and compassion during these troubled times.

This year, our Crisis Program partnered with The Canada Suicide Prevention Service (CSPS) and started working with our national allies in suicide prevention work. As we move into the next year, we intend to build on this partnership to share experience and knowledge to further improve our services to community.

The Crisis Program achieved reaccreditation with the American Association of Suicidology (AAS) earlier this year. The accreditor shared that Klinik once again passed the rigorous accreditation standards, with very positive and helpful feedback provided during the process. A number of Klinik staff contributed to this outcome, including many Crisis Counsellors, members of the Accreditation Committee, members of the Phone Committee, administrative support staff, program managers, and the many Klinik staff

who over time built the Crisis Program to what it has become today – a huge thank you to all of you!

The Crisis Program staff and volunteers are resilient, courageous and admirable. They are dedicated to providing callers with support and compassion. Our hearts are full of gratitude for our wonderful team and we thank them for their hard work.

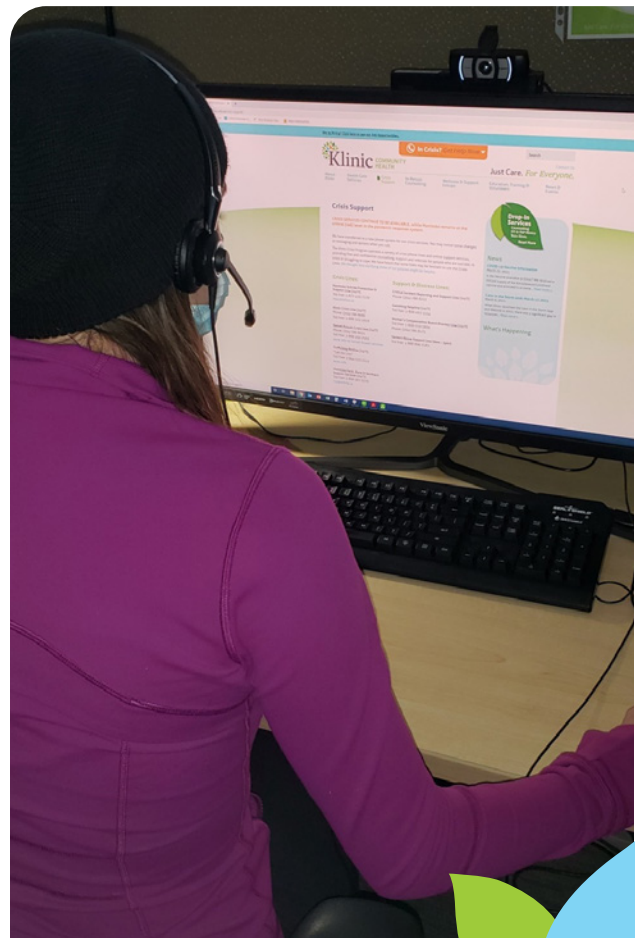




photo taken during 2017 Patch it Forward event



photo taken during 2021 event

Meet Kris – Patch it Forward

How one Winnipeg Man has been raising awareness of suicide prevention through motorcycle rides and patch sales since 2016.

When Kris Goodman's daughter lost her friend to suicide, he knew he had to do more when the family asked people to donate to Klinik's Manitoba Suicide Prevention & Support Line in her memory.

"I thought, that's not enough for me," said Kris, a mental health advocate who has been organizing his annual fundraiser, Patch It Forward, for over seven years now.

Patch It Forward, takes inspiration from the "Pay It Forward" movement. It is an annual fundraiser that sells "Lean on Me" patches for \$10. \$5 of each patch sale goes to Klinik, and the other \$5 goes towards making more patches. Every year around World Suicide Prevention Day, Kris organizes a motorcycle ride to raise funds for Klinik's Suicide Prevention & Support Line.

When Kris first started brainstorming how he wanted to help more than just by giving a single donation, he struggled – until it came to him one morning.

"I sat upright in bed and said, 'I know what I want to do,'" said Kris.

Kris, being a motorcyclist, knowing the bonds the motorcycle community has in Winnipeg, knew that he could count on them to support his initiative – and it proved to be true, because the first ride had 65 bikes in attendance.

Kris's favourite part about running Patch It Forward every year, and why he continues to do it, is raising awareness for suicide prevention.

"It's kind of my whole thing," said Kris. "People always talk about mental health, but no one seems to talk about suicide."

Every day, Kris continues to tear down the stigma that surrounds talking about suicide. Whether it's having people call him at 3 a.m. when they're having a hard time or selling more Lean on Me patches, Kris's advocacy shines every single day.

Today, Kris has sold over 700 Lean on Me patches, and through his initiative, has donated over \$11,000 to Klinik!

It's donors like Kris who make a change not only in suicide prevention awareness, but in our community here at Klinik. We're grateful for the support we've received from Kris's generosity.

To learn more about Patch It Forward and Kris's story, visit patchitforward.ca.

If you or someone else are experiencing thoughts of suicide, call the Manitoba Suicide Prevention & Support Line at 1-877-435-7170, or visit reasontolive.ca.

A heartfelt thank you to Kris and his entire community for raising over \$11,000 over the past 6 years!

Health Services Report

Andrew Lodge, Medical Director

Heather Lytwyn, Director of Community Health & Wellness



The past year has brought many changes to our Health Services teams and for our clients. Providing health care during a pandemic can be challenging for everyone. We worked through precarious staffing, redeployments, some program suspensions, re-booking of clients (sometimes multiple of times), with providers and clients at the mercy of COVID-19 symptoms and diagnoses, making for some interesting days. However, as always, our teams came together, and were innovative in providing the best care to our clients.

The most significant change to Health Services was this past fall when we were all able to return on-site. Prior to this time, we were working in teams, with half being on site and the other half working in a virtual provider model. It has been a gradual journey of coming together and remembering how we used to function in pre-COVID times. New practices are being instituted in response to a relatively new building, and processes that were developed to function in a virtual COVID-world are being untangled as we simplify our working relationships now that we are back to physically sharing workspace. We continue to provide COVID assessment appointments and weekly COVID vaccine clinics although the demand for these services are declining.

Programs that were halted early in the pandemic are still being brought back to life. Tec Voc High school welcomed back their weekly physician and nurse with the new school year in fall 2021. The Klinik on Campus partnership with the University of Winnipeg resumed in January 2022 to coincide with the return of granting international student visas. Although students were still learning remotely, this loosening of border restrictions meant the arrival of students who rely heavily on this student wellness program. The satellite clinic at New Directions was temporarily side-lined by an unfortunate fire. Their new location does not have space for the nurse practitioner to provide clinical service on-site, however, education sessions and a walk-in clinic at our 167 Sherbrook

Street location continue despite this setback in January. The last program that is still on pause is the pap Klinik held on Saturdays, which we hope to restart soon.

In addition to our regular programs, the past year also brought two new exciting partnerships to Klinik. The first was a request by Neechewam to support their 'Eagle Embracing You' program with on-site primary care. This service offers residential support to female identifying, two-spirited, or transgender youth ages 12-17 who have been sexually exploited or at-risk for exploitation and struggling with complex issues such as life-threatening addictions, complex trauma and mental health concerns. Klinik provides nurse practitioner and nursing support part-time in this program five days per week. The second partnership is with the Canadian Mental Health Association (CMHA) 'Youth Huddle' to provide on-site primary care services two evenings per week. This service is also run by a Klinik Nurse Practitioners model. This newly opened 'Youth Huddle' in the West Broadway neighbourhood combines and co-ordinates mental health, addictions and social service supports for youth aged 12-29.

Another sign of renewal has been staff eagerness to bring back in-person group sessions in the Trans Health program and the Mobile Withdrawal Management Service (MWMS). These gatherings benefit our community and expand our capacity to support larger groups of people. Our first in-person group session was a Talking Circle led by our Peer Support Workers in the MWMS program in our cultural room funded by the Public Health Agency of Canada's SUAP grant. We look forward to opening our doors to more group sessions in the next year.

The Health Services team is resilient despite the challenges throughout the pandemic. In fact, these difficulties have primed our team to further our work in engagement, advocacy, and walking alongside our clients with a vision for a healthier community.

Volunteer Report

Curt Sparkes, Volunteer Program Coordinator



Over the past year, our volunteers have continued to play a critical role in both delivery of essential services and the culture of care and connection at Klinik. Despite the ongoing concerns and challenges of working during the pandemic, our volunteers continued to show up for us; bringing their warmth & kindness, their talent, their courage, and their hope to help us pull together and support our community (and each other) through unprecedentedly difficult times.

By April of 2021, many of our volunteers had let us know that they were needing to leave or temporarily pause their work at Klinik, and we were in serious need to rebuild our Crisis Program, Sexual Assault Crisis Program, and Welcome Volunteer teams. At the same time, Klinik was experiencing a growth in our need for volunteer support to respond to crisis & sexual assault crisis calls, as well as at our front reception to greet, welcome, and screen visitors to our building. Despite all the difficult things and unpredictability in the world, volunteers continue to arrive for shifts, and new applicants continued to express interest. One message was clear; despite the very real and emotional challenges of living through a pandemic, people wanted to get involved to help each other out.

From April 2021 to March of 2022, the Welcome Volunteer Program offered 7 training groups for more than 30 new applicants. At the same time, the Crisis Program offered 11 Crisis Volunteer Training

groups, (compared to an average of 4 training groups pre-pandemic years); offering training opportunities to over 170 new volunteer applicants! The new applicants to these two programs have been absolutely instrumental in helping us rebuild our capacity and continue to be responsive to our community.

As the Volunteer Program Coordinator, one group of volunteers at Klinik that I generally have very little contact with is our Board of Directors; and although I did not get the opportunity to work with them directly over the past year, I also want to recognize the dedication and support that they have provided. Our Board is made up of community members and past volunteers from a really wide range of backgrounds, and work to bring the values that guide Klinik to the forefront of service delivery.

I want to thank everyone who has contributed their time and heart to Klinik over the past year. Your hard work and emotional energy make Klinik a kinder, stronger, and hopeful place to be.



An impressive 13,584 hours were donated last year to Klinik! We can't thank all of our volunteers enough for everything they do to help the community. You are invaluable!



Why our Volunteers Give Back



A Message from Victoria

"I love being with my group on Friday evenings as a volunteer because the impact we all make is one that makes lives better. I know from personal experience that having a real conversation with someone who listens and cares is more valuable to my mental health than any thing else I can do for it.

I think our callers on the lines get that same realness and benefit.

I give back because I have been where some of our callers are and I benefited hugely from someone who listened with compassion and care to me. Having the opportunity to give the value of being a person worth listening to, to someone else is meaningful for me."

— Victoria



A Message from Anna

"Hey, I'm Anna and I've been volunteering at Klinik since 2019! What got me interested in volunteering was the experience and learning I would gain and what's kept me at Klinik in my volunteer role is the personal growth I have experienced within myself. Also, the supportive environment cultivated at klinik with my fellow volunteers, staff and supervisors, has made a huge difference in my motivation and confidence as a crisis counsellor over the years. The growth I've experienced within myself has been probably the best part of volunteering at Klinik, since I noticed myself becoming more mindful during stressful situations and more open and compassionate to people's experiences and situations everyone finds themselves in. Being involved with Klinik allows me to give back to my community in a way that feels more concrete and aligned with my career goals, which is to be an occupational therapist. The skills I've developed when talking with callers I will definitely carry with me for the rest of my life, no matter where I end up. I honestly can't express how grateful I am to Klinik and all the staff for being such amazing supporters and providing me with this opportunity!"

— Anna

Donor Relations

Stephanie Bevacqua, Director of Development and Engagement



There are no words to express how deeply grateful Klinik is to have such generous supporters of our mission.

This past year we saw an incredible amount of support for the work that we do in the community. We were grateful recipients of \$90,000 from Kinsmen Jackpot Bingo, this funding was used towards providing life-changing healthcare and programming which included our crisis lines, drop-in counselling program, and it helped us implement critical safety elements within our building.

THANK YOU TO OUR GENEROUS FUNDERS

Addictions Foundation of Manitoba

Assiniboine Credit Union

Canadian Women's Foundation

Department of Justice Canada

Government of Canada

Neecheewam

Province of Manitoba

Public Health Agency of Canada

The University of Winnipeg

The Winnipeg Foundation

United Way Winnipeg

Winnipeg Regional Health Authority

Workers Compensation Board of Manitoba

In June, the Winnipeg Comedy Festival held a virtual night of comedy in support of Klinik Community Health. We raised over \$1,800 while enjoying some great laughs! A special thank you to the Winnipeg Comedy Festival!

Throughout the year we were grateful recipients from fundraisers throughout the Community!

- A huge thank you to the Manitoba Nurses Union who raised \$11,300.00 towards the Manitoba Suicide Prevention & Support Line
- Barn Hammer Brewery held a beer diversity workshop and raised \$670.00 towards our Sexual Assault Crisis Programming

In December, our community stepped forward and helped us Inspire Hope by raising over \$11,500.00 towards supporting individuals who may be experiencing mental and physical health challenges, addictions, trauma and other life-altering experiences.

A heartfelt thank you to all of our donors throughout the year, we wouldn't be able to offer the programs and services we do without your support.

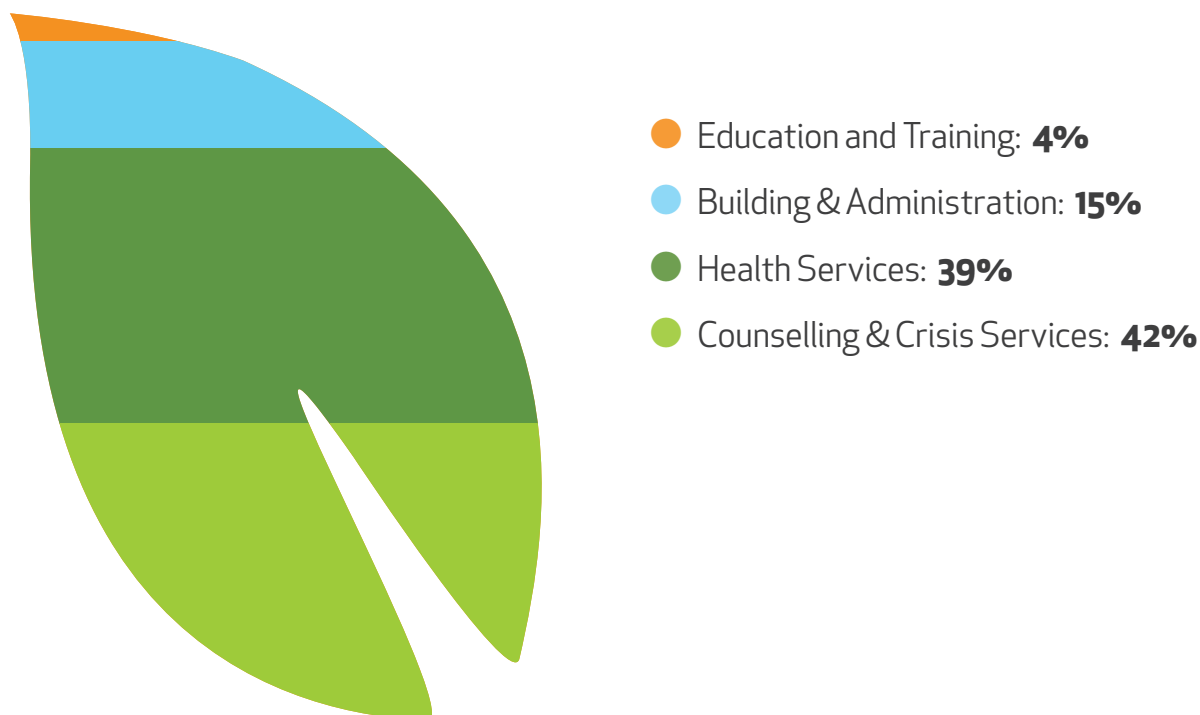


Financial Snapshot

Sources of Revenue



How the money is spent





167 Sherbrook Street
Winnipeg, MB R3C 2B7
Reception: (204) 784-4090
klinik@klinik.mb.ca

Klinik.mb.ca

Visit our other sites:



Supportline.ca



Reasontolive.ca



Trauma-informed.ca
Trauma-recovery.ca