



**Lanark Renfrew
Health & Community
Services**

**Annual Report
2019-2020**

Our Vision . . .

A community that is healthy and just and supportive of all.



Our Mission . . .

Together we support people and communities in achieving and maintaining their best possible health and social well-being.



We Believe . . .

In the right of all people to resources for good health, including peace, shelter, education, food, income, access to health care, a stable ecosystem, sustainable resources, social justice, equity and social inclusion.



Board Chair and Executive Director

In spite of the demands placed on our time and attention with the development of Ontario Health Teams, changes to the Ontario Autism Program, and most notably because of COVID-19, when we look back over the priorities that we set last year, the strength of Lanark Renfrew Health & Community Services (LRHCS) is demonstrated by our many successes.

- ◆ The Ontario Seniors Dental Program at the North Lanark Community Health Centre is now staffed with a Dentist, Dental Hygienist and Dental Assistant. These positions will also increase the access to the Health Smiles Program for children. Access to these oral health programs and services will be available in Cobden in the near future.
- ◆ We have had a strong presence in the development of Ontario Health Teams and have advocated for an OHT model that reduces barriers in care delivery for the people we serve.
- ◆ In Renfrew County, our voice was heard and resulted in two major investments and expansion to Primary Care services in Eganville and Cobden. Advocacy efforts to maintain banking facilities in Beachburg successfully raised the profile in regional and national media outlets about the importance of retaining banking services in rural communities.
- ◆ In response to new funding models, particularly for Autism services, we engaged a Communications firm to help us develop a Business and Marketing plan to help us compete in this new environment.
- ◆ We continue to increase our use of technology to improve our efficiency in a number of ways. This past year we implemented a new electronic payroll system, transitioned to a new province-wide Electronic Medical Record, expanded our use of tablets for client and participant registration and client surveys, among others.

With the onset of COVID 19, there have been many challenges both at work and in our family lives. The commitment of our Board and Staff and their resiliency is evident as they made the transition to meeting and working remotely to ensure that all our essential services continued with minimal disruption.

Lanark Renfrew Health & Community Services is an organization that continues to change and develop to better serve the people in our communities. Our strengths have helped us through a difficult time and demonstrated how we can draw on the expertise that exists across our organization to meet the many challenges and opportunities as they arise.

Many thanks to all for a job well done.

Warm regards,

Fay Bennett, Chair of the Board

John Jordan, Executive Director

Financial Statement

Summary of Revenues and Expenses

	Mar 31, 2020	Mar 31, 2019
Revenue	18,125,533	15,890,936
Expenses	17,577,768	15,204,444
Excess of Revenue over Expenses	547,765	686,492

Summary of Financial Position

	Mar 31, 2020	Mar 31, 2019
Assets		
Current Assets	4,304,561	4,316,882
Capital Assets	6,591,737	6,171,476
	10,896,298	10,488,358
Liabilities		
Current Liabilities	2,567,308	2,587,828
Long Term Liabilities	4,405,509	4,524,814
	6,972,817	7,112,642
Net Assets		
Invested in Capital Assets	2,186,228	1,425,242
Unrestricted Assets	1,737,253	1,950,474
	3,923,481	3,375,716

Notes:

1. This year the operations of the organization generated a surplus in revenues over expenditures equivalent to 3% of total revenues. This surplus is added to the organization's reserves.
2. The Family Relief program manages individualized client funding on behalf of the client. These funds are tracked separately on an individual basis and are shown in a separate section of the Statement of Operations in the audited financial statements.

Complete copies of the audited financial statements are available by contacting info@lrhcs.ca

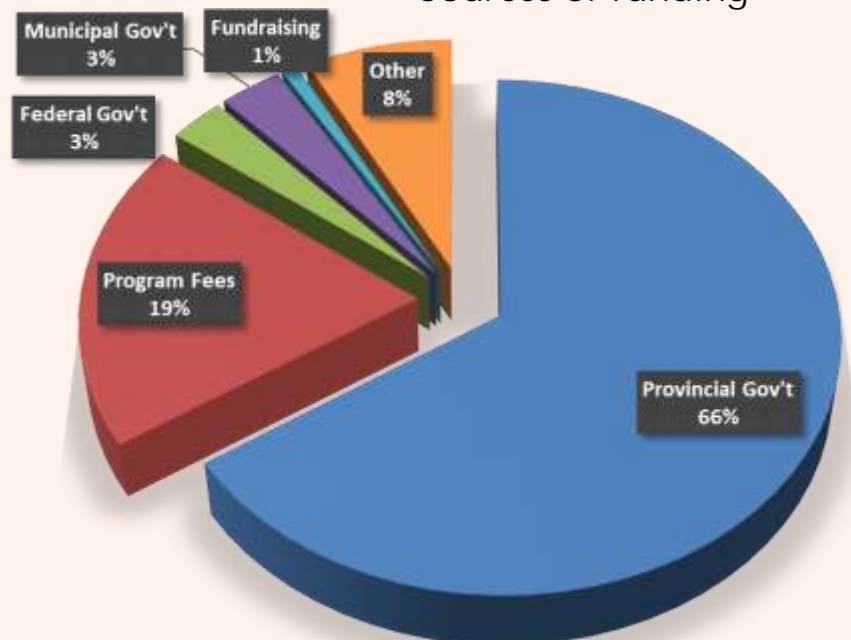
What are reserves and why are they important?

Reserves (Unrestricted Assets in the Financial Statements) are essentially the accumulation of unrestricted surpluses and thus available for use at the discretion of an organization.

The presence of a reserve increases an organization's ability to manage risks and to absorb or respond to temporary changes in its environment.

(source: www.nonprofitaccountingbasics.org)

Sources of funding



Strategic Directions - We will . . .



Maintain and further develop excellence in meeting health and community needs;

Provide leadership and work towards equity to sustain and build the health and well-being of our rural communities;



Promote the engagement and well-being of staff and volunteers to strengthen our organization.



A Few Highlights . . .



106 CHC group programs offered;
12,289 CHC group attendance



Lung Health clients see a:

- ◆ 85% drop in hospital admissions
- ◆ 53% drop in Emergency Department visits
- ◆ 36% drop in visits with primary care provider

440

back-to-school
backpacks
distributed by
Connections



94% of participants in
mental health programs
have improved ability to
manage day-to-day stress.



21,356 volunteer hours
contributed by 226
volunteers

447 adults and children
supported by Family Relief



23,500+ visits to access
CHC health services



13,806 hours of
enhanced support to
integrate children with
special needs into
licensed child care

Client and Participant Thoughts . . .

“I had severe anxiety and barely left my house. Now I attend several groups and have the support to become the best mom I can be!” (Connections Program)

“I learned new things”

“I’ve met many friendly people”

“Oh my, where to begin? To be kind to myself, my family, my friends—it truly helps, helped, will help as I travel my senior years.” (Mindfulness Based Stress Reduction Program)

“...has been a great asset to our family as both a consultant on behaviour and an advocate with the school. I have nothing but praise for the program.”

(Behaviour Development Program)

“It shined so much light on my eating habits! I now realize it is not an issue of willpower but of habits that need to be changed. It is so finally achievable!”

(Craving Change Program)

“I am very grateful for this health centre. My past year would have been very different without your care. Thank you!”

“I still have a long way to go, but this program has given me back my life....Friends and family have noticed my mobility has increased. I was able to get down on my knees to clean a bathtub for the first time in six years. This program has done wonders for me” (Lung Health Program)

“We have received support we never could get somewhere else with anyone else!”

(Home Visiting Program)

“The Link has given me a place to go, a chance to ease my way back out into the community, to get out and socialize with other people who are non-judgmental and have similar issues.”

“It made me feel closer to my community and like I belong.”

Staff Years of Service

The Board of Directors is proud to honour the following staff for all their time, hard work, and dedication to this organization.

30 Years

Penny Pitcher

25 Years

Joanne Guthrie

15 Years

Heather Robinson Lydia Seaby
Kate Ford Paula Coleman
Kathleen Crowe Shauna Trachy
Lara Mylly Susan Hanssen
Teri Rheume

10 Years

Brenda Arbery
Caroline Savage
Jacqueline Kirkland
Renata Dekeyser

Staff Retirements

Lynda Cameron, ABA Instructor/Therapist
Laurraine Normandin, Payroll Administrator
Margie Cliché, Chronic Disease Nurse
Monica Dando, Infant Development Worker
Sherry Baltzer, Social Worker



Board of Directors

What is Governance?

"Governance is a process of providing strategic leadership by setting direction, making policy and strategy decisions, overseeing and monitoring organizational performance, and ensuring overall accountability."

Renz, An Overview of Nonprofit Governance.

Executive

Fay Bennett, Chair

Bonny Johnson, Vice-Chair

Warren McMeekin, Secretary/Treasurer

Tom Baumgartner, Past Chair

Board Members

Andrea Brett

Barbara Drake

Bill Janes

Cynthia Carver

Gwen Bennett

Joseph Trimm

Kim O'Conner

Linda Russell

Deborah Duffy

thank you


Retiring from the Board

Bill Janes (6 years)

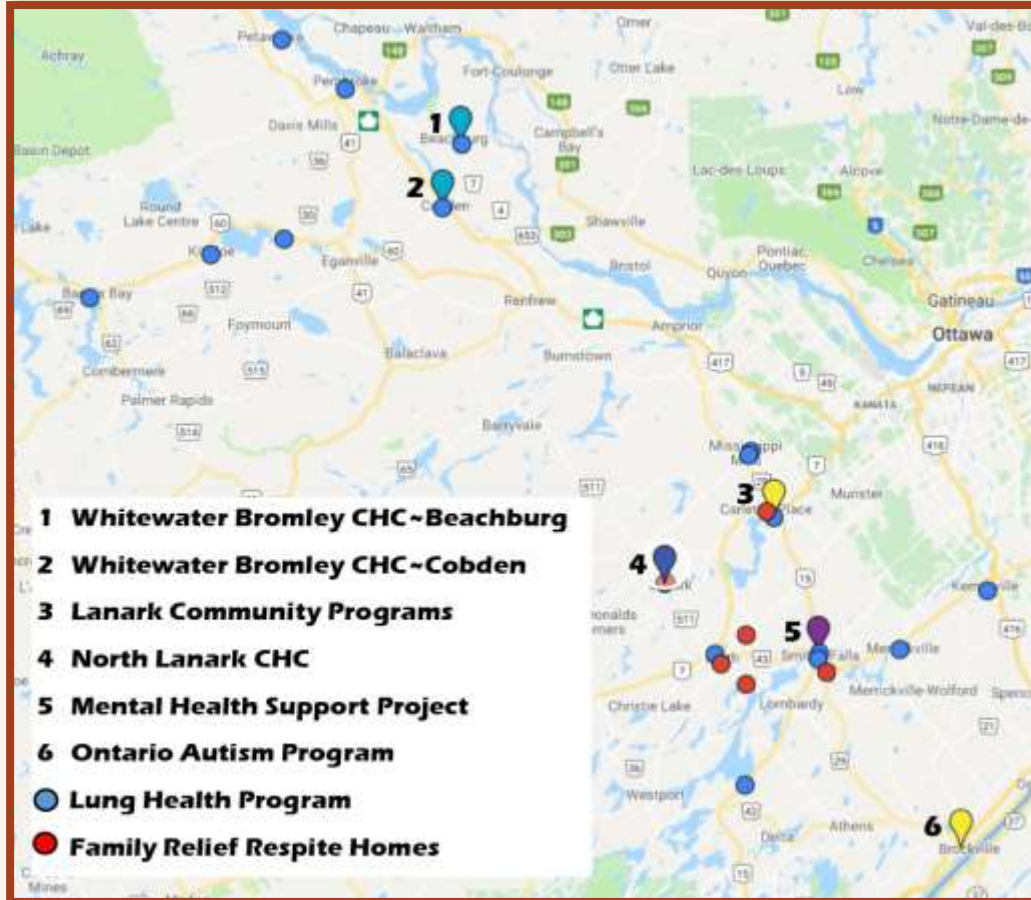
Fay Bennett (3 years)

Joseph Trimm (3 years)

Linda Russell (2 years)

Warren McMeekin (3 years)

Where to find us



Lanark Community Programs (LCP)
30 Bennett Street
Carleton Place, Ontario K7C 4J9
Phone: 613-257-7121
www.lcp-home.com



North Lanark Community Health Centre (NLCHC)
207 Robertson Drive
Lanark, Ontario K0G 1K0
Phone: 613-259-2182
www.nlchc.ca



Whitewater Bromley Community Health Centre (WBCHC)
20 Robertson Drive
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Phone: 613-582-3685
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