

Langs Board of Directors
November 26, 2024
5:30 – 7:30 pm
E206
AGENDA



Item	Time	Topic	Presenter	Purposes/Outcome Required		
				Info	Discussion	Decision/Motion
1. Welcome and Call to Order						
a)	5:30 pm	Welcome and Call to Order - Recognition of Quorum - Declaration of Conflict of Interest - Territorial Acknowledgement	Denise Brendan Wylie-Toal	X X		
b)	5:35 pm	Chair Remarks - Chamber Award - Council Meeting – December 3 rd , 2024 - Community Holiday Dinner - December Meeting Location	Denise	X		
c)	5:40 pm	Approval of Agenda	Denise			X
d)	5:43 pm	Approval of Consent Agenda	Denise			X
Consent Agenda						
		Board Minutes from October 29, 2024	Enclosed	X		
		Community Services Report	Enclosed	X		
		Recruitment and Special Events Committee Report	Enclosed	X		
2. Board Development						
Connectivity Presentation			Elizabeth Lougheed, Health Guide			
3. Internal and Committee Reports						
a)	6:00 pm	CEO's Report	Debbie		X	X
b)	6:15 pm	Treasurer's Report	Brad		X	X
c)	6:20 pm	Finance and Sustainability Committee	Brad		X	X
4. Updates						
a)	6:30 pm	CND OHT	Stephen/Debbie	X		
b)	6:40 pm	Alliance for Healthier Communities	Debbie	X		
c)	6:50 pm	Ontario Health West	Debbie	X		
5. Other Business						
a)	7:00 pm	Questions/Feedback/Discussion	Jen	X	X	
6. Meeting Adjournment						
Motion to Adjourn			Jen			X
Date of Next Meeting:		December 17, 2024		at Galt Country Club		

b) Alliance for Healthier Communities				
<ul style="list-style-type: none"> Actively advocating for funding for primary care and recruiting member organizations for support 		✓		
c) Ontario Health West				
<ul style="list-style-type: none"> Looking at primary care expansion. OHW and province meeting scheduled to discuss how we are doing with recruitment and numbers. 		✓		
5. Other Business				
a) Policy Reviews				
<ul style="list-style-type: none"> Summary of changes included in the package were reviewed individually by the board. Changed requested: separate bankruptcy and death and remove CND OHT requirement from Past Chair duties. The updated manual was sent to the board members. 		✓	✓	
<p>MOTION (Denise/Nana) to accept the changes to the board manual pending the changes noted above. CARRIED</p>				✓
b) Questions/Feedback/Discussion				
6. Meeting Adjournment				
<p>MOTION (Sabrina/Stephen) to adjourn this meeting of the Langs Board of Directors. CARRIED</p>				✓
Chairperson	Jen Davis	Secretary	Nana-Afia Agyeipah	

DRAFT

Community Services Committee Report November 2024

Board Information

The Committee met with four (4) members in person, and one (1) who attended virtually. Guest speakers included Volunteer Coordinator and Special Events Assistant, Sandra Colwell; Community Youth Worker, Julia Louro; and Youth Wellness Hub Coordinator, Derek Wilson.

The meeting opened with the Territorial Acknowledgement read by Denise Carter, followed by an Indigenous Podcast story called "The Cricket and The Creator" shared by Dave Cooke.

Kim Cusimano of the City of Cambridge shared the new Age-Friendly Community Services Guide created, noting the desire for communication and paper copies that came from the survey results. The goal is to empower individuals in the community to know what programs and services are available for them. The City is still receiving feedback, electronically over the phone.

Derek Wilson shared an update about the Youth Wellness Hub with the Committee. The Youth Wellness Hub is experiencing a period of exponential growth, with Q1 and Q2 attendance numbers surpassing the visit goals for the year. The Youth Wellness Hub is also looking at exploring offerings for 2SLGTBQ+ and Indigenous Youth Organizations as well as expanding services to North Dumfries.

One (1) new internal proposal was presented to the Committee: Krafty Kidz is a program for children in grades 4 and 5. The goal for the group is to explore creativity which also includes a Valentine's Day collaboration with Fairview Mennonite home.

Julia also provided the Committee with an update on the After School program including very successful current and upcoming partnerships, and a new Mindfulness program that has been added. Holiday Break programs for youth at Langs are scheduled for 3 days during the two weeks of school break.

Sandra shared an update about the upcoming Community Holiday Dinner. The dinner is scheduled for Wednesday, December 11th, 2024, from 5 to 7:30pm. Family's names are entered into a dinner lottery which can be entered until November 29th, with the funds supporting 200 registrants. Langs has not had to implement the lottery over the last few years; however, this year there has been an increase in expenses and participants. Committee members are encouraged to reach out to either Sandra or Alison if they are interested in attending.

Programs are well attended, and we continue to see a high number of participants accessing food support and attending community dinners.

Respectfully Submitted,
Denise Carter, Committee Chair

Recruitment Committee Report November 2024

For Board Information

The committee met November 12th at Langs.

Board Recruitment Committee Details

- The committee reviewed the schedule of meetings and determined the dates and times for the group to meet
- The terms of reference and recruitment policies were reviewed. Changes will be made to the screening section to support review social media review.
- The committee selected the chair of the committee, Nana Afia Agyeipah

Board Membership

- The committee discussed the current board membership and the skills inventory including current gaps and committee representation
- The committee determined the current gaps are legal, clinical/health care, and real estate, and given the number of spaces (3) recruitment will be focused on these areas
- One application for board membership was reviewed however they did not fit the current gaps noted above.

Annual General Meeting

- The committee selected June 17th, 2025, for the Annual General Meeting
- Some themes for the Impact Report were brainstormed. The board is asked to share any ideas they might have with the recruitment committee.

Next Steps

- The committee will review the skills inventory survey at the next meeting

Respectfully submitted,

Nana Afia Agyeipah,
Committee Chair

Connectivity
Waterloo Region



Connectivity
WATERLOO REGION

Why
collaborate?



Police Perspective

- 80% of calls to Waterloo Regional Police Service are non-criminal in nature.
- These calls involve mental health and addictions, family/parenting issues & neighbour disputes, issues related to homelessness and community safety.



Introducing Connectivity

- Weekly meeting that brings together police, education, health, justice, and social services.
- Decision-making by consensus.
- Collaboratively address situations of **acutely elevated risk**.
- A sub-group is formed to be immediately responsive (e.g. able to intervene the same day or next day).
- Goal/long-term vision of reducing crime, emergency room admissions, child protection cases, prosecutions, and youth victimization.

The Many Agencies around the Table



Defining Acutely Elevated Risk (AER)

- Chronic conditions (like poverty, addictions and negative parenting) have accumulated to the point where a crisis is imminent;

Question: would we be surprised if harm happened today, tomorrow or the next day if nothing is done now?

- New circumstances have contributed to significantly increase chances of severe harm or victimization;

Question: is there a reasonable expectation that harm will occur if nothing is done, and is it reasonable to assume that disclosure at the table would minimize/prevent harm?

- The effort to mitigate risk and thus avoid harms exceeds the capacities of any one agency or even two agencies acting in partnership.

Four Filter Process

- **Filter 1:** Screening by Originating Agency
- **Filter 2:** Presentation at Connectivity
- **Filter 3:** Share limited identifying information
- **Filter 4:** Involved agencies plan intervention

Conclusion of a Situation

- The Connectivity Table reviews the situation the following week to determine whether or not the situation is still at acutely elevated risk.
- If there is no longer elevated risk, the situation is closed.
- If the situation is still at risk, or if future actions are pending, the situation is kept open and another update will be given the following week.

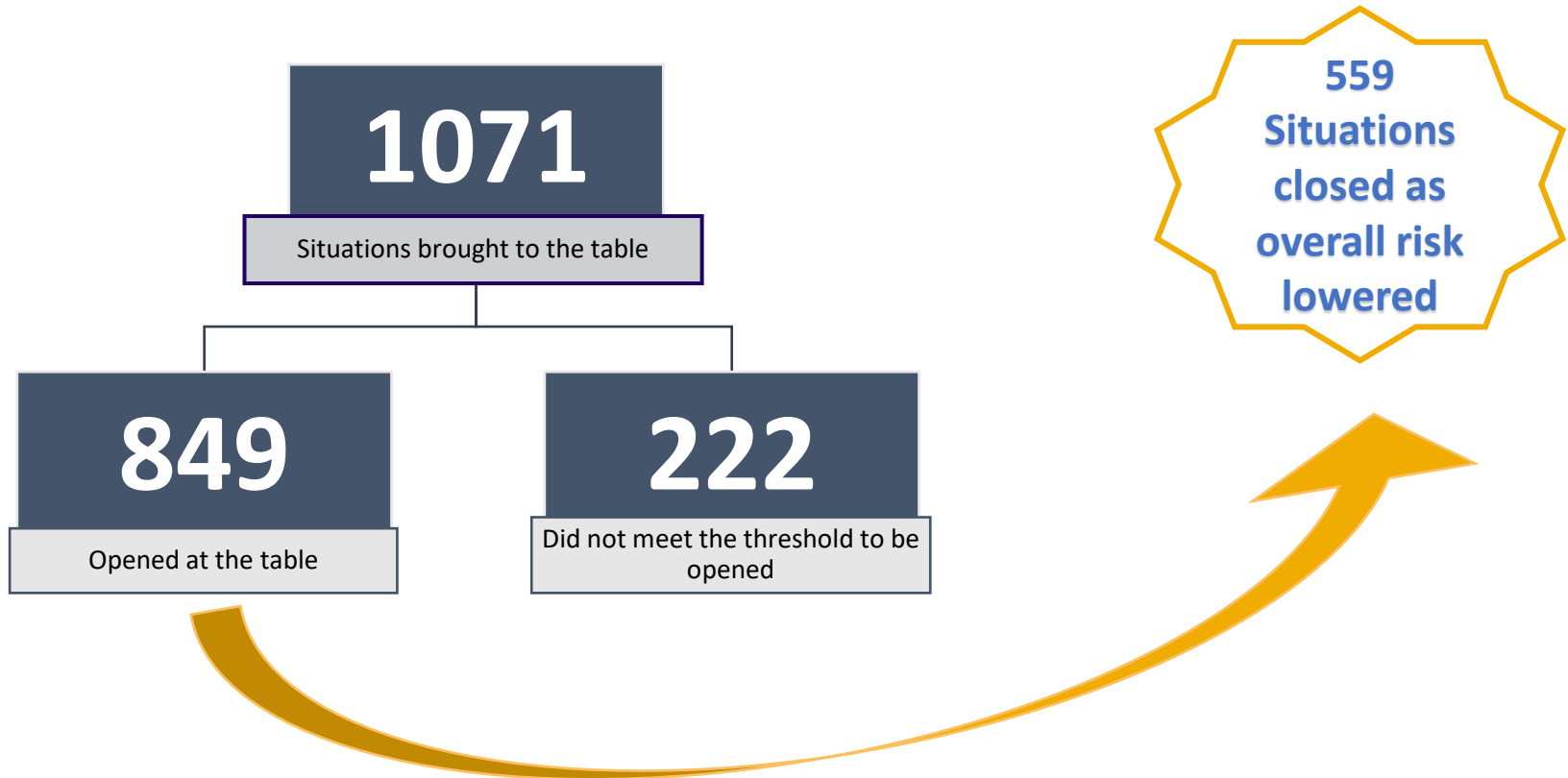
Working Differently



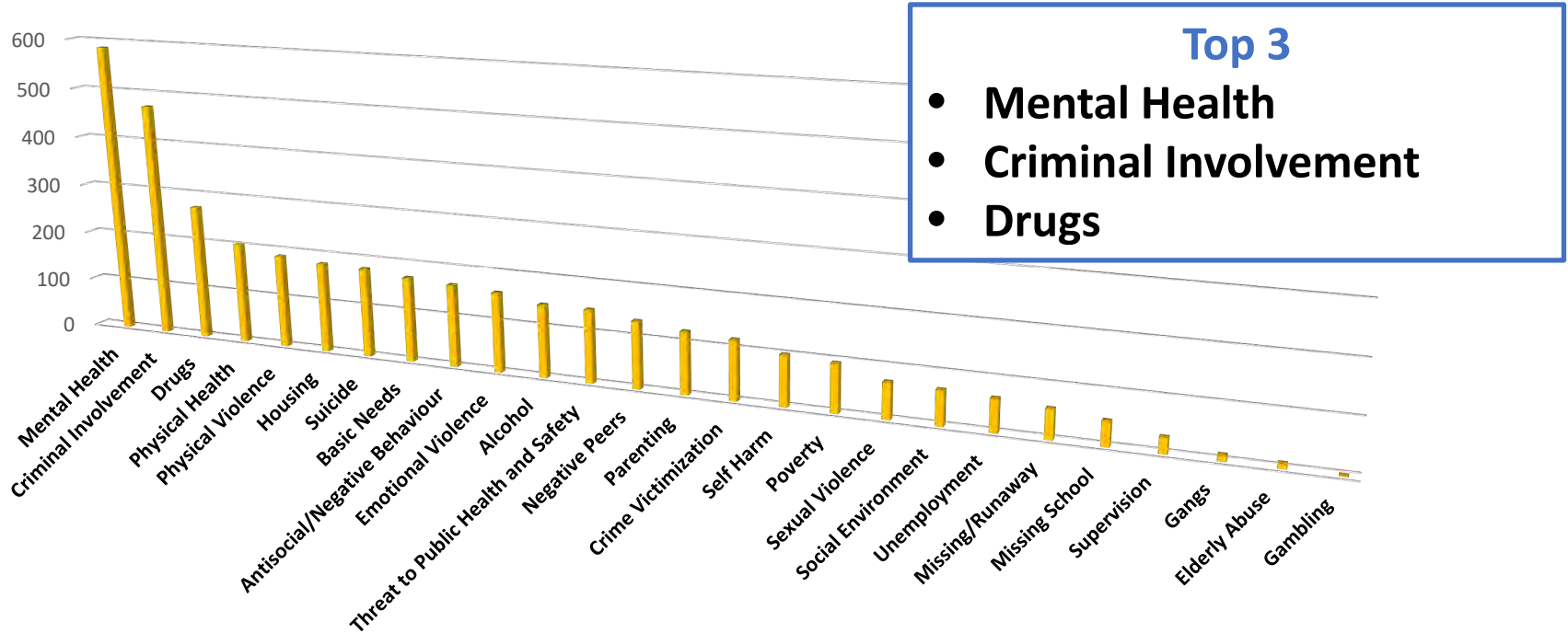
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Situations
mitigated
away

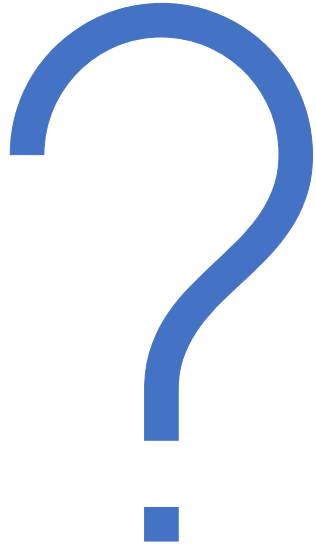
- Connectivity Tables in Waterloo Region have fostered enhanced communication and cooperation among member agencies.
- The result is that numerous potential situations are being mitigated away by Connectivity partners prior to reaching a level of acutely elevated risk, which traditionally required emergency services (e.g. police, ambulance, and crisis response).

Quick Stats – Since 2014



Risk Factors since 2014





Questions?

Monthly CEO Report

Month/Year: _____ November 2024 _____ Submitted by: ____Debbie Hollahan_____

Alignment with Strategic Directions	Activities/Program Updates
<p>Participants</p>	<p>Community Services:</p> <ul style="list-style-type: none"> • Youth engagement in the Youth Wellness Hub continues to be at an all time high. In the month of October there were 496 visits to our space which includes the Tech Centre, Maker Space, Hoops, Mental health supports and a Mental Health Workshop. • Utilizing Hallman funds to hire additional youth worker and youth mental health worker • North Dumfries received \$14,450 from the Waterloo Region Community Foundation for Capital projects. These funds will go towards the creation of a youth Tech Center similar to the one at main site. <p>Clinical:</p> <ul style="list-style-type: none"> • Four new referrals made through the Links2Wellbeing project (social prescribing) • Over the past month, North Dumfries onboarded 105 new patients and Cambridge onboarded 24 new patients. The current waitlist is 0 in ND and 425 in Cambridge. • The Flu Clinics have been very successful. Conestoga Nursing partnership continued with assistance with clinics at both sites. In October, there were 164 vaccines given in ND and 116 in Cambridge (including community clinics and IPC clinics). New this year, St. John’s Ambulance Therapy Dog program was invited to participate at clinics. There was great feedback from participants, especially to improve the experience of children during their vaccination. • Dr. Blew ADHD Clinic had 5 initial assessments in October and 6 in November. • Prenatal clinic received 3 referrals in October (13 to date) • Gender Affirming Clinic team meeting in November will include Dr. Thompson, the MD providing support for Dr Heather McKenzie (Endocrinologist), and MD for SHORE Gender Affirming Clinic. Discussion to include ways to collaborate and coordinate care at Langs, as well as creating a Community of Practice locally for the teams. Dr. Callaghan started discussion with CMH re: first patient looking for surgical intervention – considering this as a “trial” patient for proposed clinical pathway in between Langs and CMH gender services. <p>Diabetes Program:</p> <ul style="list-style-type: none"> • 243 total referrals this month. • 52% of individual appointment with Diabetes team were in person • Continue to off virtual group classes.

Monthly CEO Report

	<ul style="list-style-type: none"> • GDM clinic busy with 39 women attending • Pediatric clinic going well with 27 appointments • 106 class participants attending Let's Move! exercise class • The Community Massage Pilot, in partnership with Mohawk College and our in-house kinesiologist, will wrap up this month. This initiative was designed to provide massage therapy to Community clients without private insurance for physiotherapy or massage therapy, improving their chronic injury pain management and daily living activities through consistent massage sessions. The Quality Improvement Committee are excited to share the results of this pilot in the new year. • The DEP team presented 2 outreach presentations: Healthy Eating presentation at Ted Wake Centre, City of Cambridge, and Foot Health presentation for Live & Laugh group with 20 people <p>Social Work:</p> <ul style="list-style-type: none"> • SW Waitlist for the end of October is 84. The SW team is planning rapid access single session clinic/intake to manage growing waitlist. It would allow for timelier first point of contact, and connection to appropriate external supports for those who may not be suitable for Langs Services (for example very complex couples needs). It would also allow for single session support for those who may only be seeking brief intervention. <p>Health Guides:</p> <ul style="list-style-type: none"> • Langs will be presenting the Health Guide program and an overview of the Health Guide role to the Cambridge Geriatric Community of Practice meeting in November <p>Self-Management Program:</p> <ul style="list-style-type: none"> • Upcoming events for healthcare providers planned – anticipate exceeding target this year. • Sleep 101 and Intro to SMP workshops being offered across the community. • The focus has been on marketing and planning for rebranding.
<p>Communities</p>	<p>Events:</p> <ul style="list-style-type: none"> • Giving Tree Sponsorship program, supporting working individuals and families who are patients/participants of Langs is underway and has been well supported this year. • Increased demand for this program from families this year. • Langs is celebrating Diabetes Awareness throughout November, highlighting our Diabetes Education program and supporting those living with Diabetes. <p>Upcoming Events:</p>

Monthly CEO Report

	<ul style="list-style-type: none"> The Community Holiday Dinner will be hosted at Langs on Wednesday December 11 at 5pm <p>Partners:</p> <ul style="list-style-type: none"> Rhythm and Blues Cambridge is a local, black-led, grass-roots organization established in 2019. Langs was approached to be the host site for their new <i>Male Black Excellence program</i>, a one-of-a-kind program not offered anywhere else in the Region. This partnership aligns with our goal to ally ourselves with equity-deserving groups who serve marginalized communities, and it is highlighted in our IDEA workplan. The group will be onsite on Saturdays until the New Year. AFHTO Conference Poster presentation on Streamlining Access to Care via Regional Central Intake was a success and follow-up opportunities from the event included Lower Limb Preservation talks with New Vision FHT team.
<p>Systems</p>	<p>RCC- Central Intake:</p> <ul style="list-style-type: none"> One-year funding approved (\$1.2M), with request for up to 5 additional years, impacting Cataract and Orthopedics. Funding is part of Ontario Central Waitlist Management strategy. Initial funding will include a manager position, and expansion of database coordinator position, along with one-time costs. Will also cover project manager from eCE and physician consultants. Preparation for next steps in alignment with provincial direction for Cataract CI hub. Diabetes referral volume remains high. Regional network meetings are active and rotate monthly between the Adult Diabetes Network and Pediatrics Network. ORTHO referral volume remains high. OSDCP CI is under 800 names now on the list. Focus on movement to, and uptake of Federal program by clients on waitlist. <p>OHT:</p> <ul style="list-style-type: none"> Frailty pilot project launched is delayed slightly (mid- late November), with one physician from Delta participating in pilot. Training for Health Guides is completed in preparation for referrals.
<p>Capacity</p>	<p>HR:</p> <ul style="list-style-type: none"> There are two expansion funded positions, Chiroprapist and RPN, IPC, remain open, but we are close to filling both. Facility/Maintenance (Nathan) resigned Nov 27th – interviewing 11 staff have been assigned additional Cyber Security Training through the Alliance after clicking suspicious links during the Phishing exercise.

Monthly CEO Report

	<p>Social/Wellness:</p> <ul style="list-style-type: none"> • Preparations for the holiday dinner are underway, and excitement is building for the Langs staff dessert cookbook, a fundraising project that's brought out the creativity in our team. <p>IDEA:</p> <ul style="list-style-type: none"> • Training sessions continue for IDEA 101 and Spectrum Rainbow Health Training. • The IDEA Action Team is undergoing a review of the current workplan to ensure it aligns with the organization's IDEA Strategy. <p>Funding:</p> <ul style="list-style-type: none"> • Giving Tuesday (December 3, 2024) – social media campaign on that day • Year end donations (end of 2024 calendar year) will be encouraged through email blast to subscribers <p>Building:</p> <ul style="list-style-type: none"> • Awning for the North Entrance to be installed by Nov. 30th • Our application for institutional zoning is being presented to City Council Dec 3, 2024, for 3 Doors Down. A zoning notice was posted at the House ahead of that meeting. • Construction completed in ND. • Revision of meeting room to 3 offices in DEP area to take place over holidays. • Architect consulted to review clinical admin area • A Security Guard has been hired for the evenings.
<p>Quality/Risk Management</p>	<p>Risk Management:</p> <ul style="list-style-type: none"> • The Professional Practice Committee (PPC) has started work on a new AI policy addressing both clinical and non-clinical uses. Key considerations include acceptable use guidelines, client consent, and a structured process for evaluating and implementing new technologies. Aim to offer AI Scribe for physicians and NPs first with potential to expand to other clinicians. • We have just submitted our Year 2 cycle of HIROC's Risk Assessment Checklist (RAC), focusing on privacy, security, and fire loss prevention for this risk cycle. Our recent HIROC webinar on scaling cybersecurity in the community sector was well-received, garnering positive feedback from HIROC and various CHCs. Due to the high level of interest, HIROC plans to distribute the presentation to a broader audience.
<p>Challenges</p>	<ul style="list-style-type: none"> • Compensation

Monthly CEO Report

	<ul style="list-style-type: none">• Increasing number of people utilizing showers and lounge area. Working group established to develop guidelines for shower use.• Space for YWH
On Radar	<ul style="list-style-type: none">• HART Hub funding• YWH – anticipating announcement to be selected a YWHO (Provincial pgm)• Seeking clarification re: new legislation re: police checks for organizations with children and youth• RCC space – may expand into OHT space• RFP issued for Strategic Planning in new year (spring)• Reserve fund study TBD in new year. Request for quote sent to previous company.
Additional Items/Updates	<ul style="list-style-type: none">• New website launched!• New board portals available – expect information ahead of the December meeting!• Langs was awarded “Organization of the Year – 11 and over employees” on November 14th at the Cambridge and North Dumfries Community Awards.

STATEMENT OF FIDUCIARY COMPLIANCE FOR THE PERIOD ENDING October 31, 2024

TO THE BOARD:

We attest that to the best of our knowledge and belief:

FINANCIAL:

- The financial statements have been prepared in accordance with generally accepted accounting principles.
- There have been no changes in accounting principles during the fiscal year to date.
- All cheques disbursed during the fiscal year have been signed in compliance with the signing authority limits established by the Board.
- All salaries, wages and related withholdings have been paid in full when due.
- We are in compliance with the covenants outlined in its banking and credit agreements at the moment.
- All necessary returns of financial information have been filed on time with the appropriate regulatory bodies and any necessary remittances made as listed:
 - a. monthly:
 - WSIB and EHT Premiums Remittance
 - Payroll Deductions Remittances filled weekly
 - Bingo Monthly Report
 - HOOPP – contributions to the Pension Plan
 - b. quarterly:
 - MOHLTC/Trial Balance – 2nd Quarter
 - Ontario Health West – 2nd Quarter
 - Heritage Funding – 2nd Quarter
 - c. yearly:
 - none

There are no known contingent liabilities except for those related to normal pending insurance issues.

GENERAL:

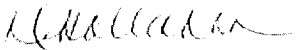
- LFVA is in compliance with all funder requirements.
- LFVA is not in breach of any applicable governing legislation.

The CEO and other appropriate officers of Langs Farm Village Association to the best of the Board's knowledge and belief, confirm that Langs Farm Village Association has fulfilled its obligations under the M-SAA during this period. Without limiting the generality of the foregoing, Langs has complied with:

- i. Article 4.8 of the M-SAA concerning applicable procurement practices;
- ii. The OH Connecting Care Act, 2019

Dated November 13, 2024

Signed:



Debbie Hollahan, CEO



Kate Calija, Director of Finance

Langs Farm Village Association
Statement of Financial Position
For the Seven Months Ending October 31, 2024

	<u>October 2024</u>	<u>October 2023</u>
ASSETS		
Current Assets		
Cash on Hand	4,310,525	3,962,197
Investments	10,006	10,006
Accounts Receivable and HST Recoverable	147,748	154,565
Prepaid Expenses and Accrued Interest	<u>31,623</u>	<u>31,623</u>
Total Current Assets	4,499,902	4,158,391
Non-Current Assets		
Accounts Receivable -LCDC	<u>641,564</u>	<u>641,564</u>
Total Non-Current Assets	641,564	641,564
Capital Assets		
	<u>2,793,185</u>	<u>2,046,077</u>
Total Assets	<u>7,934,650</u>	<u>6,846,032</u>
LIABILITIES		
Current Liabilities		
Accounts Payable and Accrued Liabilities	1,403,127	926,132
Deferred Liabilities and Unearned Contributions	2,240,483	2,137,474
MOHLTC Recoverable	606,593	757,249
Total Current Liabilities	<u>4,250,203</u>	<u>3,820,856</u>
EQUITY		
Equity in Capital Assets	164,039	342,687
Reserve Funds and Previous Year Surplus	2,867,163	2,429,885
Current Operating Surplus	<u>653,245</u>	<u>252,604</u>
Total Equity	<u>3,684,447</u>	<u>3,025,177</u>
Total Liabilities and Equity	<u>7,934,650</u>	<u>6,846,032</u>

Langs Statement of Operations as at October 31, 2024

CURRENT MONTH REPORT

	Current Month Actual	Monthly Budget	Monthly Variance	Explanation of significant monthly variances (over \$10,000)
REVENUE				
Ontario Health West Funding	1,043,856	1,036,010	7,846	
Provincial Gov't Funding	22,564	19,937	2,627	
Municipal Gov't Funding	90,313	90,312	1	
Grants	182,150	187,851	-5,701	
Program/User Fees	3,127	3,750	-623	
Rental Income	25,376	21,899	3,477	
Interest Income	15,429	0	15,429	
Bingo	1,248	1,333	-85	
TOTAL REVENUE	1,384,063	1,361,093	22,970	
EXPENSES				
Salaries and Benefits	1,058,404	1,085,906	27,502	some of the one-time funding positions are still to be filled
Purchased Services	72,338	77,724	5,386	
Administration & Office Expenses	44,558	48,185	3,627	
Professional & License Fees	0	2,127	2,127	
Program Supplies	54,857	60,132	5,275	
Special Events	0	490	490	
Rent, Utilities & Occupancy Costs	80,589	73,139	-7,450	
Medical Supplies	4,550	4,518	-33	
Non-Insured Patients	0	333	333	
Travel and Training	9,121	8,540	-581	
TOTAL EXPENSES	1,324,417	1,361,093	36,676	
NET INCOME	59,646	0	59,646	

Langs Statement of Operations as at October 31, 2024

YEAR TO DATE REPORT

	Yearly Budget	Fiscal YTD Actual	YTD Budget	YTD Variance	Explanation of significant YTD variances (over \$10,000)
REVENUE					
Ontario Health West Funding	12,432,122	7,252,102	7,252,071	31	
Provincial Gov't Funding	239,239	119,894	139,556	-19,662	shortfall due to the MTCS funding paid in 3 installments rather than monthly
Municipal Gov't Funding	1,083,748	632,326	632,186	140	
Grants	2,254,211	1,322,934	1,314,956	7,978	
Program/User Fees	45,000	58,287	26,250	32,037	YTD amounts higher than the budgeted due to summer program enrollments paid in April and May; surplus will offset the salary expenses for our summer students
Rental Income - Concession Rd	262,792	165,107	153,295	11,812	includes room bookings
Interest Income	0	105,946	0	105,946	
Bingo	16,000	18,746	9,333	9,413	
TOTAL REVENUE	16,333,112	9,675,342	9,527,649	147,693	
EXPENSES					
Salaries and Benefits	13,030,870	7,204,310	7,601,341	397,031	some of the one-time funding positions are still to be filled variance due to the timing of some expenses, for example dental specialist payments and OHT Clinician payments
Purchased Services	932,691	434,824	544,070	109,246	
Administration & Office Expenses	578,215	332,837	337,292	4,455	
Professional & License Fees	25,525	14,500	14,890	390	
Program Supplies	721,585	416,440	420,925	4,485	
Special Events	5,875	3,387	3,427	40	
Rent, Utilities & Occupancy Costs	877,664	518,104	511,971	-6,133	
Medical Supplies	54,210	39,719	31,623	-8,097	
Non-Insured Patients	4,000	0	2,333	2,333	
Travel and Training	102,477	57,976	59,778	1,802	
TOTAL EXPENSES	16,333,112	9,022,097	9,527,649	505,552	
NET INCOME	0	653,245	0	653,245	

Langs Statement of Operations as at October 31, 2024

Surplus Breakdown as at October 31, 2024:

Ontario Health West	498,112	Surplus mostly due to timing of some positions paid out of the one-time funding still to be filled
Other Sources of Funding	155,133	Surplus mostly due to the timing of some expenses
	<u>653,245</u>	

Langs Finance and Sustainability Committee Report November 2024

Board Information

The Finance and Sustainability Committee met via Teams on November 19, 2024

The Committee reviewed the following:

- One-time compensation increases to staff
- Changes to the Finance Manual
- Spending plan for the property tax refund

Board Approval

Motions:

- That the Langs Board approves 2% one-time pay increase and 2% one-time bonus to staff
- That the Board approves the changes to the Finance Manual as presented

Brad Ratz
Finance and Sustainability Committee