



1145 Concession Road
Cambridge, ON
N3H 4L5

November 20, 2024

Langs Strategic Planning Request for Proposals

Request for Proposals

Langs is inviting interested consultants to provide a detailed quote to support our organization with a new and refreshed strategic plan. <https://www.langs.org/about-us>

Background:

Langs began as a neighbourhood organization in Cambridge in 1987, grounded in a strong community development model to address the social determinants of health. Langs is now a community hub including a Community Health Centre for both Cambridge and North Dumfries with several satellite locations. Our urban site in Cambridge offers a large centre (64,000 sq feet) including 27 on-site social service partners, 3 specialists, a walking track, gymnasium, resource centre and green space. The hub model provides a variety of services to Langs' clients under one roof. Langs serves a diverse population that spans urban and rural geography.

Langs is governed by a Board of Directors with up to fifteen volunteers elected to provide overall governance of the corporation, on behalf of the community within the catchment area, as per the By-laws and incorporation documents as well as funding agreements. Langs board has chosen to operate as a policy governance board, meaning that the board's focus is on creating the vision, mission, values and strategic directions for the organization on behalf of the community. Langs is both a publically funded organization and a charitable organization.

Langs employs a total of approximately 140 employees across all locations. Employees include physicians, nurse practitioners, nurses, social workers, dietitians, community workers, health guides etc. who offer a wide variety of primary health care and community services through a shared model of care. This team provides needed care for clients who have limited income or resources, including individuals who have significant mental health and addiction challenges. Langs is also supported by a large group of volunteers and students.

We have had an intentional focus the past several years on psychological health and safety for our staff as well as a focus on inclusivity, diversity, equity and accessibility (IDEA) with a commitment to Indigenous Reconciliation.

Langs has been successfully accredited on 6 occasions with the [Canadian Centre for Accreditation](#), having met all indicators for Community-Based Primary Health Care Organizations.

Programs and services include the following:

- a) Community Health Centre (“CHC”) –
 - a. Locations at Cambridge main site and North Dumfries site.
 - b. Funded by the Ministry of Health (2 of 75 in the province).
 - c. Provides a range of primary health care services focusing on health promotion, disease and illness prevention, education and treatment services and chronic disease management programs.
- b) Community Services –
 - a. Locations at Cambridge main site, North Dumfries, Grow Community Centre.
 - b. Funded through a mix of Ministry of Health, Ministry of Child and Youth Mental Health, Ministry of Tourism, Culture and Sport and various grants such as United Way, Red Cross, WR Foundation, etc.
 - c. Provides a range of services for all ages focusing on health promotion and prevention.
 - d. Includes:
 - i. Resource centre – access to computers, food security program, employment counselling
 - ii. Youth Wellness Hub – for youth grades 6 to 12
 - iii. Alternate Education Programs (7th Inning and Spark) – in partnership with WRDSB, 2 classes Grade 4/5 and Grades 7/8 with 10 students/class
 - iv. After School Programs
 - v. Summer camps
 - e. Partnership Services – offering and managing lease agreements to on-site partners
- c) Chronic Disease Prevention and Management Programs
 - a. Includes a community Diabetes Education Program for all types of diabetes (T1, T2, GDM) for adults and children
 - b. Physiotherapy and Kinesiology consults for individuals who otherwise would not be able to afford the services
 - c. Women’s Health workshops focusing on health promotion and prevention.
- d) Regional Coordination Centre
 - a. Includes regional central intake for Waterloo Wellington for diabetes, orthopedics, cataracts, Ontario Senior’s Dental Program and Langs health guides.
 - b. Includes the regional Self-Management program (1 of 14 in Ontario) to support individuals living with chronic diseases. This program also offers education to health care professionals in managing chronic diseases.
- e) Cambridge/North Dumfries Ontario Health Team
 - a. Langs is the host organization for the C/ND OHT, who are challenged with the role of coordinating health and social services for Cambridge/North Dumfries.

Components of Strategic Plan:

The new strategic plan will review our current mission, vision, values and principles, offering a fresh new perspective, along with a plan to move forward.

Key elements to consider:

- Incorporation of staff, volunteer and community feedback
- Recognition of the complexity of programs and services currently offered by Langs
- Alignment with the Model of Health and Wellbeing
- Focus on psychological health and wellbeing as well as our IDEA work

In addition to addressing the key elements itemized above, proposals must address the following:

- A description of your team and the lead for this project;
- Experience of your organization in facilitating non-profit or publically funded community based organization;
- Your familiarity with Langs;
- Timeline for development of plan;
- Any one-time costs associated with the plan.

Selection Process and Timeframe for submissions:

- Proposals will be accepted up until 5:00 pm on January 10th, 2025
- The contract will be awarded on January 31st, 2025
- Payment will be made in two installments, (down-payment at start of project and final payment at completion of project), subject to the satisfaction of Langs.

To be eligible for consideration, submissions must be forwarded by 5:00 pm on January 10, 2025 to:

Debbie Hollahan
CEO, Langs
Email: debbieh@langs.org
Phone: 519-653-1470 #236
1145 Concession Road
Cambridge, ON
N3H 4L5

All submissions are appreciated, however only those selected for consideration will be contacted.