



ANNUAL REPORT

2020/2021

**Building a community of inclusiveness, innovation and
independence together**

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BOARD UPDATE

Fran Bell - Board Chair

Last year, as I prepared the message for the Annual Report, I remarked that we were in the middle of a pandemic. Little did I know or think that we would still be in that same pandemic a year later! We have learned a lot in the past year, and been able to find new and creative ways of delivering our core services in a safe and sustainable way. I am so very proud of our staff and volunteers who have continued throughout this past year to deliver services to our clients under very difficult circumstances. Thank you so much for your dedication and commitment to those we serve.

In order to ensure that our services were delivered in a safe environment for our staff, volunteers and clients, the MSC Covid Safety Plan was developed. It is focused on safety and the redesign of programs to better meet the needs of our clients in this rapidly changing world. For

instance, staff were able to find new ways to deliver a number of programs, including online exercise programs that gained attention throughout Southwestern Ontario. Congratulations!

Throughout this pandemic staff have strived to continue to provide the services and level of care our clients expect. Unfortunately, some services have had to be postponed at times such as foot care clinics. However, essential services such as Meals on Wheels, housekeeping, in-home footcare and home visits for clients in the Assisted Living program have continued with the necessary safety protocols in place.

Employment and literacy services were being provided virtually all year and in-person when provincial requirements allowed.

Client satisfaction is a top priority for the MSC. I am pleased that overall satisfaction with our programs – particularly Foot Care and Transportation have met or exceeded the 95% target, even

during the pandemic!

This has been an unprecedented year as staff, the Leadership Team and volunteers have had to learn new ways of doing things, often on very short notice. As we move into post-pandemic days, I am confident that the lessons learned this past year of resilience and flexibility will stand the MSC in good stead moving forward.

On behalf of the Board, thank you to all of the staff and Leadership Team for their tireless commitment to the community and our clients. Thank you to each and every volunteer who gave of their time and expertise to assist our clients. You are the backbone of our organization! And finally, thank you to the Board of Directors who use their skills, knowledge and expertise to continue moving the organization forward.

BOARD OF DIRECTORS

Board Chair

Fran Bell

Vice Chair & Fundraising Chair

Val Foerster

Treasurer

Marian Muth

Director

David Morris

Director

Helen Lamos-Parker

Director

Lynda Van De Maele



ED UPDATE

Kathryn Leatherland - MSC Executive Director

As we look back on the past year, I am inspired by all the MSC's accomplishments. The MSC started out the year with a refreshed Mission and Vision statement and a renewed Strategic Plan. We have focused on strengthening our organizational capacity by building stronger connections with our clients, partners, and the community as a whole. We have concentrated on fostering the exceptional talent of our staff and volunteers to offer high quality programs that are reflective of the needs of our community. This focus has

resulted in incredible success in our programs, even as we repeatedly changed how we operate in response to the evolving pandemic. Out of this varying environment, the MSC responded to emerging needs in our community with new programs so that all people in our society had the opportunity to be safe and realize their full potential.

None of this would have been possible without our inspiring staff, volunteers, and community supporters. I am fortunate to work alongside a team of uplifting individuals who have so much caring and respect for our clients. The pandemic caused people to be concerned for their own safety and these individuals responded by learning how to keep themselves safe then

continuing to step forward, day after day, to support the clients relying on the MSC. A special thanks to our volunteer Board of Directors who provided insightful governance through this extraordinary time as well as to our funders (Ontario Ministry of Health and Ministry of Labour, Training, and Skills Development) and donors who showed their confidence in the work we do by providing much needed resources.

I begin the 2021-22 year with hope and optimism as the MSC continues to pursue its vision of "Building a community of inclusiveness, innovation and independence together."



"If opportunity doesn't knock, build a door."

- Milton Berle



ABOUT THE MSC

Since 1978, the MSC has been providing high quality employment, literacy and home support services to those in need.

We are an accredited, non-profit, charitable organization dedicated to promoting high quality accessible community services in Oxford, Elgin and Norfolk Counties.

Mission

The Multi-Service Centre is a charitable organization providing excellence in employment, literacy and home support services to Oxford, Norfolk and Elgin communities through partnerships and innovation that allow others to embrace their personal independence.

Vision

Building a Community of inclusiveness, innovation and independence together.



Values

Collaboration
Diversity
Integrity
Respect
Quality

Governance

MSC is governed by community minded people who are committed to enhancing the accessibility and availability of our services. The Board ensures the organization maintains high standards of accountability.

HOME SUPPORT

Diana Handsaeme - Director of Home Support Services

Evolving to meet the needs of our clients and community is our daily mantra as we provide services to our seniors and adults with disabilities through this current pandemic. We hold steadfast in our commitment in providing community support services that assist in maintaining our clients' independence and connectedness to our community. This has been a challenging year with the Provincial Governments many directives and orders to keep our community safe during COVID-19.

Our Assisted Living in the Community (ALCom) program supports 50 high risk frail seniors and adults with disabilities to live independently in our communities. The importance of daily contact especially during this pandemic, permitted our frontline

staff and volunteers to support the physical and emotional wellbeing of clients during this time when family could not be near through socialization and in-home exercise visits.

A Telephone Reassurance Program was created for clients preferring phone calls. A Volunteer would call and speak with them at an agreed upon day and time. The consensus is unanimous that both benefit from this interaction.

Our Meals on Wheels program has grown exponentially during this time-period. Nutritional wellbeing has been a concern during this pandemic for clients who may not feel comfortable going out to buy groceries. We received various grants enabling us to provide subsidies to lower our meal prices.

We established partnerships with other community leaders for distribution of grocery gift cards to low-income seniors and adults with disabilities in our community. The high demand for frozen meals provided the opportunity to work with three new local food providers. Client satisfaction is high in variety and taste of our meals and the friendly volunteers who deliver them. The Grocery Buddy Program provides the opportunity to work with a local grocer for ordering and our volunteers delivering groceries to clients in our community.

The transportation program received a second wheelchair van from our funder. This supports the increased demand for wheelchair transportation. We never stopped providing essential medical drives for our clients.



HOME SUPPORT

Diana Handsaeme - Director of Home Support Services

We participated in pilot projects for transportation and transition from hospital to home in partnership with our funders and other health care providers. The opportunity for collaboration and partnership with other Community Support Services organizations has been a positive experience in operationalizing these projects.

Southwestern Public Health assists us in ensuring our infection control practices support our delivery of services in keeping staff and clients safe. Foot Care and housekeeping services are examples of this. Our clients value the assistance in maintaining their homes, as well as enjoying good foot health in the home and clinic setting.

I admire the resilience, commitment and support of our Community Workers and volunteers in ensuring our services continue to our most vulnerable populations during COVID-19. They're our unsung heroes who quietly go about their business and are pillars in our communities. It is a privilege and honor to support and serve the

needs of our community. Our MSC vision of building a Community of inclusiveness, innovation and independence together has been demonstrated daily over the past year, as we continue to look optimistically to the future.



HOME SUPPORT FACTS

15,283 Meals on Wheels Meals Delivered to 170 Clients

2954 Transportation Drives for 195 Clients

24,369 Assisted Living Hours to 61 Clients

1003 Homemaking Hours for 84 Clients

1754 Footcare Sessions for 470 Clients

VOLUNTEER NUMBERS

- **HOT Meals On Wheels volunteers gifted us approximately 1560 hrs for Tillsonburg, 1040 hrs for Norwich and 416 hrs for Straffordville of their time per month.**
- **Our Frozen Meal Program volunteers have gifted us 1040 hrs in the past year for delivery of frozen meals and 832 hours for picking up meals.**
- **Since the Personal Shopper program began 6 months ago, our volunteers have gifted us 70 hours of their time.**
- **Grocery Buddy volunteers gifted us approximately 6 hrs per week for transportation of goods.**



EMPLOYMENT

Jennifer Siple - Director of Employment Services (Acting)

The past year was one of many 'firsts' for the MSC's Employment Services Team! As in communities across the country, we have struggled with COVID- 19. Nonetheless, we responded quickly, finding new ways to provide support when it was needed the most. Technology and the adaptability of our team have played the starring roles in the transformation of service provision that we've made. If there has been a silver lining to COVID, it would be the proficiency our staff have developed in providing remote and virtual service. This has been a positive outcome for the rural population in our service area, and those experiencing transportation challenges.

In partnership with CES Oxford and County Economic Development offices, the MSC



hosted the inaugural Oxford County Virtual Job Fair with great success! Together with area employers, we also hosted virtual job information sessions in order to reach area job seekers. With the spotlight on virtual experiences, the MSC has responded to the needs of our clients by offering a technology loan program in order to ensure that everyone has the opportunity to participate in the job market.

The dedication and passion of the Employment Services team has been more evident than ever before over the past year. We've gone the extra mile to be available and responsive, even when walk in

service was not an option. Our strong connections with community resources have ensured that staff have been able to support the needs of those who come to us, and together we meet clients where they are. The MSC

believes in walking beside our clients.

Finally, our RBC Youth VIP program has continued throughout the pandemic, with enthusiastic participation coming from virtual locations across our service area. Staff creatively coordinated dinner delivery for attendees and youth have enjoyed a variety of guest presentations and the opportunity to connect with old and new acquaintances. Informative talks, engaging staff and guests have made for a very successful year of networking for area youth. We're here for you!

EMPLOYMENT SERVICES FACTS

- **14 Employers updated the skills of 51 employees through the Canada-Ontario Job Grant**
- **78% of our ES Assisted Service clients completed service with successful outcomes**
- **81% successful outcomes for participants of Youth Job Connection & YJC Summer programs**
- **66 Youth have attended 4 Get Connected Youth Network Events (funded by RBC)**
- **Of our new ES Assisted Service intakes, 22% were under 30, 38% were 30-44 and 40% were 44 years & up**
- **55 Employers have received Training Incentives for ES Job placements**
- **63% of the Employers we worked with were those with 11-50 employees**

LITERACY

Maureen Vandenberghe - Literacy & Basic Skills Coordinator



MSC's LBS program ended the fiscal year meeting all performance targets except participant numbers. The program continues to measure high levels of Learner Satisfaction and Suitability. A key marker of program success is student goal achievement – with students reaching 63% of Learner Progress markers (60% was the target).

Instructors, volunteers, and students utilized remote and online delivery as much as possible, book-ended by periods of 1-1 delivery with safety protocols in place. The MSC Safety Plan created a framework for program personnel and students over the course of the year with individuals participating in required training and signing Acknowledgement Forms.

Important activities included creating secure electronic files, email lists and accessible resources. Assessment of students and volunteers also adapted to include detailed questions about available devices, reliable internet and/or support at home to use technology. It has been a difficult year for individuals living in remote, rural areas lacking technology, access to internet and at low skill levels.

Program personnel worked on securing a pool of loanable devices, curated a Technology Tool Chart to provide guidance to staff and volunteers on acceptable platforms and resources, and developed an electronic lesson site document. An exciting project for the 2021-22 fiscal will be bar-coding the materials in the Literacy Library.

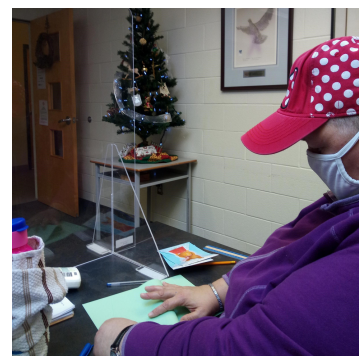
Improving technology skills and capacity remains an important component of both service delivery and skills training. Support organizations such as Literacy Link South Central, AlphaPlus, ABC Life Canada and Community Literacy Ontario assisted sites with timely information on resources and training.

In a year marked by the concept of 'distancing,' some types of contact were increased. Weekly online meetings between staff members assisted transition efforts. Volunteer tutors meet online monthly and receive an e-letter containing resources and updated electronic lesson materials.

Thank you to MSC Employment Services and Fanshawe College for their steady stream of referrals to the program, instructors Sara (Tillsonburg), Jennifer and Peter (Woodstock), and the volunteer tutors, for their dedication to the students in the program.

LITERACY FACTS

- **84 Students accumulating 2,255 hours of contact**
- **30 Volunteers totaling 511 hours**
- **100% + customer satisfaction**
- **50% were referred to other support services**
- **63% successful learner progress (Target = 60%)**



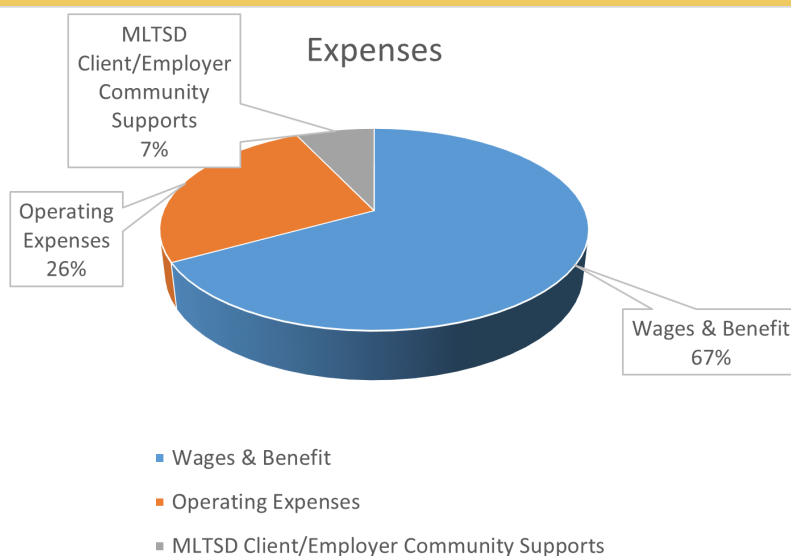
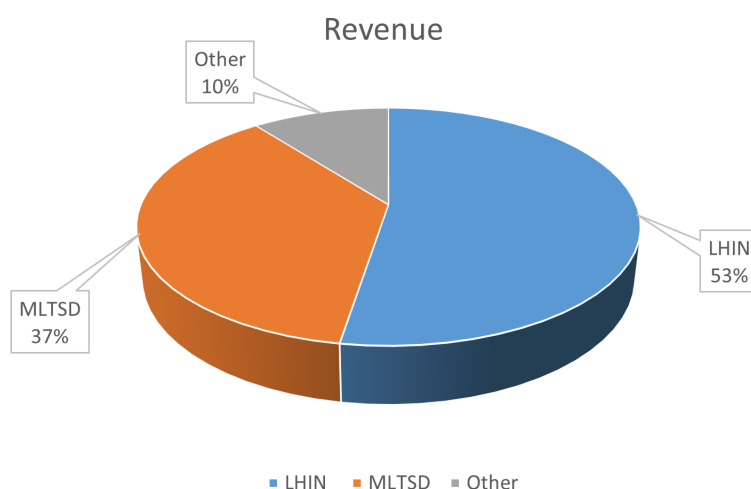
FINANCIALS

Chris Riley - Director of Operations

2020-21 Annual Operating

Budget: \$4,746,702

Multi-Service Centre derives 89% of its funds through provincial funding that includes contracts with the Local Health Integration Network (LHIN) and Ministry of Labour, Training and Skills Development (MLTSD). These contracts include several programs that have very different client eligibility, method of funding, targets and reporting requirements. In addition to these contracts for client services the MSC has revenue from fees associated with programs, grants, one-time projects, municipal support, donations and fundraising.



OUR TEAM

Jennifer Siple - Organizational Development Manager

The MSC is committed to fostering exceptional people and teams. Despite the challenges of remote work, we have maintained a healthy work-life balance and supported team members in a number of innovative and creative ways!

Over the past year, staff had the opportunity to participate in several health & wellness initiatives that helped to improve our connections with one another, while ensuring staff safety. With a comprehensive COVID Safety Plan as our guide, MSC staff found new and successful ways to engage with each other and the community we serve.

As a community healthcare organization, the MSC is fortunate to have had solid infection control

protocols in place prior to COVID that our home support staff were all familiar with. Building upon that, the Organizational Development department created a COVID-19 Safety Plan that has guided operations and detailed our protocols for all staff.

We reacted quickly to the provincial lock down with a Remote Work Procedure enabling staff to work from home safely while maintaining business continuity. We are so proud of the way our staff have all risen to the challenge to ensure that our

community continues to receive the health, employment and literacy services they need!



GO TEAM!

2020/21 STAFF INITIATIVES

- 20-day Wellness Challenge
- Course Offering: Managing Mental Health During COVID-19
- Regular DIY Challenges
- "Quarantine" Cookbook with Staff Recipes
- Participaction Big Move
- Wellness Care Packages for Community Workers

VOLUNTEERS

"It's not how much we give, but how much love we put into giving" - Mother Teresa



"Last week one client came out before I got out to get his meal and said thank you for all you do. His attitude of gratitude toward the people who deliver his meals made my day."

- Meals on Wheels Volunteer

Thank you!!

"I always look forward to meetings with my tutor. She is always happy and full of energy. I have learned a lot about different words and can read better now. I can also do more with people in my life - like baking - because I can understand the instructions now. Even the grocery store is easier. It has really helped me." - Literacy Client



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We thank you for your generous support and your desire to
help us succeed!

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Thank you for making a difference through your compassion
and generosity.

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Coward PharmaChoice
Dynamic Fluid Products Inc
ISW Systems
Lions Club Tillsonburg
Tillsonburg District Real Estate Board
Tillson Pizza



Town of Tillsonburg
Township of Norwich
Norfolk County
Elgin County
Township of Southwest Oxford
United Way Grant
OCSA Grant - Ontario Community
Support Program Emergency Relief and
Capacity Enhancement Funding

CONTACT INFO


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Other Service Locations Include:

Tillsonburg Town Centre: 200 Broadway, 2nd Floor

Community Employment Services, Woodstock: 40 Metcalf

Norfolk Community Help Centre, Langton: 707 Norfolk Cty. Rd 28
