



MULTI-SERVICE CENTRE

2018- 2019

ANNUAL REPORT

Board of Directors Report



Change has been the word for the Tillsonburg & District Multi-Service Centre and Stonebridge organizations this year. Just over a year ago we welcomed Kathryn Leatherland as the interim Executive Director of both organizations. In the fall Kathryn accepted the position of Executive Director on a permanent basis. We welcome her leadership!

Much of the health-care sector is undergoing change with the transformation of the health care system by the province. The MSC will become a member of the Ontario Health Team for Oxford County. The new model for the delivery of healthcare is expected to be in place in the next few years. The province is also planning a new Service System Manager model for the delivery of employment and literacy services. We are working hard to ensure that we can continue to be the leader in providing employment and literacy services to the community.

The MSC has prioritized quality improvements this year through a number of initiatives including establishing a Quality and Safety Committee, new quality targets, a quality improvement plan and a need to focus on falls prevention practices and safe medication support.

We are proud that the 2018-19 client satisfaction results show a high satisfaction rate for new home support clients, and employment and literacy program clients. On behalf of the Board I would like to thank our dedicated staff, Executive Director and Senior Leadership Team for their commitment to our clients and the programs they deliver! All of you show your dedication to providing excellence in everything you do for our clients each and every day.

We also give thanks for all of the volunteers who are truly the backbone of the MSC organization. Hundreds of hours each year are put in by the volunteers to drive clients to their appointments, deliver meals on wheels, fundraise or provide tutoring services. As an example, over 9000 meals on wheels are delivered annually! Thank you to each and every volunteer who gives of their time, effort and expertise to help out. Your contributions touch lives and make an amazing difference to our clients and the community!

Once again our fundraising this year has been very successful! Thank you to all who contribute in any way to the planning and execution of each of the fundraising projects. Our fundraising efforts allow us to provide additional services to the community such as the special Christmas meal to our Meals on Wheels clients.

It has been a pleasure to serve as chair of the MSC this past year. Each board member is a committed professional who sees the value in community service and in the mission and vision of the MSC. Thank you for all of your support!

Fran Bell,
Board Chair

Executive Director Report



The annual report to the community gives us the opportunity to reflect on how well the MSC has fulfilled its mission to be a community organization committed to partnerships, innovation and excellence. This year we certainly have continued to strive to meet and surpass this goal.

More than ever there was a focus on maintaining and improving the high quality of service the MSC provides. Feedback from our clients and front-line staff lead to goals to review our current falls prevention program and medication practices to ensure they continue to meet leading practice standards. The Quality and Safety Committee was established to oversee the quality of all MSC programs. The committee includes Board of Director and community members. The Quality and Safety Committee was instrumental in the voluntary creation of MSC's first Quality Improvement Plan. We look forward to our fourth evaluation

from Accreditation Canada in 2019 to validate this work and further encourage us on our journey to continuously improve our services.

Another important focus was the MSC's commitment to local partnerships in order to improve the services provided to all clients. These partnerships have focused on projects to bring additional educational and hands on training to Tillsonburg, advising the Town of Tillsonburg on municipal transportation improvements and collaborating to bring more opportunities for socialization to isolated seniors. This work allows the MSC to fulfill its core belief to provide equal opportunity for the development of each person's potential.

The MSC has a caring and creative group of staff who are dedicated to working with our clients to assist them in achieving their goals of personal independence and sustainable employment. Everyday they are dedicated to making a difference in the lives of all of our clients. Feedback from clients tells us we are being successful in this. The MSC also relies on the people who volunteer their time to help the people who live in their community. Many of our programs could not exist without the many hours of time that our wonderful volunteers commit to the MSC providing service to clients, as members of committees as well as to activities to raise funds for needed programs. The MSC is truly thankful to our staff, volunteers, Board of Directors and donors for how the support they provide embraces our community and drives us forward into a bright future.

Kathryn Leatherland,

Executive Director

Our Mission

A community organization committed to partnerships, innovation and excellence.

Our Vision

Embracing personal independence. Celebrating a caring community.

Our Core Beliefs

Treating the individual with dignity, respect and compassion.

The value of community volunteers and staff.
Equal opportunity for the development of each person's potential.

We promote individual wellness by....

Supporting seniors and people with disabilities, enabling them to maintain independence in their home through in-home care and caregiver support. Our services are delivered with respect, dignity and compassion by professionally trained and qualified staff and volunteers. Our home support team provides 24 hour support, on-call availability and remote monitoring to help ensure safe and accessible care. All home support services are supervised by a registered nurse.

We promote economic wellness by....

Helping people develop new skills and the knowledge to help find and maintain employment. Our employment consultants help people find and obtain work. Our job developers work to help businesses create and fund jobs. Our educators and trainers build and strengthen the skills that lead to employment.

We promote community wellness by....

Helping connect people to the services they need. As a founding partner of The Livingston Centre and the Campus of Care, MSC nurtures innovative collaborative partnerships that increase the availability, accessibility and effectiveness of community services.

"Glad I came on the ALCom program (Assisted Living in the Community Program). I couldn't do half the stuff the staff does to support me. Without them I wouldn't be independent. They are supporting me in achieving my goal of staying home as long as possible." - Client

Strategic Plan

Our 6 Priorities

Focused on Innovation, Service Excellence & Partnership

Organizational Development

- All HS and HR functions to be managed and monitored through an online Client Information Management System (CIMS) and Human Resources Information Management System (HRIMS)
- Conduct a full review and re-write of all organizational policies, procedures and program practices
- Partner with VON Oxford (Sub-region Lead Agency) to develop common intake procedure, coordinated transportation process and shared client database/documentation.

Client Safety

- A Quality and Safety Committee will be established comprised of Board and senior staff.
- Incident reporting system will be revised to ensure accurate and timely reporting and analysis of client and staff safety incidents.
- Reduce falls among home support clients utilizing leading practice falls prevention protocols.

Client & Family Advocacy

- Develop and Implement a Client and Family Portal that will allow client and family access to real time service schedules, health risks, documentation care teams, invoices and payment options.
- MSC to work with our service partner (AlayaCare) to develop an online tool to allow all clients and families to rate service interactions and provide on-going, real time feedback on the staff and services they receive.

Culture of Accountability

- Develop and implement financial systems to track financial goals and report on organizations financial health.
- All programs and service to meet or exceed funder targets and expectations.
- MSC to work with Accreditation Canada to achieve "Accreditation with Exemplary Status" in Nov 2019.

Employer of Choice

- An employer of choice refers to an organization that highly qualified and productive people want to work for.
- Full implementation of our Human Resource Management Implementation Plan.
- MSC to work with Payscale Canada on a two year initiative to complete a full compensation review, monitor and respond to labour market trends, develop and implement best practice compensation standards, ensure legislative compliance.

Culture of Respect

- A culture of respect is one where diversity is valued, where individuals feel that their contributions are recognized and acknowledged, and finally, a culture where expectations regarding behaviour are clearly articulated and modeled by leadership.
- Reduction of workplace complaints and investigations regarding code of conduct. (50% reduction over 2016)
- MSC to work with Client and Family Advisory Committee to review all program and services and provide feedback and recommendations from a client perspective.

Community Impact

165 Students

5411 Upgrading Hours

3 Tutor-Training Workshops

4918 Resource, Information & Workshop Clients

9 employers updated skills of 35 employees via COJG

5,661 clients participated in Employment Service programs

192 youth in programs

743 successful outcomes (training/work)

21 summer job placements - Youth Job Link

17 YJCS-p.t. summer employment

119 Home Support Clients

3062 Personal Support & Homemaking Hours

8803 Meals on Wheels Delivered to 145 Clients

2409 Foot Care sessions to 493 Clients

4625 Transportation Drives to 221 Clients

22,363 Assisted Living Hours to 45 Clients

Adult Learners Access to free, individualized training programs in the areas of reading, writing, numeracy and introductory computer courses. We can help you prepare for high school credit, college skills training or success in the job market through flexible classes or one-on-one tutoring.

Employment Consulting Our job developers are eager to help with career exploration, resume and cover letter creation, interview techniques, training options and referrals to community supports.

Skills Development Offering careers assessments such as Myers-Briggs Type Indicator and Jackson Vocational Interest Survey. Monthly workshop are offered year round to help learn new and build upon skills. Second Career program, apprenticeship information.

Youth Job Connection Three weeks of interactive, career exploration, self-assessment and pre-employment training to get you ready for the workforce or for high school students, intending to stay in school or access post-secondary education after placement and looking for a part-time or summer employment opportunity to gain experience towards your future goals

Meals on Wheels Hot, healthy meals delivered to your door to meet every dietary need at a reasonable cost. Volunteers deliver Monday-Friday at both lunch and dinner.

Transportation Volunteers escort clients there and back to make sure you get to your appointments or social engagements safely and on time.

Assisted Living Our certified Personal Support Workers provide in home support our clients independence by taking care of meal preparation, personal care, hygiene, bathing, medication monitoring, light housekeeping, social outings and even exercise plans.

Foot Care One-on-one personalized foot care is provided in-home, at the hospital or long-term care facility or in a clinic setting.

Housekeeping Seasoned housekeepers take care of tasks like: general housecleaning, laundry, shopping, changing bedding, food preparation and running errands. Often our clients enjoy riding along on the errands for the independence that a day out and a task completed provides.

Program Report

Employment & Literacy



The Ministry of Advanced Education and Skills Development (MAESD) underwent a name change, and the MSC now receives funding for the Employment and Literacy programs through the Ministry of Training, Colleges and Universities.

Our Employment and Literacy Services team delivers 6 programs to assist youth, job seekers, learners and employers in the community. Last year, over 5,660 clients participated in Employment Services programming through our Tillsonburg and itinerant office location in Fairground. Our Adult Literacy and Essential Skills program assisted 165 students and provided 5411 upgrading hours to our students in both the Tillsonburg and Woodstock locations.

The Employment Services team delivered new programming throughout the year through the EYTI – Employing Young Talent Initiative. This initiative was introduced by the ministry to support small businesses and employers to hire and retain youth aged 15-29. The intent of this funding is to help small businesses better compete, grow and invest, while helping young people find meaningful employment and take their first steps towards building a career. The MSC also continues to support youth by providing employment focused workshops at our local high school twice a year.

Our Adult Literacy and Essential Skills program was successful in obtaining funding from Literacy link South Central – Literacy Network through the Innovation Project which involved the completion of Literacy/Educational profiles for relevant clients registered for Youth Job Connect program. The project provided relevant information related to the ability of clients to effectively participate in a workshop setting and also identified individuals literacy needs which could impact employability. This information was shared with Employment Services workshop facilitator and job development staff to assist the client in successfully completing all facets of the program. The project was completed September 2018 and the report summary provided insights, observations and recommendations for future planning.

The ALES program was also successful in receiving funds from the community group - 100 Women Who Care. The funds assist to provide additional supports for learners for items not covered in training support dollars provided by the Ministry. These additional supports assist to remove barriers and provide stability to enhance consistent student attendance and success within the learning environment.

The success of our programs is based on dedicated staff and strong partnerships. The MSC continues to partner with the Town of Tillsonburg to deliver 2 Job Fairs annually – one in the spring and one in the fall to ensure that job seekers have the resources to be successful in their job search by connecting their skills to local employers. Employment Services has also partnered with Contact North, an online educational training program, which provides distance learning opportunities. A representative from Contact North meets with clients at the Livingston Centre on a monthly basis to complete educational assessments and discuss educational options. Clients have the opportunity of upgrading skills, or completing a certificate, diploma or degree through this platform.

The MSC Employment and Literacy teams would like to express our gratitude to all who support our programs and initiatives, whether that be through our literacy program as a tutor volunteer or in supporting our employment programs. We sincerely appreciate your time and generosity!

Susan Rebry,

Director

Program Report

Home Support

Community Home Care is in a constant state of change and we are and will continue to experience this for a long time to come. The Ministry of Health and Long Term Care (MOHLTC) has a vision supporting a health care environment in which people will experience a seamless delivery of services with only having to tell their story once and all services will be connected to provide the care needed to support that person. As a Community Support Agency that provides services supporting senior's and persons with disabilities independence, we value our ability to respond to our client's care needs when they arise and work collaboratively with our community partners to assist in this. These are exciting times and we are proud to be a part of this vision.

Central Intake is providing us the opportunity to support the client in only telling their story once, while receiving the services they need. This is a South West LHIN (SWLHIN) wide directive that we support and have the privilege of being an active participant. The client only has to call one number to be assessed and provided with the needed care services that promote recovery, stabilization and independence. The Home Support Department provides support for this process and assists callers throughout the SWLHIN. It is a wonderful collaboration between other Community Support Services Organizations and ourselves.

Our use of technology in home care is yielding many benefits that support our clients. With our electronic information system; Alayacare and the use of cell phones by our Community Workers, we are able to support our client's care needs in real time. This ability promotes the physical and emotional well being of our clients and supports effective communication with the end result of a favourable outcome that promotes client centred care.

Our Assisted Living in the Community (ALCom) has grown! We took the opportunity presented by our funder the SWLHIN to expand into an underserved area between Norfolk and Oxford County. The volume of clients doubled with this privilege of providing care in this area. As well due to our waitlisted numbers we were able to take on additional clients in the Tillsonburg area. With the expansion we have seen an increase in our work force. Working collaboratively with our Human Resources we have been successful in recruiting and retaining a caring and dedicated work force of Personal Support Workers and Housekeepers. The block scheduling we adopted to support our commitment to a work life balance contributes to retention and a satisfied work force.

The growth of our transportation program continues at a rapid pace and with the use of our wheel chair van we are able to support many clients across our catchment area. Inclusion in our community of our seniors and persons with disabilities is a priority for us. Our Meals on Wheels program is providing hot meals at lunch and at suppertime in our community. This program shows the wonderful collaboration and partnership with our local hospital, Tillsonburg Memorial Hospital (TDMH) who supply our nutritious meals, along with ourselves and our volunteers who deliver the meals.

We cannot overlook the value of our Volunteers, who provide the rides and deliver hot meals within our communities. We are blessed to have volunteers of all ages who selflessly give their time to support our community clients. They indeed are a caring and compassionate group.

Home Support values our clients and they are at the forefront of all we do. The development of the Client and Family Council supports their voices and family members in being heard. The Council provides recommendations and direction on how our Home Support programs can be enhanced in meeting the clients' and family members' needs in their service journey. The commitment of our clients and family members has positively impacted in enhancing the focus on the client being the centre of care and supporting a positive client experience. Their input assisted us in updating our Client Bill of Rights, Client Privacy and enhancing communication with the outcome of a favourable client experience.

Home Support remains an active participant in the MOHLTC and the SWLHIN's reconfiguration of health care delivery in Oxford County and we embrace these changes that enhance care delivery in our community. We celebrate community workers, staff volunteers, partners in care, benefactors and the community for their dedication and support. Without them we would not be able to fulfill the needs of our area seniors and persons with disabilities.



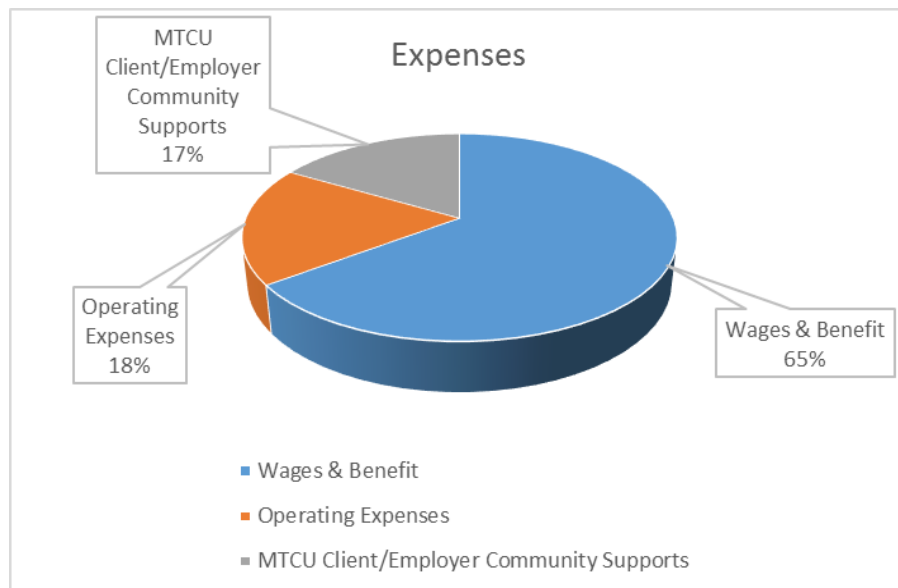
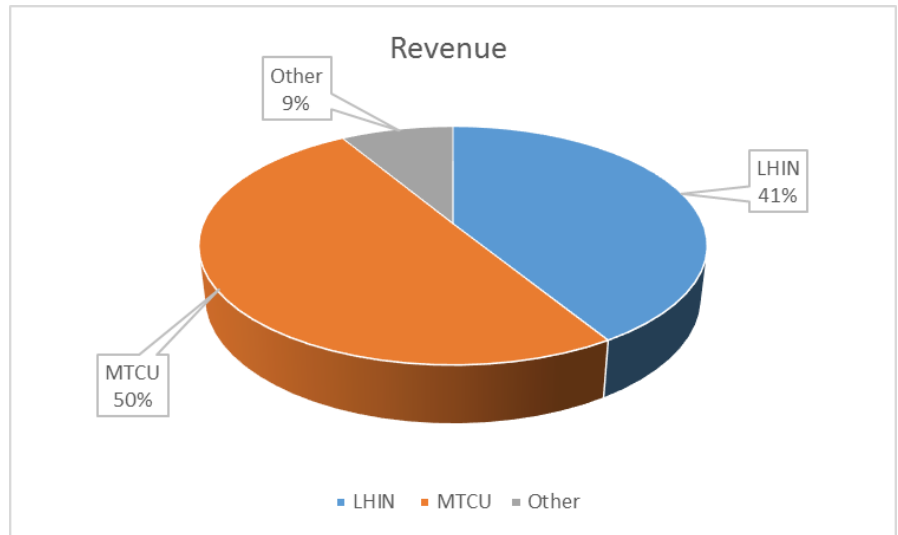
Finances

2018-19 Annual Operating Budget: \$4,817,742

Multi-Service Centre derives 91% of its funds through provincial funding that includes contracts with the Local Health Integration Network (LHIN) and Ministry of Training Colleges & Universities (MTCU).

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.



Staff Development

- The MSC offers a number of online training modules in a variety of areas, such as skill and competency development, health and safety and workplace wellness.
- Over 70 courses or training sessions were completed by employees to expand their knowledge, develop skills and promote overall health and wellness.
- All MSC PSWs are currently certified Personal Support Workers.
- All Community Workers (PSWs and Housekeepers) are First Aid Certified.

"With the help of MSC programs we have been able to maintain our dignity and independence" -Client

Employee Satisfaction

We are a dynamic, community focused agency that aims to provide our team with the tools and education necessary to successfully make an impact.

- Among MSC staff, 98% find their work meaningful, and report that they have the training necessary to solve issues on the job.
- 93% of MSC employees are very satisfied/satisfied with their jobs.
- Employees consider their work environment to be safe and feel they have the training and knowledge to perform their roles and duties safely.

Our Strength is Our Caring Staff

Dedication

- 1 employee has more than 30 years of service with The MSC
- 3 employees have more than 20 years of service with The MSC
- 13 employees have more than 10 years of service with The MSC
- 14 employees have more than 5 years of service with The MSC

Our dedicated and caring staff focus on delivering exceptional services to our community!

Team Building

During our monthly staff meetings, team building activities give our staff the opportunity to engage with one another in an environment that promotes collaboration, creative problem-solving and communication skills...Plus, everyone has fun!



Employee Wellness

To take our excellent Health and Safety program to the next level, the health and wellness of our employees is a priority that will be positively impacted by the development of a Psychological Health & Safety Management System (PHSMS). The implementation of a comprehensive strategy will ensure that the MSC moves forward able to achieve our strategic priorities, fulfilling our mission, vision and core beliefs.

Volunteers

"To care so much for your fellow man is a quality all too rare. Yet you give of your time and talents, for all in need to share. So thank you for being a volunteer, we're privileged to work with you. We want you to know how appreciated you are, not just today, but the whole year through"



Last year, 158 volunteers dedicated 10,151 hours giving back to their community! Delivering over 8,803 meals to 145 clients, providing 4,626 rides to medical appointments and social outings and investing 2,812 hours into adult learning and literacy tutoring.



"When I couldn't read and write well I would have to sound each word out and by the time I got to the end of a sentence – I didn't even know what the sentence meant. Now that I have upgrading – I can make sense of what I am reading. When I read sentences is just like a movie unfolding." - Client

Donations

THANK YOU!

Donors

100 Women Who Care
Adam, Maxwell
Adlington, Peggy
Anderson, Hillary
Armstrong, John & Adele
Auld, Marion
Bacro, Jerry
Balder, Henry
Bancroft, Martha
Barker, Shirley
Bedard, Timothy
Belcher, Paul
Benevides, Carols & Michelle
Bennett, Brad
Benton, Alan
Bergen, Helen
Bossy, Jill
Bouw, Marius & Frances
Brinker, Len & Patti
Butcher, Reginald and Janet
Chartrant, Jeff
CIBC - Tillsonburg
Clapdorp, Deborah & Justin
Clapdorp, Doug & Gale
Cluett, Maddy
Cluett, Mellisa
Cluett, Steve
Conklin, Cheryl Ann
Cook, John
Cooper, John & Diane
Crandell, Deb
Crocker, Cathy
Crocker, Dean B.
Crocker, George
Crocker, Jodie
Crombez, Dale & Peggy
Dalby, Matt
De Vera, Mel
Deelan, David & Kim
Demeester, Roger & Pauline
Demeyere, Jean
DePaepe, Brian & Michelle
Depoorter, Lawrence & Lisa
DeRoo, Susan
Desplenter, Dianne
Devolin, Karen
Donaldson, Jim
Emond, Chantal
Englehardt, Walter & Annie
Eybergen, Alyshia
Eybergen, Paul
Eybergen, Tina

Fenn, Lucille
Foerster, Valerie & Gary
Foster, Tina
Franklin, Blaine & Bernadette
Freeman, Brooke
Freeman, Charlene
Freeman, Jordan
Fudge, Dan
Fudge, Kaitlyn
Fuller, Arthur
Gehring, Leslie & Bertha
Gehring, Lynn & Deb
Gilbert, Keith
Gooding, Scott & Kathy
Graf, Marty
Grant, Margaret
GRK Financial Services Inc.,
Haley, Valerie
Hamilton, Theresa
Hamulecki, Dianne
Handsaeame, Diana
Harder, Justina
Harnett, Heather & Dave
Harris, Philip
Harvest Crossing
Herron, Bill
Herron, Jessy
Hesch, Michelle
Hill, Lori
Holcombe, Brad
Hollister, Lynne
Holman, Emily
Howard, Sharon
Hoyland, Arthur
Hudson, Cathy
Hughes, Shelley
Jacob, Kyle
Jacob, Rick
Janzen, Jennifer
Johnston, Sandra
Julian, Lucas & Penny
Kent, Darwin
Kent, Lyle
Kindy, Kelly
Klassen, Helena and George
Knights of Columbus, St. Mary's Council
3212
Kyle, Rick
Labatt Breweries of Canada (Toronto)
Lauwerier, Craig
Lee, Susie
Lions Club Tillsonburg,

Lyng, Robert (Bob)
Mahony, Dan
Malott, Matt
Marwood International Inc.
McClure, Brenda
McCord, Rosmarie
McCrimmon, Margaret
McVicar, Bonnie
Meilutis, Clara
Meilutis, Vic
Meron, Norm
Miller, Shirley
Mitchell, Meghan
Moeyaert, Paul & Denise
Molnar, Steve
Morgan, James
Morgan, Susan
Mount Elgin Womens Institute
Mullen, April
Murdock, Sydney
Nagle, Dan
Nemeth, Mary
Neumann, Helga
Newman, Wayne
Newson, Mark
Newson, Valerie
Newson, Wayne
Nicoll, Terry & Shellie
Niville, Diana
Niville, Ronald
Oasterman, Mary
Palmer, David
Palmer, John
Palmer, John D.
Parker, Jack
Parker, Reta
Patterson, Ken & Olga
Paul, Nina
Pelleboer, Gerrit
Penny, Julie & Brent
Petker, Laura
Pittao, Terry
Pratt, Bill (William)
Ralf, Robert & Linda
Redecop, Margaret
Riches, Vicky
Riley, Chris
Robinson, Jacqueline
Rymer, Jody
Rymer, Scott
Sage, Tom & Arlene
Saunders, Marguerite
Scaman, Jadie

Scheers, Wayne
Scholtz, Matt
Scruton, Sharron & Wayne
Seaton, Elisabeth
Selectpath Benefits & Financial
Sheils, Gary
Slater, Janet
Smith, Marian
St. Mary's Catholic Women's League
Staley, Peter
Stefan, John & Linda
Stefan, Marni
Stobbe, Haley
Swartz, Allan & Shirley
Thompson, Susan
Unifor Local 88
Van De Munt, Maria
Van Dyk, Joanne
Vandenbergh, Maureen
VandenBrink, Marlene
Vandendriessche, Kaitlin
Vandendriessche, Rob
VandeWaal, Cornelis
VandeWaal, Lynda
VanHamme, David & Rose
Vanittersum, Steve
Verhegghe, Philip & Michele
Vince, Sarah
Vincent, Georgina
Vuylsteke, Rick & Lorraine
Wall, Lisa
Walton, Don
Warren, Nancy
Weller, Jeff & Judy
Weston, Joan (M.J.)
Wharram, Don
Whitall, Brandie
Whitehead, Richard & Linda
Whitehills Childcare Association
Whitetail, Brandy
Wiens, Dorothy
Wilson, Alicia
Woelk, Bill
Woodhouse, Wendy
Zakiajsek, Emily
Zhang, Xia

Grants & Sponsorship

Back in Motion Physiotherapy
Bossy Nagy Group
Cardio Plus
Country Sports & Variety
Coward PharmaChoice
Crosier Conditioning
Edmond Patenaude Dentistry
Oxford County
Norfolk County

Electrical Components Int'l
Everest Estate Homes Inc.
Flooring Canada
Hogarth Insurance Brokers Ltd.
Literacy Link South Central
Ontario Laser Cutting Inc.
Ostranderson Funeral Home
Elgin County
Township of South West Oxford

Oxford Technology Group
Pioneer Cabinetry
Prouse Transport Ltd.
Shackleton Auctions
Tillsonburg Dental Centre
Tillsonburg Garden Gate
Town of Tillsonburg
Township of Norwich

**Thank you to all our Trail
Walk & Run participants,
Golf Tournament & other
event sponsors/donors/
supporters. Thank you to
our local libraries for
supplying tutoring space!**

Where to find us...

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☎: **519-842-9000**

☎: **Fax 519-842-4727**

www.multiservicecentre.com

Other Service Locations Include:

Tillsonburg Town Centre: 200 Broadway, 2nd Floor

Community Employment Services, Woodstock: 40 Metcalfe

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

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