



Annual Report

2019 - 2020

Building a community
of inclusiveness, innovation
and independence together.

www.multiservicecentre.com



**MULTI-SERVICE
CENTRE**

Board Update

As I write these words this morning, we are in the middle of a pandemic and the world as we know it has turned upside down. We are not sure what the “new” normal will look like going forward. What I do know is that our staff, leadership team and volunteers have met the challenge, been nimble on their feet and changed and adapted to all of the new requirements. We are in good hands!

2019 was an extremely busy year. Getting ready for accreditation was one of the main focus’ of the year. Staff worked extremely hard to meet the challenge of the accreditation standards and I am pleased to announce that the Multi-service Centre received Accreditation with Exemplary Standing. Congratulations to everyone involved!

The Leadership Team continues to review and update the MSC Strategic Plan. Both the Mission and Vision of the organization were updated and are shown below:

Vision

Building a Community of Inclusiveness, innovation and independence together.

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.

As a client centered organization client satisfaction is of great importance to everyone. I am pleased that our client

satisfaction surveys show a high level of overall satisfaction, in all areas of the services we deliver. Kudos to the Leadership Team, the staff and volunteers that have made this happen. Without you we would not be able to provide the services to the community that are so vital and important.

A priority this year has been to promote safety for our clients particularly in the area of falls prevention. I am pleased to note that the number of falls has steadily decreased. We will continue to educate each other and our clients on how to be safe in the home.

I say this every year, but on behalf of the Board, thank you to 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. 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!

As we move forward in 2020, while we may have to modify some of the ways we provide our services due to the pandemic, we will not change the level of care or service we provide to the communities we serve. Thank you to all of the Board who have been so supportive this past year and who give so generously of their time.

Fran Bell,
Board Chair

Board Members



Chair

Fran Bell



Vice Chair
&
Fundraising
Chair

Valerie Foerster



Treasurer

Marian Muth



Director

David Morris



Director

Helen Lamos-Parker



Director

Lynda Van De Maele

ED Update

It has been a successful and rewarding year for the Multi-Service Centre. All our programs met their goals and many in fact exceeded these, providing even more service to our communities. We could not have achieved this without our excellent staff, Board of Directors, volunteers and the support of our clients, donors, and funders.

Much of our work this year centred around two key priorities; a culture of accountability and client and family advocacy. Central to those core principles was our on-site survey from Accreditation Canada in the fall. This was the fourth accreditation survey for the MSC, and we achieved our best results yet earning the highest standing possible; accreditation with exemplary standing. This result demonstrated our commitment to quality and is evidence of the effectiveness of our policies and the care we provide every day. This work never stops, and we are already reaching towards new improvements in our services.



This year the MSC also engaged its staff, volunteers, Client and Family Council as well as community partners for their ideas on how we could grow and improve. This feedback informed the creation of our new Strategic Plan, including a revised Mission, Vision and Core Beliefs, that will guide our work over the coming two years. This plan focuses on four strategic priorities; Building Connections, Foster Exceptional People and Teams, Advance Safe Quality Care and Service and Strengthen Organizational Capacity. We are excited as we begin all our plans that will see the MSC realize these important priorities.

The MSC enters the 2020-21 year full of optimism and ready to meet the growing needs of our communities. I hope you will join us on Face Book or Instagram so we can keep in touch all year.

Stay well,

Kathryn Leatherland,
MSC Executive Director



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Since 1978, the Multi-Service Centre 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



Home Support

Change and evolving to meet the needs of our clients and community is part of our daily practice in providing Home Support Services. We hold steadfast to our commitment of supporting seniors and adults living with disabilities to age in place, remain independent and connected to our community. Home Support continues to strengthen our relationship with our funder, Ontario Health (formerly the Southwest LHIN), our community partners, our staff and most importantly our clients to achieve this goal.

Ongoing use of our information system Alayacare in our daily practices allows us to improve efficiencies in communication and care. We can communicate and respond in real time to our frontline staff of Personal Support Workers, Housekeepers and volunteers in support of our clients and their care needs. Effective communication and responses to clients, staff and other health care professionals assists in minimizing potential of an incident occurring and contributes to the physical and

emotional wellbeing of our clients and staff. We look forward to initiating and use of the Client and Family Portal that will further enhance the ability of effective communication between all involved in the care of our clients and adults living with disabilities. Our Assisted Living Program expanded seamlessly to

"I want to thank each and every one of my PSW's who take care of me in my home. They do not realize what they mean to me, they are all doing a fine job . . . "

- Client

create an additional hub in an area that historically has been a challenge to serve geography. We now support twice the number of seniors and adults with disabilities then we had previously. Client's care plans are initiated and updated to reflect their goals of care and required care needs.

Central Intake continues to grow in use across Oxford County. The ability for our seniors and adults living with disabilities to call one number and tell their story once has been embraced by those potential clients in their search for needed services. We have the privilege of aiding this program in meeting those needs. Outcomes of Central Intake have enhanced collaboration across service providers in the counties and efficient communication resulting in decreased wait time for accessing and initiation of requested services.



Our transportation program is robust and always growing. This would not be possible without the unwavering dedication of our volunteers who drive our clients to requested appointments in and out of town. The use of our wheelchair van has assisted in those clients with mobility issues attend appointments and social functions. Our ability to respond to transportation requests is reflected in surpassing our funder requirements for number of rides and clients served.



Whether it is a hot or frozen meal a client or family member requests, this program surpasses our funder requirements for number of clients and meals served. Meals on Wheels (MOWs) serve the Tillsonburg, Norwich, Burgessville and Straffordville communities in meeting requested nutritional needs. Client satisfaction is high in variety and taste of our meals as well as the friendly volunteers who deliver the meals.

Foot care is a very important service that provides our clients with basic foot care in home or in a clinic setting. Our trained and certified Personal Support Workers work diligently to maintain foot care health in our community. The clinics held at Ingersoll Services for Seniors, Hickory Hills Retirement Community in Tillsonburg, Mt. Elgin, Caressant Care LTC in Courtland and at the Livingston Centre are well attended and continue to grow. Seniors are more active and acknowledge the need for good foot health.

Our housekeepers do not just provide housekeeping services but errand services, grocery shopping and meal preparation. They ensure a clean home as well as monitor the client's physical and emotional wellbeing. They are another set of eyes supporting our clients and are advocates in relating client needs and concerns.

Home Support went through our 4th Accreditation Canada process this past October. It was a journey that provided review and reflection of our organizational policies, program procedures and

guidelines as an organization and within Home Support. It was a team effort in meeting the Required Organizational Practices (ROPs) and established standards for high quality health care.

These practices and standards are globally created, and we achieved and exceeded the ROPs and standards and were accredited with Exemplary Standing. We are very proud of this achievement and will not rest on our laurels. We continue to review our policies and practices to ensure we are providing the best care and services possible.

I would be amiss if I did not speak to COVID-19 and the impact on our Home Support services and our community. As this pandemic continues to play out our front line, internal staff and volunteers have made a commitment to continue to serve the care needs of our vulnerable clients during this pandemic. Our Assisted Living clients, MOWs, and Transportation programs continue. The collaboration, support and generosity of our governments, community, business and organizations, volunteers and all staff support our commitment to providing ongoing stellar care. We are very appreciative, and it is a privilege to be a part of our communities in meeting care and service needs.

Thank you, take care and be safe.

Diana Handsaeme,
Director of Home Support Services

FACTS

- **12,692 Meals on Wheels (hot meals) delivered to 145 clients**
- **154 Meals on Wheels (frozen meals) delivered to 68 clients**
- **4,683 transportation drives to 218 clients**
- **27,759 assisted living hours to 66 clients**
- **928 Home Support Clients**
- **27,759 assisted living and 2,938 homemaking hours**
- **2,926 foot care sessions**
- **2,964 volunteer hours contributed by 86 volunteers**

Employment

MSC Employment Services (as well as Literacy Basic Skills) programs are funded by the Ministry of Labour, Training and Skills Development (MLTSD), indicating another name change on the part of the funder since the previous year.

Employment Services continues to assist job seekers, youth and employers in the community by providing Employment Services (and Job Development), Youth Job Connection, Youth Job Connection-Summer and the Canada Ontario Job Grant (for employers). Last year, over 4,277 clients participated in Employment Services programming through The Livingston Centre site as well as the itinerant office location in Fairground.

Team members ended the fiscal year on a positive note – meeting performance targets as set by the funder, while continuing to achieve high levels of client satisfaction. The key marker of program success is the number of individuals connected to work and training (810 individuals) in Employment Services. In the youth programs, success is measured by the number of participants who complete both the workshop and placement/education components and maintain success for 3 months. Overall, these targets were met. Kudos to staff for reaching these key objectives.

Team members continue to support the MSC's overall mission by investing in community partnerships and activities. Examples include: providing employment focused workshops at the local high school twice a year; partnering, once again, with the Town of

Tillsonburg to deliver two Job Fairs to benefit both job seekers and employers; participation on groups like

the Tillsonburg Resource Network and initiatives like the bike program, which links this means of transportation to some clients.



Advancing education options remained a theme last year with Contact North continuing to come on-site in The Livingston Centre to connect individuals with online learning opportunities.

Thank you to Contact North, and all referral partners in The Livingston Centre and the community, who help team members facilitate success for individuals.

FACTS

- **15 employers updated skills of 56 employees through Canada - Ontario Job Grant**
- **4,277 clients participated in Employment Services programs**
- **3,467 Resource & Information Workshop clients**
- **810 ES Assisted Service clients completed service with 666 successful outcomes (Training/ Employed)**
- **82 total participants in Youth Job Connection and YJC Summer programs with 66 successful outcomes (Training/Employed)**
- **129 youth have attended Get Connected Youth Network events**
- **694 New ES Assisted Service Intakes – 247 Youth (<30), 230 Mid-Aged Adults (30-44), 217 Older Worker Adults (>44)**
- **52 Employers have received Training Incentives for ES job placements**

Literacy

The LBS program ended the fiscal year on a high note – meeting all performance targets as set by the funder, the Ministry of Labour, Training and Skills Development (MLTSD). The program continues to measure high levels of Learner Satisfaction. The key marker of program success is student goal achievement – with students reaching 77% of Learner Progress markers (60% was the target).

The progress marker is especially noteworthy, as the MSC Literacy program provides services to an eclectic student population in both 1-1 and classroom settings. Improving technology skills is an increasingly important component of both service delivery and a necessary skill set for the job market in all sectors. Computers do not just ‘work’ when we turn them on!

In addition to programming delivered by instructional staff, tutors provide the valuable 1-1 outreach using the Laubach method. Several new tutors were trained in this system prior to being matched with students over the past year. These two-day sessions, twinned with screening protocols and weekly meetings between matched pairs, demonstrate the commitment MSC tutors have to students.

Long time LBS coordinator Wendy Woodhouse retired from MSC after almost 30 years of building and leading the literacy program for MSC. Wendy

was well known as a staunch advocate of literacy. We thank her for her dedication and devotion to the cause.

Program personnel and literacy students provided input to the developer of a ‘Bot Reader’ software program. This tool has been designed to help adult students improve reading, pronunciation, spelling, vocabulary and word comprehension. We are grateful to Literacy Link South Central for making us aware of this timely project – given the urgent need to increase and improve remote learning options, a special challenge for those with low level literacy skills.

Tillsonburg participants in the Bot project were lauded by the developer for providing the most and the best feedback.



“Today I spent some time reading again; I had a good time. Also listening to Bot Reader was good. I can see the words that I need to pronounce better.”

-Literacy Student

On a personal note, I thank instructors Sara (Tillsonburg) and Jennifer (Woodstock), as well as the tutors, for their dedication to the students in the program.

Maureen Vandenberghe,
Literacy & Basic Skills Coordinator

FACTS

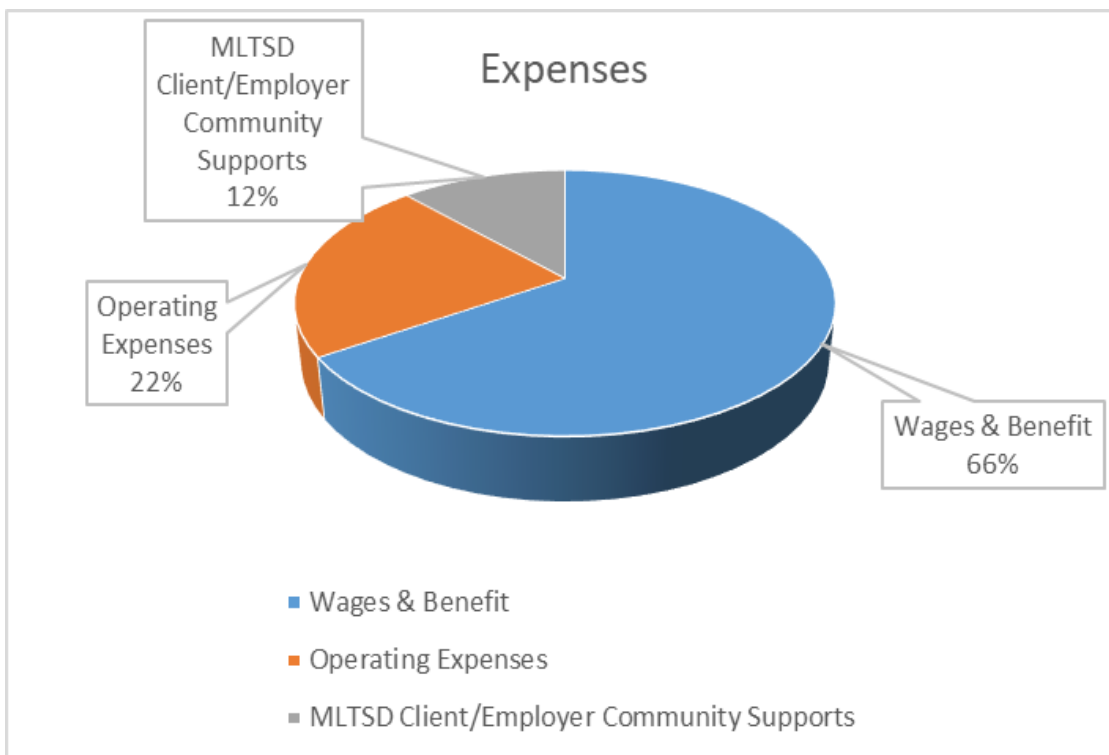
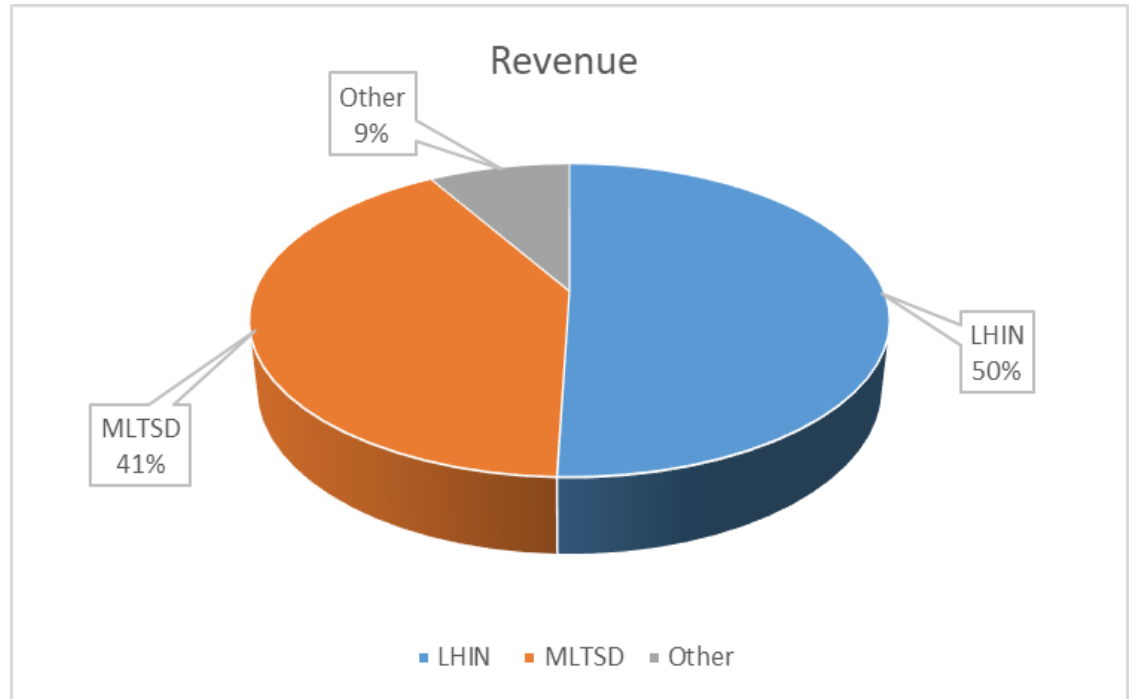
- 140 Literacy students
- 5,796 contact hours
- 1,780.75 volunteer hours
- 39 Literacy volunteers



Financials

2019 - 2020 Annual Operating Budget: \$4,866,290

Multi-Service Centre derives 91% 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.

Thank you to our funders and donors for helping us to enable others to embrace their personal independence.

Our Team

Staff Development —The MSC offers a number of training and development programs, both online and in person, on a variety of topics, such as improving skills and knowledge, workplace wellness and health and safety. 75 courses or training sessions were completed by our employees to expand their knowledge, develop skills and promote overall health and wellness. Our PSWs completed training on a Positive Approach to Care and a Gentle Persuasive Approach which focus on person-centred, compassionate care.



Dedication

- 1 employee has more than 30 years of service
- 3 employees have more than 20 years of service
- 11 employees have more than 10 years of service
- 15 employees have more than 5 years of service



We are a community-focused group of talented and motivated employees that are dedicated to promoting high-quality accessible community services!

Employee Satisfaction —To maintain employee satisfaction, we promote and continuously improve such areas as effective communication, employee growth, a healthy work-life balance, and employee recognition. Our overall employee retention rate for 2019 was just over 96% - great job team!

Team Building —We continue to engage with one another at our monthly staff meetings, through activities that encourage effective communication, stimulate employees' personal and professional growth, and promote a cooperative team environment.

Employee Wellness —The MSC takes pride in maintaining and promoting a safe and healthy work environment through comprehensive health and safety programs and procedures. These meet or exceed the requirements under the Occupational Health and Safety Act and its' regulations, and other applicable legislation and codes. To improve our excellent Health and Safety Program we have implemented a Psychological Health & Safety Management System (PHSMS), that focuses on the psychological well-being of our employees. New this year, we introduced a Fitness Expense reimbursement to support our employees ability to maintain a healthy lifestyle outside of work as well.

Volunteers



**The MSC would like to thank all of our volunteers
for their generous gift of time and talent.**



Donors

Amanda Berry
Angela Sulkowski
Arthur Fuller
Arthur Hoyland
Barb Grummett
Benjamin Holcombe
Bill (William) Pratt
Brad Holcombe
Brandy Whitetail
Brian Clark
Catherine Klaver
Cathy Crocker
Cathy Sulkowski
Chris Riley
Christopher Eybergen
Christopher Jackson
Clara Meilutis
Cliff Sykes
Country Sports
Coyles Country Store
Dave Rushton
Dayna Noury
Dean B. Crocker
Deborah Boersen
Dian Scott
Diana Handsaeme
Dianne Desplenter
Dimitri Papadakos
Doris Zuk
Doug Cooper
Duncan and Kim Gillespie
Edward Van Poucke



Emily Zakiajsek
Eva Walton
Evelyn Goodal
Everest Estate Homes Inc.
Frank Tamasi
George Croder
Georgina Vincent
Gerrit Pelleboer
Glenna Walker
Good Redden Klosler
Greg Walton
Hayden Wallace
Helen Lemon
Jennifer Janzen
Jessica Piette



Jim Devolin
Jim Helsdon
Joan (M.J.) Weston
Jodie Crocker
Jody Rymer
Joe Sulkowski
Johanna Gysbers
John & Adele Armstrong
John Cook
John Palmer
John Thiessen
June Burgess
June Liewellyn
Karen Devolin
Keeley Robinson
Kirk Patterson
Knights of Columbus

Larry Banman
Larry Lichty
Lauren Piette
Liane Papadakos
Lifetimes Limited Partnership
Linda Fenn
Lisa Gordon
Lori Hill
Lynne Lake
Margaret Grant
Margaret Redecop
Margaret Vanderzweerde
Margaret's Fernlea Flowers & Gifts (Tillsonburg)
Maria Van De Munt
Martha Blume
Marty Graf
Mary Salmon
Maureen Vandenberghe
Maxwell Adam
Michelle Hesck
Mike Donnelly
Morgan Avelar
Nancy Warren
Nicole Cowan
Nina Paul
Otto Boka
Owen Rymer
Paul & Denise Moeyaert
Paul Eybergen
Peter Csanyi
Peter Oliveira
Philip Harris
Phuong Tran
Rose Jansen
Rotary Club of Tillsonburg
Sharon Howard
Shirley Barker
St. Mary's Catholic
Women's League



Steve Leonard
Steve Molnar
Steve Vanittersum
Steven Wilson
Susan Saunders
Tillsonburg Rentals and Property Maintenance Ltd.
Timothy Bedard
Tina Eybergen
Tony Holcombe
Valerie & Gary Foerster
Vanessa Dyck
Vic Meilutis
Victor Avelar
Victor Navickas
Wayne Scheers
William and Carol Ashby
Wilma Pettit
Xia Zhang
Zena Robinson

Thank you
MSC
Donors!

Grants & Sponsorships

Back in Motion
Bossy Nagy Group
Bridges of Tillsonburg
Buchwald Consulting Services
Candy Matthews Park
Cardio Plus
Checkers Cleaning Supply
Cheryl Conick
Chrissy's Catering
Community Living Tillsonburg
Copper Mug
Country Sports
Cowan Insurance Group - Hamilton
Brokerage
Coward PharmaPlus
Coyles Country Store
Dad's Ice Cream
Dr. Ed Patenaude & Associates
Duncan Gillespie
ECI Inc
Elgin County
Ernie Hardeman
Everest Estate Homes
Execulink
F.J. Galloway and Associates
Flooring Canada
Gibson Bennett Groom & Szorenyi
Good Redden Kloser
Horvath Auto

***"Giving is not just about making a donation,
it is about making a difference."***

- Kathy Calvin

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Pioneer Cabinetry

Prouse Transport
RBC
R.E. Wood Realty
Royal Glass and Mirror
Running Room
Sangsters Health Store
SelectPath
Sheryl Williams – CIBC Mortgage Advisor
Sobeys
SRG
Super Air Bounce Rentals
Tall Tree Lumber
Teeburg Golf Academy
The Includeables
Thornton Lockworks
Tillsonburg Garden Gate
Tillsonburg Retirement Residence
Tim Horton's
Township of Norwich
Township of South-West Oxford
Town of Tillsonburg
Tranquility



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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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