



— ANNUAL REPORT —



2021/2022

Building a community of inclusiveness,
innovation and independence together

www.multiservicecentre.com



MULTI-SERVICE CENTRE

ANNUAL REPORT

CONTENTS

PAGE

Message from Board Chair	3
Message from ED	4
Program Updates	5
Financials	8
Our Team	9
Volunteers	10
Donors	11
Contact Information	12

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.

BOARD UPDATE

FRAN BELL
~ BOARD CHAIR



Board Chair

Vice Chair & Fundraising Chair

Treasurer

Director

Director

Director

Fran Bell

Val Foerster

Marian Muth

David Morris

Helen Lamos-Parker

Lynda Van De Maele

Over two years ago, our world was turned upside down with the advent of the Covid pandemic. Who would have thought that it would still be impacting our lives in so many ways? I am proud to say that the MSC has weathered the storm well and shown that it is flexible and nimble in changing circumstances.

The MSC is on a sound financial footing, thanks to careful management, and a robust donor campaign. Thank you to all of our donors – our municipal and provincial partners, corporations and private citizens - who have supported the MSC through these difficult pandemic times. Your confidence in the MSC and recognition of the need for the programs we deliver in the community is heartwarming and greatly appreciated by the staff, volunteers and Board of Directors.

Our clients remain our most important focus. Client satisfaction scores have remained consistently high this past year despite Covid restrictions. Staff have found creative ways to use technology to deliver programs and services where they were needed the most.

Our volunteers are the backbone of our organization and help us deliver our services to the community. Without them we would be unable to respond to the needs of the community and our clients in a timely and professional manner. Once more we say thank you to our many volunteers who drive, deliver meals, tutor, fundraise, promote and provide governance for our organization. We thank our many corporate volunteer groups who give up their lunch hours to ensure that hot meals are delivered throughout town. Each and every day we, together, touch lives and make the community a better place to live. We are always looking for new volunteers too. If you are interested, please contact us and we would be pleased to match your interests with our needs.

On behalf of the Board, a special thank you to the staff and the Leadership Team who have managed to navigate the ever-changing pandemic environment in order to keep everyone safe. Thank you for all of the work you do and for your dedication to the MSC and its clients! Each and every day you ensure that our clients receive the best care and attention that is possible and make our community a better, more caring place.

Finally, thank you to the Board of Directors who offer their expertise and knowledge of the community to ensure the organization is aware of the needs of the community and provide top level service and care to all. I appreciate your dedication to this agency and the community and to ensure that we live up to the mission of the MSC:

...to provide 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.



ED UPDATE

KATHRYN LEATHERLAND
~ MSC EXECUTIVE DIRECTOR



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, and Quality

As the 2021-22 year came to a close the Multi-Service Centre's 2020-2022 Strategic Plan was also drawing to its conclusion. As I reflect on the achievements attained this year, it is clear the Multi-Service Centre accomplished a great deal, often under difficult circumstances.

Staff continued to adapt and modify program delivery and services as the effects of the pandemic continued to be felt. We focused on strengthening local and regional partnerships such as the Workforce Planning and Development Board and became a member of the Oxford Ontario Health Team. We improved awareness of the services we provide with a new website that delivers an improved user experience and expanded our presence to Twitter and LinkedIn. We continued to use new technologies to better serve our clients by offering virtual literacy and employment services programming and an enhanced falls prevention program for Assisted Living Program clients.

These improvements for the people we serve were only possible due to the creative and exceptional efforts of our staff, volunteers, Board of Directors, and donors. Without you, we would not have been able to support our community so successfully. My sincere thanks to all of you for helping the Multi-Service Centre provide the services so many people rely on to keep flourishing.

The Multi-Service Centre is excited to launch its new 2022-27 Strategic Plan in the summer of 2022. Clients, volunteers, staff, and business partners provided feedback into the priorities for the MSC over the next five years. Stay tuned for all the incredible ways the Multi-Service Centre will continue its legacy of serving Tillsonburg and the surrounding communities.



"No one can whistle a symphony. It takes a whole orchestra to play it."

~ H.E. Luccock

Staff Appreciation

Flower Baskets delivered to all staff by the Service Leadership Team - May 2021



HOME SUPPORT

DIANA HANDSAEME

~ **DIRECTOR OF HOME SUPPORT SERVICES**

Change is the most constant factor within Home Support programs. We look for efficiencies that support our ongoing commitment to current programs and hold steadfast to our dedication of supporting seniors and adults with disabilities to age in place and remain independent and connected to our community.

We continue to strengthen our relationship with our funder Ontario Health West, our Oxford Ontario Health Team (OHT) which is operational and starting to move ahead in support of our county's health and social needs.

We worked with Southwest Public Health (SWPH) to support the optimal infection control practices to keep our staff, volunteers, and clients safe. We were also the recipient of 10 additional ALCom spaces to support the needs of people at risk of premature transition to Long Term Care or remaining in hospital awaiting the next level of care.

Our transportation program which is delivered by volunteer drivers ensures our clients were able to attend their medical appointments. We participated in the Nursing Clinic Transportation program which was funded through Home and Community Care Support Services (HCCSS) and our OH funder. This free transportation service assisted clients in being seen in a timely matter that promoted optimal wound healing. Our program also provided transportation for clients for COVID vaccinations to clinics in Oxford County which was funded through the Ontario Community Support Association (OCSA).

Meals on Wheels (MOW) was a vital program providing hot and frozen nutritional meals to our clients from local businesses. Through OCSA we were able to provide meals at a subsidized price that assisted many seniors and adults with disabilities the opportunity to meet their nutritional needs. Our Grocery Buddy program in collaboration with METRO grocery store provided grocery delivery to clients that were unable to get their groceries due to health or family COVID related circumstances.

Housekeeping and foot care services continued throughout this past year and clinics resumed to support the needs in our community. We followed COVID infection control precautions and were able to safely deliver these services in the home and clinic setting.

As this pandemic continues to play out, our front line staff, internal staff, and volunteers' commitment to continue to service the care needs of clients in our communities is always at the forefront of service delivery. We are very appreciative, and it is a privilege to be a part of meeting care and service needs in our communities.

"Human dignity is derived from a sense of independence."

~Maria Montessori



HOME SUPPORT BY THE NUMBERS

Total Services Provided:

- 23,255 MOWs meals to 274 clients
- 26,502 of AL hours to 89 clients
- 2,631 of footcare session to 565 clients

Volunteer Hours:

- Frozen MOWs is 520 hours per year
- Hot MOWs is 1,460 hours per year
- The Grocery Buddy program per week averaged at 23 hours
- Personal shopping was averaged with volunteer support of 5 hours per week.



"Somewhere someone is looking for exactly what you have to offer."

~Louise Hay



EMPLOYMENT SERVICES BY THE NUMBERS

- **12 Employers updated the skills of 24 employees through the Canada-Ontario Job Grant**
- **83% of ES assisted clients completed service with successful outcomes**
- **78% successful outcomes for participants of YJC Program**
- **Held an RBC Get Connected event with speaker Gold Medalist Korey Jarvis**
- **Of assisted service clients, 22% were under age 30, 28% were aged 30 - 44, and 50% were age 44 plus**
- **30 employers have received Training Incentives for ES Job Placements**
- **43% of employers we worked with had 1 - 10 employees, 24% had 11 - 50, 29% were 51-500, and 1% had 500+ employees**
- **76% of placements were for 21-40 hrs per week**
- **100% placement dollars went to on-the-job training (as opposed to test and hire, or work experience)**
- **59% of placements were in the service industry (construction, education, administration etc.), 17% were in retail, and 27% were in manufacturing**

EMPLOYMENT SERVICES

RANDI-LEE BAIN

~ EMPLOYMENT SERVICES PROGRAM MANAGER

The MSC's Employment Services team has continued to show resilience as we provided service for a second year in a global pandemic. The labour market conditions were changing; the job vacancy rate rose across the country in many sectors, fueling the strongest wage growth in two decades and competition among employers.

At MSC we were able to streamline virtual appointments and give clients access to services designed to support sustainable employment by discovering career pathways, articulating skill requirements, and connecting our clients to our local community. On top of meeting our clients' needs during this difficult time we have been focused on preparing our services for the 'great resignation' of 2021 and how it has, and will continue to, impact our economy moving forward.

Our employment team has spent a year forming several new business relationships where the key-motivating factor is a joint business objective in which we focus on future hiring needs, rather than any current openings. The relationship is built for all parties involved. We are keen, interested and committed to providing best practice services to meet the needs of local employers and their business.

In September 2021 we hosted a virtual event in partnership with RBC. The event was titled RBC Future Launch- Get Connected. Gold Medalist Korey Jarvis shared his valuable story and answered questions from the youth in attendance. Other guest speakers included Zenaida Filipino and Ashley Bertran.

In November, the MSC was granted \$5,000 from the Ted Rogers Community Foundation. This grant allowed us to support youth in our community currently facing challenges with employment and education.

We recognize that traditional methods of evaluating eligibility or employment potential will need to change. The key in this changing economy is to identify the most natural ways we can support people in employment, working in partnership with employers. There is no "one size fits all". At the MSC we guarantee the right of the person looking for work to define their future by offering advice and support for the job seeker to make their own decisions regarding the many employment opportunities available.

"Reading is the gateway skill that makes all other learning possible."

~ Barack Obama



LITERACY SERVICES BY THE NUMBERS

- 108 Literacy students served
- 3,236 contact hours
- 25 Literacy volunteers
- 765 volunteer hours
- Overall DSQ score of 7.08 – exceeding target of 6.00
- Customer service and effectiveness score of 82% of learners meeting progress markers (target is 60%)



Maureen Vandenberghe, a long-time employee of the MSC whose service spanned 3 decades, retired in December. Maureen employed her many talents – grant writing, teaching, event planning and program management to name a few – building our agency from the ground up. For the impact she had on the agency, and its staff, volunteers and clients, we are so thankful, and we wish her the very best. Through her organizational tweaks in file systems, her well-written policies and procedures, and the training she provided so many of us, her legacy will live on in the organization for many years to come.

LITERACY SERVICES

SARA LATTANZIO

~ LITERACY & BASIC SKILLS PROGRAM MANAGER

The past year brought its challenges, with service restrictions that disproportionately impacted those with literacy challenges, and those who do not have internet access. We were pleased that after the development of safety protocols, we were largely able to remain open for in-person service to assist our clients to reach their goals. Whether working toward greater independence through increased literacy, improved job prospects or further education, our tutors and class instructors assisted our clients along their individual paths. In these times, when many services have moved online, it has been especially important to offer clients the chance to build foundational computer skills.

During the summer of 2021, we were excited to employ a Library Sciences student through a Canada Job Grant to barcode the MSC's Literacy Library materials. Over 3000 items were entered into the database. Tutors and students are now issued library cards at intake and can access adult literacy resources independently.

To accommodate the many barriers to in-person learning, our instructors and tutors found creative ways to connect. Outdoor, virtual, and hybrid meetings were all used to work around challenges. Staff initiatives also created community connection: literacy composed Valentine's poems and messages to bring cheer to home support clients who were experiencing the effects of isolation.



Early in 2022, staff from our Literacy Program participated in the curriculum development for the Ontario Adult Literacy Curriculum Framework (OALCF) in partnership with Literacy Link South Central. A committee of volunteers developed, edited and submitted two new Culminating Tasks to the Ministry of Labour Training and Skills Development for inclusion in the OALCF. This allowed our agency to further support learners by contributing our knowledge to create tasks that are relevant to client needs.

Our program continues to work closely with MSC's Employment Services team, Oxford Community Employment Services and other community partners: Literacy Link South Central, Community Literacy Ontario, Alphaplus, Contact North and Fanshawe College. All have roles in helping our clients connect with the learning materials and path that best work for them.

We are grateful for the continued service our volunteers perform in the community. Echoing this year's National Volunteer Week slogan, "Volunteering is Empathy in Action" – we are inspired by the ongoing powerful impact their efforts have on client's lives. A big thank you as well to our Literacy Instructors for their ongoing commitment to the learners in our program.

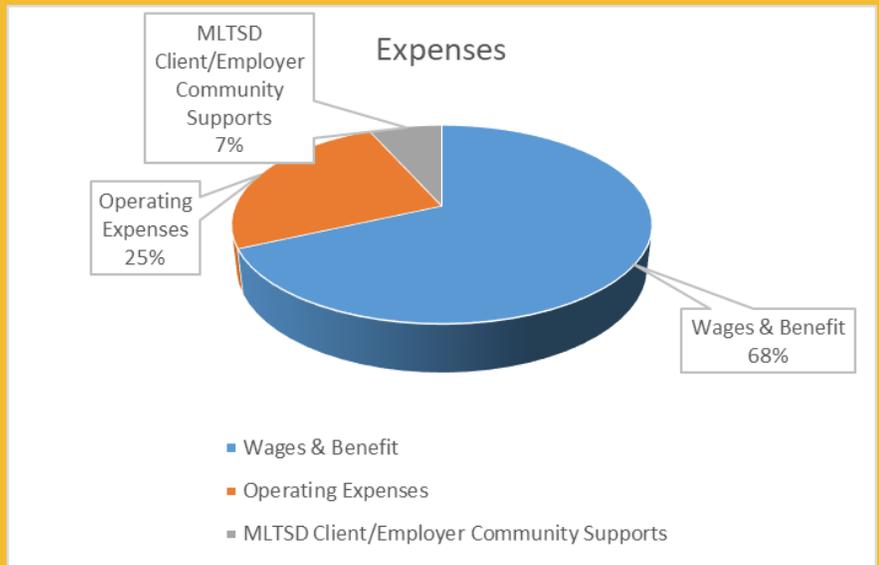
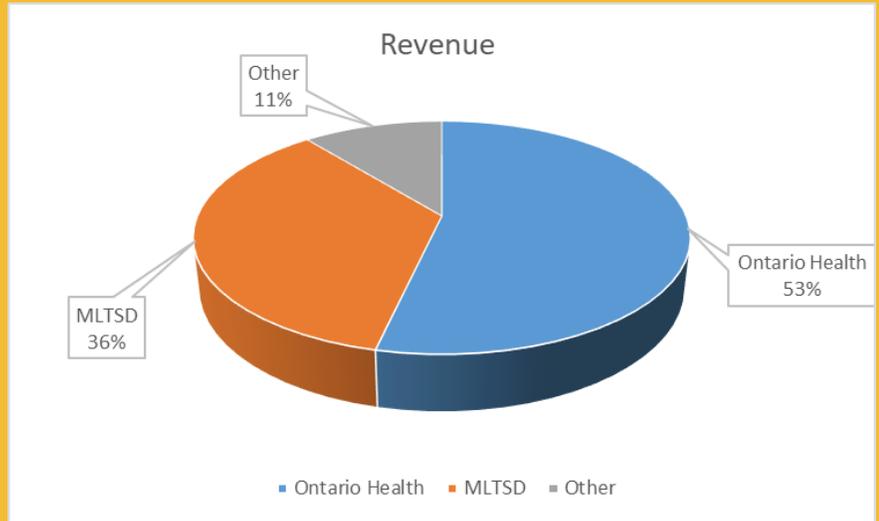
FINANCIALS

CHRIS RILEY

~ DIRECTOR OF OPERATIONS

2021-22 Annual Operating Budget: \$5,027,605

Multi-Service Centre derives 89% of its funds through provincial funding that includes contracts with the Ontario Health 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.



Funding gratefully acknowledged from:



Social Committee Fun



Staff Dedication

- 1 employee with over 30 years of service
- 2 employees with over 20 years of service
- 5 employees with over 15 years of service
- 7 employees with over 10 years of service
- 9 employees with over 5 years of service

Staff Development

- All MSC PSWs are certified Personal Support Workers and all Community Workers (PSWs & Housekeepers) are First Aid Certified.
- MSC continues to offer online training to staff as it relates to their role, health, safety, and wellness. We encourage and support lifelong learning as a core value and work cooperatively with employees as authorized to encourage academic pursuits

OUR TEAM

"Unity is a strength... when there is teamwork and collaboration wonderful things can be achieved."
~ Mattie Stepanek

Employee Engagement

According to our 2021 Employee Engagement Survey, 94% of employees find their work meaningful, and 98% report they have the training necessary to solve issues on the job. 96% of employees say they feel supported by their supervisor, and that their supervisor has an open-door policy and is accessible to them.

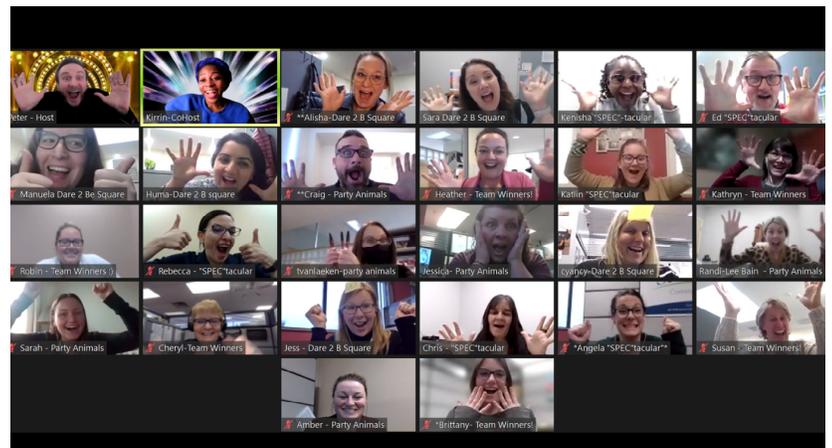
The vast majority of employees (94%) feel that leadership encourages them to give their best effort and that all information is clearly communicated.

Employee Satisfaction

The MSC makes our employee health and wellness a priority with annual health and wellness initiatives. In 2021 our staff were invited to participate in our Health-E-Steps program that saw staff getting out on their lunch hour for group walks, yoga classes and attend various wellness learning opportunities. This was an excellent promotion for exercise and social wellbeing for our employees.

Team Building

Our staff continued to participate in our monthly zoom staff meetings! Although, not the same as our in-person staff meeting, our team has always remained positive and engaged. During our round table discussions, we continue to learn a lot about each other in an environment that promotes collaboration, creativity, problem solving and communication skills. This year we hosted a team building event through Office Games. Our staff enjoyed participating in an office type "Family Feud" game!



"Volunteers don't get paid; not because they're worthless, but because they're priceless.
~ Sherry Anderson

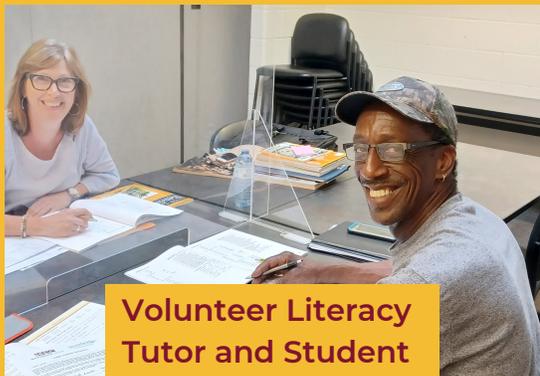
VOLUNTEERS

Thank you to all of our volunteers! Your spirit, energy and commitment makes such a difference in all of our clients lives.

"I like my volunteer tutor. She's taught me a lot of things. From reading, writing forms and a bunch of other things. I've learned a lot of words... She's great and fun to be with and always laughing."
~SH

MSC IS EXTREMELY GRATEFUL TO ALL OUR VOLUNTEERS. WE COULD NOT FUNCTION AS AN ORGANIZATION WITHOUT THEM! WE CURRENTLY HAVE OVER 120 VOLUNTEERS THROUGHOUT OUR PROGRAMS INCLUDING TRANSPORTATION DRIVERS, HOT AND FROZEN MEAL DELIVERERS, GROCERY PROGRAM DELIVERERS, BOARD OF DIRECTORS, LITERACY TUTORS, AND COMMITTEE MEMBERS.

"My life is changed so much after this. I was in a bad place. I wanted to change my life. I got a job. I wanted to get better so I came to learn more. Now I am working at welding. I got better jobs because of my confidence. My confidence is coming from my learning to read and write better in English."
~ KD



Volunteer Literacy Tutor and Student



Meals on Wheels Volunteer Delivery



Meals on Wheels Volunteer Pick Up



Joan Weston - 2021 Citizen of the Year & MSC Volunteer

Thank you!



Tillsonburg District Real Estate Board



Tillson Pizza

GRANTS

- Elgin County
- Township of Norwich
- Township of South West Oxford
- Town of Tillsonburg
- Norfolk County
- Ted Rogers Community Foundation
- Oxford Community Foundation



Ted Rogers Community Foundation

GRANTS & DONORS

"Giving is not just about making a donation. It is about making a difference."

~ Kathy Calvin

DONORS

- Lynne Adams
- Joan Adamson
- Brian & Elizabeth Allen
- John & Adele Armstrong
- William & Carol Ashby
- Rick Aubrey
- Nicholas & Pamela Balint
- Lisa Baubie
- Catherine Bearss
- Frances J Bell
- Norma Bilger
- John Birtwistle
- Bossy Nagy Group
- Carol Broadhurst Baker
- Bonnie Brown
- Sharon Bruce
- June Burgess
- Lisa Butcher
- Onalee Bye
- Patricia Cherneski
- Elizabeth Cook
- Coward PharmaChoice
- David & Andrea Cryderman
- Charles Davis
- Mark Day
- Dianne Desplenter
- Ken & Cheryl Donais
- Lorne Drury
- Edmund Edwards
- Lisa Gilvesy
- Rob & Theresa Godby
- Dorothy Godby
- Nancy Griffin
- Chris & Louise Guthro
- Linda Guzman
- Theresa Hamilton
- Philip Harris
- Laura Hartley
- Millie Heimbecker
- Phyllis Helsdon
- Astrid Heye
- Brent Hollister
- Emily Hudson
- Ron Huffman
- Harold Hunter
- Norman Jones
- Jim & Lorraine Kinsman
- Anna Knab
- Lynne Lake
- Deb Losee
- Jane Marshall
- Margaret McCrimmon
- Marian Muth
- Victor Navickas
- Norma Nickol
- Ron Norris
- Karen Ann Oke
- Jack Parker
- Carol Parker
- Mary Patterson
- Linda Plati
- Bill Pratt
- Diane Reld
- Chris Riley
- Allan Robson
- Friedericke Scheffer
- Peter Southwell
- St. Mary's Catholic Women's League
- George Stock
- Brenda Stone
- Tillson Pizza
- Tillsonburg District Real Estate Board
- Joe Tobias
- Mignonne Trepanier
- Maureen Vandenberghe
- Georgina Vincent
- Allan Vokey
- Eileen Wallis
- William Walls
- Nancy Warren
- Bruce Watson
- Joan Weston
- Gordon Williams
- Judy Williams

CONTACT INFORMATION



Opened in 1978 in Tillsonburg Ontario, the Multi-Service Centre (MSC) is an accredited, non-profit, charitable organization dedicated to promoting high quality accessible community services in Oxford, Elgin and Norfolk Counties.

Follow us on Social Media

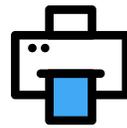


**: 96 Tillson Avenue
Tillsonburg ON N4G 3A1**

@ : info@multiservicecentre.com



: 519-842-9000



: 519-842-4727



: 226-721-1114



Other Service Locations Include:

Community Employment Services, Woodstock: 40 Metcalf

www.multiservicecentre.com