

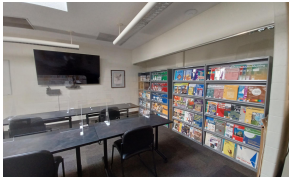
2022 - 2023



MSC ANNUAL REPORT

Building a community of inclusiveness,
innovation and independence together

www.multiservicecentre.com



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ABOUT THE MSC

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.

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

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The MSC has several spaces and rooms for its services. There is a classroom and library for our Literacy & Basic Skills Services, public computer desks for employment needs, a private room for Home Support's foot care clinics, and rooms for one on one discussions.

The MSC also shares space in the Livingston Centre with many other fantastic community organizations.



MESSAGE FROM THE BOARD CHAIR

Fran Bell
~ Board Chair

Dear Friends....

If you are reading this, you are part of our community: the community of people who work, volunteer through, donate to, sit on the board of, benefit from and appreciate the important work of the Tillsonburg Multi-Service Centre.

It is a privilege to serve as the Chair of the Tillsonburg MSC Board of Directors. The board is committed to effective governance to ensure that we continue to carry out our mission of home support, literacy and employment services to those in Tillsonburg and the surrounding areas.

Our ability to provide our services has been made possible, in large part, by the powerful partnerships we have forged over the years. We have joined forces with our generous donors and other nonprofits to increase our impact. And we rely on our many volunteers to deliver services to our neediest citizens. To all of these valued partners we express our profound gratitude for all you do. We are truly grateful to everyone who strengthened the MSC this past year through gifts of your time and resources.

There is much to be grateful for and celebrate when looking back over the past year. This past summer we saw our internal staff from the mall office join our staff at the Livingston Centre in our newly renovated space.

Last May the Board approved the 2022-2027 Strategic Plan which focuses on two major strategic directions:

- A Great Place to Get Help
- A Great Place to Work and Volunteer

We are excited to implement actions that will focus on these directions.

The Literacy Program is in a time of growth. We continue to have a steady influx of new clients: many are referrals through our Employment Team!

The MSC recently was awarded the contract to provide transportation to up-coming cancer screening clinics being funded by the Oxford Ontario Health Team (OHT). This is an exciting new partnership between the OHT, Primary Care and Community Support Services (CSS) agencies and a great opportunity to demonstrate the value the CSS sector adds to our community.

We delivered over 21,000 Meals on Wheels throughout the community. None of this would have been possible without our employees who provide the energy, enthusiasm, and ingenuity that drive our success! Thank you so much!

I am excited for the future we all share— building upon strong foundations to expand our impact, increase our reach, and accelerate our pace. One thing that has deeply impressed me is how the MSC resides in the fabric of so many people's lives. The part we play in helping build better futures for our clients, and their families is a source of pride and purpose for our employees, donors, volunteers and partners. Going forward we will continue to focus on our mission:

...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.



Board Chair

- Fran Bell

Vice & Fundraising Chair

- Val Foerster

Treasurer

- Marian Muth

Directors

- David Morris
- Helen Lamos-Parker
- Lynda Van De Maele

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.

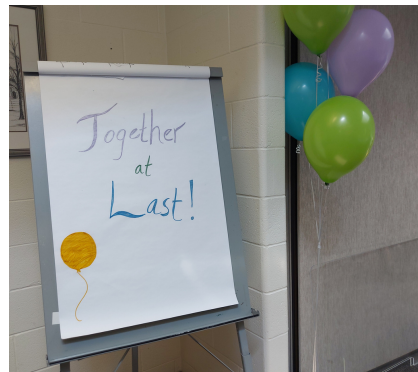
MESSAGE FROM THE EXECUTIVE DIRECTOR

Kathryn Leatherland
~ MSC Executive Director



This year the Multi-Service Centre adopted a new five year strategic plan. The plan is built from input gathered from clients, employers, volunteers, staff, funders, and donors. Their feedback was the Multi-Service Centre is having a significant positive impact in our community and should build on our strong foundation.

We set a goal to engage in more collaborations and have experienced a year of increased partnerships. In June we were able to reunite all staff back under one roof at the Livingston Centre after twelve years of two office locations. In addition to welcoming people into our location at the Livingston Centre staff have regularly reached out into the community to provide information about our services. This outreach was held at the Tillsonburg Town Centre Mall, Salvation Army, Glendale High School, the Job Fair+ and several local employers.



The Multi-Service Centre became a signing member of the Oxford Ontario Health Team and has actively joined in its activities such as the continuous quality improvement collaborative. We have improved our programs by educating staff regarding equity, diversity, and inclusive practices for client services. This lens is also helping us let our community know all people are welcome and can contact us about the employment, adult literacy, and home health care services we offer in Tillsonburg and the surrounding communities.

None of this would be possible without the support from the provincial and municipal governments as well as our local community who have volunteered many hours of their time and donated funds to offer client supports that are not fully funded by government sources. It is an important show of support in the work we do that approximately 540 volunteers donated over 5600 hours of client and governance services for Multi-Service Centre this year. I thank you all from the bottom of my heart.

HOME SUPPORT

Diana Handaeme

~ Director of Home Support Services

Our Home Support programs continue to grow and meet the needs of seniors and adults with disabilities that live in the communities we serve to continue to live independently and remain connected. The opportunity to actively participate in many unique program opportunities supported our ability to exceed funder expectations in the programs we offer.

Our Assisted Living in the Community Program experienced growth over the past year by supporting upwards of 60 high risk frail seniors. The addition of Supportive Care Aides supported us being able to meet client's social needs. Our dedicated community workers never wavered in providing services to our clients as COVID continued and always put the needs of the client first. We continue with high infection control standards when providing services in the home and clinic setting with COVID screening and staff using the appropriate personal protective equipment.

Our Meals on Wheels program received funds that allowed us to subsidize hot and frozen meals supporting clients on fixed incomes to purchase additional meals and thus impact positively on their nutritional health. Working with local providers and the hospital for our hot and frozen meals continues to be a strong collaborative partnership in our communities. Our grocery buddy program in which we work with METRO maintains a strong client base that receives groceries delivered to their door by our dedicated volunteers. Both programs provide a safety check to ensure our clients' wellbeing. Our ability to maintain economical pricing also led to increased requests for housekeeping and foot care services.

Our transportation program continues to experience growth. A part time paid driver position was trialed which allowed us to schedule more accessible vehicle drives for

medical appointments and increased use of both our accessible vans. Volunteers are also an integral part of this program and supported getting clients to the Nursing Clinics for wound treatments, dialysis, medical and specialist appointments.

Home and Community Care Support Services, partnered with CSS organizations across Oxford County to be able to deliver "LEGHO-Let's Go Home" program that assists patients from local hospitals to have a smooth transition from hospital to home. This free program aids patients being discharged the opportunity to have free frozen meals, medical drives, housekeeping, and caregiver support to assist them in their recovery with the goal of preventing return to hospital. This is a time limited program of 4-6 weeks and many clients we served continue receiving our services after the program is finished.

The Oxford Ontario Health Team is operational, and we are an active participant in the various teams that have been initiated to support enhanced communication among the health care providers and meeting clients care needs. We ensure the voice of community support services with our knowledge and flexibility to support new service programs.

We are grateful for the dedication of our front-line staff, internal staff, and volunteers in continuing to put our clients 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.



Home Support by the Numbers:

- 21,057 MOWs meals to 335 clients
 - 2,699 Foot care sessions to 632 clients
 - 4,361 transportation drives to 273 clients
 - 4,025 units of housekeeping visits to 182 clients
 - 512 volunteers supported our Meals On Wheels and Volunteer Transportation Program
- 134% above annual target
 - 4% above annual target
 - 18% above annual target
 - 29% above annual target

EMPLOYMENT SERVICES

Randi-Lee Bain

~ Employment Services Program Manager

The MSC's Employment Services Team has robustly helped our community recover post-pandemic. A highlight of our year included bringing back our valued Job Fair. Employers being challenged by the unavailability of talent led to new workforce concepts such as "an agile career and rapid upskilling". This is where our teams focus have been this



past year; a combination of traditional educational programs and rapid upskilling solutions such as micro-credentials, certifications, etc. We created an event that job seekers could connect with not only employers but education and training centers and other community resources. Our events led to several success stories from Employers and Job Seekers. Our team has also been busy in the community with an ongoing presence at both the Salvation Army and an information table at the Tillsonburg Town Centre Mall.

The MSC and the Town of Tillsonburg was awarded funding for an exciting project: Tillsonburg Youth Attraction and Business Retention Partnership Project. Key elements of the project include:

- Raising awareness of local options for employment available to students and youth
- Confirming career interests of current students at Glendale High School Educating businesses on opportunities to engage and hire students and youth via working with the Multi Service Centre
- Engaging youth and businesses to create connections and future networking through the creation and execution of an ambassador program exhibiting success stories of "Tillsonburg Alumni" in the community.
- Leveraging existing relationships, the project implements the Economic Developers' Council of Ontario's Strategies and Tactics for Retaining and Encouraging Youth to Return to Small and/or Rural Communities framework.

This plan will strengthen local relationships and build a sustainable pathway that will continue to connect youth and employers for years to come contributing to bright futures for and the ability to support and grow local businesses.

On November 16th, the day after the unfortunate news of the Adient plant closure, MSC was contacted and met with Adient's HR manager to share resources and provide them with information about our services that they could then give to their staff. Our MSC Resource Centre saw many Adient employees come in for support in the first few days. Our Job Developers reached out to our program employers as well as other manufacturing employers within a 30 minute drive of Tillsonburg to get up to date job listings including vacancies, wage and benefits. Employers also contacted us to share their hiring needs. This was consolidated into a spreadsheet that we provided to Adient employees. I am very proud of our team to be able to come together so quickly to support the people in our community and continue to be there every step of the way.



The government is transforming Ontario's employment services to make them more efficient, more streamlined, and outcomes focused. As part of Employment Services Transformation, a new service delivery model will integrate social assistance employment services, as well as other government employment services, into Employment Ontario. This new system will be more responsive to needs of job seekers, businesses and local communities.

Our Employment Services team is committed to providing a high quality of service. We strive to help job seekers be successful and achieve their goals!

Employment Services by the numbers:

- **14 Employers updated the skills of 17 employees through the Canada-Ontario Job Grant**
- **81% of ES assisted clients completed service with successful outcomes**
- **32 employers have received Training Incentives for ES Job Placements**
- **91.5% of placements were on the job training including apprenticeships and work experience**

LITERACY SERVICES

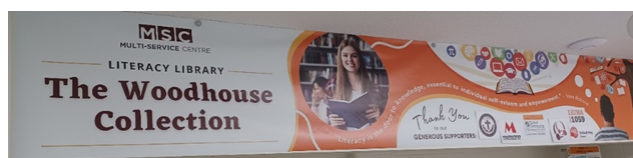
Sara Lattanzio

~ Literacy & Basic Skills Program Manager

**“The whole world opened to me when I learned to read.”
- Mary McLeod Bethune**

With service restrictions eased, and many clients feeling safer venturing out, our literacy program has experienced a resurgence over the past fiscal year. Through creative adaptations of our service delivery, clients could meet in person or online. With these changes, our numbers of tutors and clients have approached pre-pandemic levels. With more services and businesses than ever moving online, we are providing urgently needed accessible opportunities to build literacy and digital literacy skills.

We employed a Literacy Coach this fiscal through a 2022 Canada Summer Job Grant. She offered personalized instruction in our small group classes, updated our Basic Computer Skills curriculum, and helped relocate our Literacy Library to its new location in the Livingston Centre.



With valued funding from 100 Women Who Care Oxford, Marwood International Inc. and St. Mary's Catholic Women's League, our Literacy Library gained accessible shelving and an eye-catching banner which draws attention to the library and acknowledges donor support. Dubbed "The Woodhouse Collection", its name honours former Literacy Program Coordinator Wendy Woodhouse's many years of service.

With generous donations from United Way Oxford, Oxford Community Foundation, and LiUNA Local 1059, we have acquired 24 iPads and Android tablets. We are now equipped to meet a need expressed by our learners: mobile skills training for cellphones and tablets. We are hugely appreciative of our community's support – we would not be able to offer the quality of services we do without this invaluable assistance!

Our program will be participating in two pilot programs this coming year: a \$90,000 Ministry Skills for Success grant was awarded to provide training to under represented groups. Jointly with Literacy Link South Central, we will also be hosting tech drop-ins for under-served populations including seniors and individuals with low income via the Government of Canada's Digital Literacy Exchange Program (DLEP). These projects aim to tackle the "digital divide" by offering technology skills training to those who need it most.



Deep thanks go out to our team: class instructors and volunteer tutors creatively work through many challenges to help learners build skills toward education, career, or independence goals. We sincerely thank our donors, community partners, agency, staff, volunteer tutors and board members. All play crucial roles in helping our clients connect with the learning materials and path that best work for them. The life-changing skill improvements our learners see in our program are truly a team effort!

Literacy & Basic Skills by the Numbers:

• 135 learners served:	94% of target
• Customer Satisfaction:	107% of target
• Service Coordination:	165% of target
• Suitability:	121% of target
• Learner Progress:	124% of target
• 4,688 client contact hrs	Up from 3,236 previous year
• 27 Literacy volunteers	1,127 volunteer hrs

**These numbers
highlight both our staff
and our clients
commitment to learning
and development**



OPERATIONS

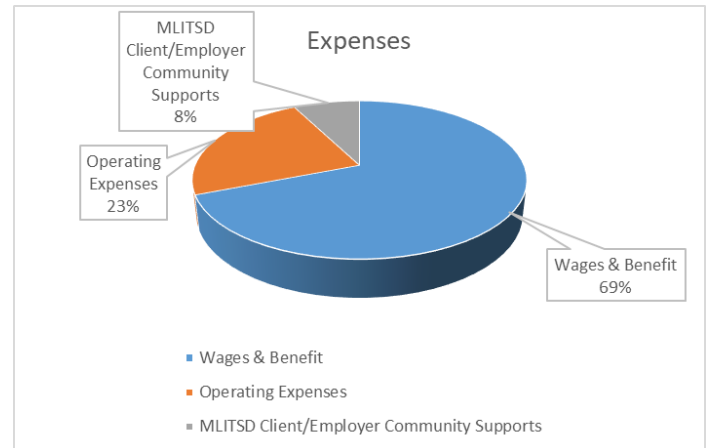
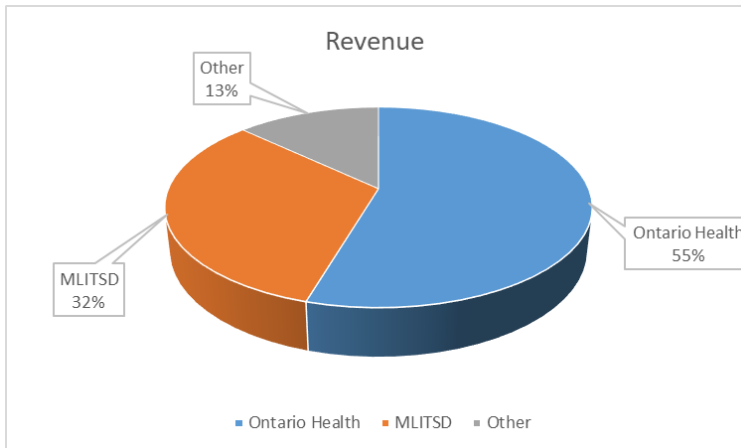
Chris Riley
~ Director of Operations

Finance

2022-23 Annual Operating Budget: \$5,439,355

Multi-Service Centre derives 87% of its funds through provincial funding that includes contracts with the Ontario Health and Ministry of Labour, Immigration, Training and Skills Development (MLITSD). 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:



Marketing

Brand development was a big focus on marketing materials this year. After a website overhaul, new colours were added to the MSC brand that have since been used to assign branding for specific services.

Many materials were created and updated, including brochures, banners, signs, digital media posts, newspaper ads, flyers, and more. Each of these materials were branded accordingly, with Home Support materials now identified through blues, Literacy & Essential Skills through oranges, and Employment Services through reds. All Social Media accounts saw an increase in followers, reach, and engagement, especially the Facebook page, which had a 26% increase in followers and a 51% increase in engagement due to boosted ads. As the year drew to a close, a videographer was hired to update YouTube videos to increase views on that platform in the coming year.

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OUR TEAM

Employee Satisfaction:

We are a dynamic, community focused agency that aims to provide our team the tools and education necessary to successfully make an impact! Among MSC staff:

- 95% find their work meaningful
- 95% report that they have the training necessary to solve issues on the job.
- 94% feel that their opinions and ideas are heard and valued by their supervisor
- 91% feel their supervisor understands a healthy work/life balance

Team Building:

Our staff continued to participate in staff meetings and department specific meetings this year. We also saw the revival of our Community Worker Mentor meetings, this is an important part of communication and support for our community worker group! Departments were creative with their time and resources to hold team building events such as the community worker appreciation BBQ, our Together At Last event and our Holiday Party to name a few. These events provide the necessary time and space for staff to really get to know one another which assists in forming those workplace relationships that help us succeed.

Staff Development:

The MSC encourages and supports lifelong learning as a core value and works cooperatively with employees to encourage academic pursuits.

- All MSC PSWs are currently certified Personal Support Workers
- All Community Workers (PSWs and Housekeepers) are First Aid Certified
- Internal staff received Equity, Diversity, & Inclusion Training
- Leaders at the MSC received Leadership Training including:
 - * Difficult people, difficult discussions, and how to manage
 - * Contemporary issues in leadership
 - * Business communication
 - * Time management

The MSC also continues to offer online training to all our staff as it relates to their role, health, safety, and wellness

2022 Taste the Rainbow Wellness Initiative



The MSC makes our employees' health and wellness a priority with annual health and wellness initiatives. In 2022 we saw a focus on healthy habits by implementing our "Taste the Rainbow" initiative. Participants received a mini greenhouse with seeds and tools to start their own garden. This initiative encouraged staff to grow their own vegetables, learn to care for their plants, shared healthy recipes and general nutrition and meditation tips. This initiative not only taught participants the benefits of growing your own food, but it also created a community of engaged staff through the initiative and even after the initiative ended. Staff are already discussing with each other their plans to grow a vegetable garden again this year.

Social Committee Events

- 50/50 Draws, Raffles and Parties
- Easter Helping Hands Donations
- Halloween Photo Contest
- Christmas Food Bank Donations
- And so much more.....!



Dedication to the MSC:

- 3 employees with over 20 yrs of service
- 5 employees with over 15 yrs of service
- 5 employees with over 10 yrs of service
- 8 employees with over 5 yrs of service

VOLUNTEERS

VOLUNTEER APPRECIATION OPEN HOUSE



Event held on June 23rd at the Tillsonburg Soccer Park

Our heartfelt thanks go out to those that have donated their time and hearts to our organization over the last year, as the MSC relies on the dedication of local volunteers to help our programs run.

We are always looking for more volunteers to help us serve our community.

You can volunteer as:

- TRANSPORTATION DRIVER
- MEALS ON WHEELS DELIVERY
- LITERACY TUTOR
- BOARD OR COMMITTEE MEMBER

Contact us at www.multiservicecentre.com/volunteer-registration/

VOLUNTEER CHRISTMAS PARTY



Event held on December 15th at the Upper Deck

www.multiservicecentre.com

GRANTS & DONORS



You can donate to the MSC in person, by mail, by phone or online

Our programs and services are supported by generous donors just like you. Every contribution, great and small, help us continue to provide quality care to our community.

Alexis Lizotte
Alice Hart
Allan Robson
Ashley Ward
Bob Devine
Bonnie Brown
Brandi Cowen
Brenda Stone
Brent & Janet Hollister
Brian Odette
Bruce Watson
Carol Honsberger
Carolyn Odette
Cheryl Ward
Chris Riley
CIBC - Tillsonburg
Connie Shuga
Damien Cooper
Darlene Chambers
David & Andrea Cryderman
David & Nancy Baldock
Deb Losee
Dennis & Annette Arnold
Devin Ryan
Dianna Morgan
Dianne Desplenter
Donna Holder
Edmund Edwards
Edward Klassen
Elizabeth Cook
Escapes Salon & Spa
Flooring Canada
Georgette Bridle
Georgina Vincent
Gordon & Muriel Williams
Jack Parker



Jackie Crassar
James Morgan
Janny Dimmers
Jason Weiler
Jennifer Grant
Joan Weston
Joey Ianni
John & Adele Armstrong
John Austen
John Morrison
Karen Ann Oke
Karen Horvath
Katheleen Ellis
Kathryn Leatherland
Kathy Hepburn
Kenisha Choo-Yick
Kristina Sviridoviene
Larry Banman
Laurel & Peter Beechey
Lauren Piette
Linda Larkins



Lisa Hakala
Literacy Link South Central
Lynne Adams
Margaret McCrimmon
Maria Rice
Marilyn Mercer
Mary Nemeth
Maureen Vandenberghe
Nancy Warren
Norman Jones
Patricia Cherneski
Peggy Adlington
Peter & Jackie Kirk
Peter Southwell
Tillson Pizza
Randi-Lee Bain
Richard & Josephine
Laplante
Richard Buchanan
Richard Spratt
Roger Spriet
Ron & Joan Norris
Ron Huffman
Rotary Club of Tillsonburg
Scott Dunbar
Sharon Bruce
Steve Molnar
Susan DeRoo
Susan Morgan
Terry Fraser
Theresa Hamilton
Tillson Pizza
Timothy Bedard
Tracy Van Boethem
Wayne Newman
William Walls

GRANTS:

- Ontario Community Support Association
- Oxford Community Foundation: Maple Leaf Grant
- Ted Rogers Community Grant
- The Good Companions Seniors' Centre
- United Way Oxford

- Enabling Accessibility Fund
- Elgin County
- Township of South West Oxford
- Town of Tillsonburg
- Township of Norwich
- Norfolk County

CONTACT INFORMATION

Follow us on Social Media



www.multiservicecentre.com



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519-842-9000



info@multiservicecentre.com

Other Service Locations Include:
Community Employment Services, Woodstock: 40 Metcalf Street