



MULTI-SERVICE CENTRE

ANNUAL REPORT

2025-2026



Table of Contents

About the MSC	3
Strategic Plan Update	3
Message from the Board Chair	4
Message from the Executive Director	5
Program Updates	6
Financials	9
Marketing	9
Our Team	10
Volunteers	11
Grants and Donors	12-13
Environmental Stewardship	14
Contact Us	15

DID YOU KNOW?

Many MSC clients rely on more than one MSC program—showing how integrated services really matter.



About the MSC

Opened in 1978 in Tillsonburg Ontario, the Multi-Service Centre (MSC) is an accredited, non-profit, charitable organization. Throughout its many years, the MSC has been proud to deliver accessible community services of the highest quality in Oxford, Elgin and Norfolk.

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

Strategic Plan Update

2023

- Accredited with exemplary standing
- Volunteer tutor training updated
- Supervisor leadership training completed
- Enhanced tutor training aligned with current practices, support strategies, procedures, & expectations
- CRM implemented tool for client tracking, service documentation, and team communication

2024

- Personalized literacy learner plan implemented, along with personalized digital skills resource
- Community health assessments completed with assisted living clients
- Staff training and development plan implemented including cross training of staff

2025

- Created a user-friendly tool that supports non-MRD clients
- Staff and volunteer diversity training completed. Land acknowledgment statement updated to align with best practices.
- Ethical decision-making tool updated

2026

- Leadership training completed
- Enhanced employer engagement strategy
- Dementia friendly community training completed
- Volunteer engagement strategy implemented

Completed Projects So Far





Message from the Board Chair

~ DAVID MORRIS

Board Chair

- David Morris

Vice Chair

- Marian Muth

Treasurer

- Barb Clendenning

Directors

- Fran Bell
- Emily Hudson
- Katie Kiehl
- Zach Buchner

Dear Valued Friends,

Established in 1978, the Multi-Service Centre stands as a recognized and accredited charitable organization dedicated to promoting high-quality, accessible community services in Oxford, Elgin, and Norfolk Counties.

I would first like to recognize our Past Chair who has served 12 years as the Board Chair. Fran Bell has provided effective leadership to the Board and instilled a high standard of governance. Fran continues on the MSC Board and has been elected Chair of Stonebridge with the resignation of Val Foerster.

The Board will miss Val Foerster who served for an amazing 28 years on MSC, most recently as Board Vice Chair and Chair of the Fund-Raising Committee. She was also Chair of Stonebridge since its inception.

On behalf of the Board, I would like to recognize the continued outstanding leadership of our Executive Director, Kathryn Leatherland who has provided very professional and astute guidance to the Board in an ever-changing environment. Kathryn, along with her dedicated management team and team members continue to provide caring and effective services in the Tri County area as well as making sure the organization is financially sustainable.

MSC would not be able to function in meeting the needs of our community without the tireless efforts of our Volunteers. Thank you all!

I would personally like to thank the members of the Board, Fran Bell (Past Chair), Zach Buchner, Barb Clendenning (Treasurer), Emily Hudson, Katie Kiehl and Marian Muth (Vice Chair) for their service in making my job easier.

As we look forward, there will be challenges ahead but I am confident that with all those involved in making the Multiservice Centre such a success to date the organization will continue to meet the current and future needs of the Tri County Community.

With appreciation,

David Morris, Board Chair

The MSC Board of Directors serve as dedicated community advocates, demonstrating a strong commitment to client and staff well-being and to the quality and accessibility of MSC services.



Message from the Executive Director

~ KATHRYN LEATHERLAND

DID YOU KNOW?
MSC undergoes audits, accreditation reviews, and funder reporting to ensure accountability.

Dear Community Members,

The 2025–26 fiscal year was defined by meaningful partnerships and deepened collaboration across our community. At The Tillsonburg and District Multi-Service Centre, we recognize that no single organization can fully meet the complex and evolving needs of our community on its own. By working together, we strengthen our collective impact and build a more responsive, inclusive network of support.

This year, our staff actively engaged with community partners through the Oxford Ontario Health Team’s Equity, Diversity, and Inclusion (EDI) Community of Practice learning opportunities. Alongside these collaborations, staff training remained a key priority. We invested in comprehensive EDI education for all employees, embedding this training into our onboarding process for new staff. This commitment ensures our team remains informed, culturally responsive, and equipped with current best practices to better serve our clients with respect and understanding.

In collaboration with local health and community service providers, we also co-developed a revised Ethical Decision Making Tool. This improved resource offers a clearer, more practical framework for navigating complex ethical situations, supporting consistent and thoughtful decision-making across our programs. By enhancing usability for staff, the tool strengthens our ability to respond with clarity, accountability, and compassion—ultimately leading to more client-centered outcomes and increased trust during challenging circumstances.

None of this work would be possible without the people who give their time, insight, and leadership to support our mission. I wish to extend my sincere gratitude to our dedicated volunteers. Their generosity of time, skills, and passion enables us to continue delivering—and expanding—vital services within our community. I am equally thankful to our volunteer Board of Directors for their leadership and stewardship. Through their governance and thoughtful guidance, they help ensure community voices inform our work and that we remain focused on the fundamental question: How can The Tillsonburg and District Multi-Service Centre better support our community—now and into the future?

Together, through collaboration and shared purpose, we are building a stronger foundation for those we serve.

Sincerely, *Kath Leatherland*

Kathryn Leatherland, Executive Director

Home Support

DIANA HANDSAEME - DIRECTOR OF HOME SUPPORT

Home Support (HS) continues to respond to the evolving needs of seniors and adults with disabilities by promoting aging in place, independence, and community connection. Over the past year, demand for services increased significantly, resulting in growth across multiple programs.

The Meals on Wheels program exceeded funder expectations, more than doubling its annual targets for hot & frozen meal delivery. Nutritious meals are prepared by the local hospital and community businesses, and delivered by dedicated volunteers. In addition to nutritional support, each delivery includes a wellness and security check, providing reassurance to clients and their families.

The Assisted Living in the Community program expanded into Norfolk County, extending services through hubs in Tillsonburg, Norwich, and Port Rowan. The program continues to exceed funded targets while maintaining a substantial waitlist, reflecting the growing need among seniors wishing to remain in their homes.

Transportation services also expanded, supporting access to medical appointments, wound care clinics, adult day programs, and social outings. The addition of a passenger van increased capacity for group transportation and improved accessibility for clients using mobility aids and wheelchairs.

Foot care services enhanced seniors' mobility and overall health through affordable clinics held at the Livingston Centre. The relocation to a dedicated clinic space improved service delivery, while program expansion into Norwich and Delhi increased community access. In-home foot care services continue for clients unable to attend clinics.



This year also marked the launch of the Client & Family Portal, allowing clients and families to view schedules, service providers, and invoices up to 3 days in advance. The Client & Family Council expanded its membership, strengthening opportunities for client engagement and input into service planning.

MSC remains actively engaged in system-wide planning through participation in the Oxford Ontario Health Team, Ontario Health West Access and Flow Network, and Communities of Practice focused on equity, inclusion, diversion, and AI. Collaboration through the Oxford Age-Friendly Strategy further supports policies and environments that enable older adults to live safely and independently.

To support end-of-life care preferences, palliative care education was provided to Personal Support Workers and Supportive Care Assistants. These efforts support the continued expansion of community-based palliative services, allowing Assisted Living clients to receive compassionate care at home.

In collaboration with the Alzheimer's Society Southwest Partners, MSC achieved designation as a Dementia Friendly Community. Over 75% of HS staff completed specialized dementia training, and a formal action plan was developed to guide ongoing efforts. This designation ensures that seniors living with dementia and their care partners are welcomed, supported, and included within the Livingston Centre and the broader community.

It is a privilege to support seniors and adults with disabilities in maintaining independence and connection within their community. The growth achieved this past year was made possible through the dedication of leadership, staff, community partners, and volunteers.

HOME SUPPORT BY THE NUMBERS

	<u>Units of Service</u>	<u>Clients Served</u>
<u>Foot care:</u>	3,354	698
<u>Homemaking:</u>	4,231	217
<u>Transportation:</u>	6,377	357
<u>MOWs:</u>	23,530	252

DID YOU KNOW?
MSC often supports caregivers as much as the clients themselves.

Employment Services

RANDI-LEE DURHAM - DIRECTOR OF EMPLOYMENT SERVICES

This fiscal year marked continued growth and responsiveness within our Employment Services. Building on our walk-in intake model, we enhanced timely, accessible support for clients, contributing to increased engagement and improved service experience.

In partnership with the Town of Tillsonburg, MSC delivered our Spring and Fall Job Fairs, key to connecting local employers and job seekers. The May 2025 Job Fair+ featured 22 exhibitors and 198 job seekers, while the October 2025 Job Fair+ grew to 28 exhibitors and approximately 245 attendees. Employers reported 946 candidate connections and 143 follow-ups, with job seeker satisfaction averaging 4.35/5, reinforcing the value of these events in supporting employment outcomes.

In response to local labour market changes, MSC hosted two targeted information sessions to support workers affected by layoffs at CAMI Automotive. These sessions were also open to individuals impacted by tariff-related layoffs, ensuring broad access to employment supports and re-employment pathways during a period of economic transition.

Through United Way funding, we expanded skills-based programming by partnering with Fanshawe College to deliver the Food Preparation Series. This free, employment-

focused program provided participants with hands-on experience in preparing affordable meals while building practical kitchen skills to support employment in the food service sector.

Youth engagement remained a priority through the fourth annual Trick of the Trades event at Glendale High School. Featuring 16 vendors, including local businesses and post-secondary institutions, the event engaged approximately 800 students through interactive, hands-on experiences. Feedback from students and exhibitors was overwhelmingly positive, highlighting its impact in increasing career awareness and inspiring future pathways.

We also continued our partnership with the Canadian Career Development Foundation to deliver the In Motion & Momentum+ (IM&M+) program, supporting both youth and adults in overcoming employment barriers, with participants progressing into employment, training, and education.

To further strengthen service delivery, our team participated in ongoing professional development, including Indigenous Cultural Safety and Anti-Racism/Anti-Oppression training, reinforcing our commitment to inclusive, client-centered services.

DID YOU KNOW?

MSC staff and volunteers follow strict privacy, safety, and training standards to protect every client interaction.

EMPLOYMENT SERVICES BY THE NUMBERS

- **688 clients served**
- **323 achieved an employment outcome**
- **98% of clients were satisfied**
- **7 employers updated the skills of 34 employees through Canada-Ontario Job Grant**



GetSET

WILMA O'HEARN- GETSET COORDINATOR

This fiscal year marked a significant transformation for our Get SET (Skills, Education, Training) program, formerly known as Literacy and Basic Skills (LBS). This rebranding reflects a shift toward a more modern, flexible, and learner-centered approach, designed to better meet the evolving needs of adult learners.

Central to this transformation is the introduction of a more adaptable classroom model. Through Open Learning Hours—now offered Monday to Friday from 9:00 AM to 3:00 PM, with extended evening hours on Tuesdays until 8:00 PM—learners can access support when it works best for them. This flexible structure allows individuals to drop in for personalized, one-on-one support in areas such as reading, writing, math, digital skills, and workplace preparation, removing the barriers of fixed class schedules and creating a more inclusive learning environment.

A key highlight this year was the launch of our Senior Digital Literacy Micro-Classes, made possible through funding from the Province of Ontario's Seniors Community Grant Program.

This initiative delivered 12 classes across multiple community locations, engaging 157 seniors in practical, hands-on learning focused on tools such as Facebook, Zoom, Google Maps, YouTube, and Microsoft applications.

Designed to address social isolation and increase digital confidence, the program enabled seniors to stay connected, access services, and maintain independence. To further support accessibility, free wheelchair-accessible transportation was provided, and participants were encouraged to continue learning through MSC's ongoing computer programs.

Through this reimagined model and targeted initiatives, the Get SET program continues to empower learners with the skills, confidence, and flexibility needed to pursue employment, education, and personal goals.

DID YOU KNOW?

MSC's Literacy Services support adults at multiple skill levels, helping learners build essential reading, writing, numeracy, and digital skills at their own pace, building confidence using technology needed for work and daily life.

GETSET BY THE NUMBERS

- **Customer Service met 110% of target**
- **Service Coordination met 122% of target**
- **Suitability met 113% of target**
- **Learner Progress met 109% of target**
- **220 Learners Served met 153% of target**



Finance

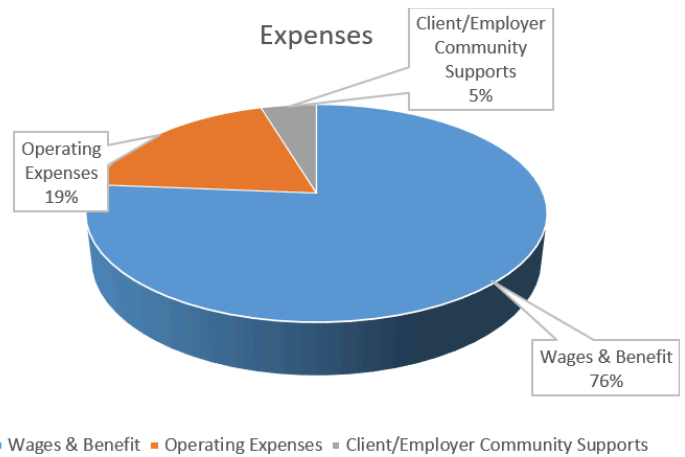
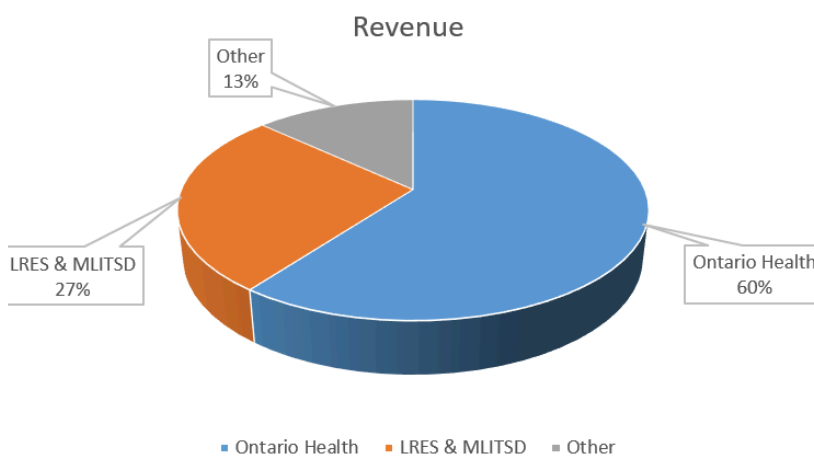
CHRIS RILEY - DIRECTOR OF OPERATIONS

2025-26 Annual Operating Budget: \$6,299,807

The MSC operates with a strong and stable financial foundation that supports a wide range of essential community programs and services. In 2025-26, approximately 87% of total funding was secured through provincial contracts with Ontario Health (OH), London Regional Employment Services (LRES), and the Ministry of Labour, Immigration, Training and Skills Development (MLITSD).

These agreements fund programs with varying eligibility requirements, funding approaches, performance expectations and reporting structures. This variation reflects the broad range of client populations served and the complexity of services delivered across the organization. While this funding provides stability, MSC continues to adapt to changing service demand and rising operating costs within existing resources.

MSC's financial model is further supported through additional revenue sources, including client & program fees, grants, one-time project funding, municipal support, donations and fundraising.



Marketing

Our social media presence continued strong growth in 2025. The Employment Services (ES) Facebook page gained 133 new followers, a 44.6% increase from 2024, while we reached 57% more accounts through increased content sharing across local groups. Single-photo posts, including Facebook Live photos, were our top-performing content with 430,263 views, followed by multi-photo posts with 81,193 views. We are gradually building traction with Reels and Stories to showcase our events and relatable culture. Hot Jobs posts and throwback content, like HS Coordinators in Action, drove the highest impressions and engagement, strengthening MSC's community presence and reputation.

Funding gratefully acknowledged from:



DID YOU KNOW?
MSC partners with local agencies, funders, and businesses to reduce duplication and stretch dollars.

Our Team



Employee Satisfaction

This year's Employee Satisfaction and Engagement Survey showed just how committed our staff are to shaping a positive workplace. With a record-breaking response rate and overwhelmingly strong results across many areas, the feedback demonstrates the dedication, passion, and teamwork that continue to drive MSC forward.

Key Highlights from the 2025 Survey:

- 94.5% of staff responded to the survey
- 99% of staff rated Respect & Caring as Good/Excellent
- 95.5% of staff rated Safety as Good/Excellent
- 84% of staff reported being Satisfied or Very Satisfied with their job and 77% of staff hope to be still working at the MSC in 2 years.
- 93% of staff are satisfied with their work environment, while 91% are satisfied with their work schedule.
- 98% of staff feel supported by their supervisor.
- 95% feel their job makes a positive difference in the community.
- 97% enjoy MSC's workplace culture
- 94% would recommend MSC to friends and family

These results reflect the strong culture, dedication, and values shared across the MSC team. While the survey also helps us identify areas for improvement each year, these highlights show how much pride our employees take in their work, their teams, and the clients we serve. We are grateful for their openness, honesty, and commitment, and we look forward to building on this momentum together in 2026.

Dedication to the MSC:

- **4 Employees over 20 years of service**
- **3 Employees with over 15 years of service**
- **6 Employees with over 10 years of service**
- **14 Employees with over 5 years of service**



Social Committee

The Social Committee played an important role in strengthening workplace connection and morale. Staff were offered numerous opportunities to engage with one another through activities such as raffles, potlucks, contests, game days, and the annual holiday party. These events provided meaningful opportunities for employees to connect outside of their day-to-day roles, helping to build relationships across teams, encourage collaboration, and foster a positive and inclusive workplace culture.

Staff Development

This year, we continued to make professional growth a priority. Staff accessed meaningful training opportunities that support quality care, cultural understanding, and strong internal practices.

Highlights include:

- All PSWs, DSWs, SCAs, and Housekeepers maintained current CPR and First Aid certification.
- All Community Workers trained in dementia care, and all newly onboarded CWs receive this training.
- Several CWs completed Palliative Care and Gentle Persuasive Approach training, with additional training planned for the near future.
- Our Home Support team completed dementia care training through the Alzheimer Society.
- Staff were invited to take part in an Indigenous Learning Event held onsite, where participants learned traditional beading from one of our very own and enjoyed pine tea.
- All staff, including frontline workers, completed training in Indigenous Cultural Safety and Anti-Racism.
- HR department completed an Internal Investigations course, leading to updates in policies and procedures.
- Front-line managers participated in leadership training focused on performance management and support.
- Service Leadership Team attended project management learning delivered by one of our own staff members, demonstrating the strength of our internal expertise.

We remain committed to supporting professional development as a core value at the MSC and continue to make training and educational opportunities accessible to all staff.

Employee Wellness

Staff participated in the "United in Health" wellness initiative which combined fun and friendly competition as staff worked in teams to earn monthly scores based on themes of healthy mind, healthy body, and healthy intake. Earlier in the year, a Blue Monday event was hosted to help combat the winter blues, offering games, food, and information on mental well-being.

Volunteers

WOW!

AT ANY GIVEN TIME, MSC HAS APPROXIMATELY:

40 MEALS ON WHEELS DELIVERERS,
20 LITERACY TUTORS,
11 TRANSPORTATION DRIVERS,
8 EVENT DAY HELPERS,
7 BOARD OF DIRECTORS,
6 CLIENT & FAMILY COUNCIL MEMBERS,
5 ADMINISTRATORS
(AND A PARTRIDGE IN A PEAR TREE!)

TOGETHER, THEY GENEROUSLY DONATE
OVER 6000 HOURS OF THEIR TIME
TO US AND OUR CLIENTS
EACH YEAR.

DID YOU KNOW?

The MSC Transportation Van travels the equivalent from Tillsonburg to the East Coast and back in one month of providing travel services.

We are deeply thankful for the volunteers whose dedication and commitment strengthen our community each and every day. Their efforts make a meaningful difference in the lives of our clients and play an essential role in supporting MSC's ability to deliver high-quality services. We sincerely thank our volunteers for the time, talents, and passion they so generously share, and for the positive energy, compassion, and care they bring to the Multi-Service Centre.

We are always looking for more volunteers to help us serve our community. If you or someone you know is interested in volunteering with the MSC, visit www.multiservicecentre.com/volunteer Registration is now online and easier than ever!

You can volunteer as:

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

Did you know there is now a Facebook group for our volunteers? Please Join the MSC Volunteers Facebook Group by searching the name or using this QR Code. In this Group, we hope to provide our volunteers with a space for community engagement, volunteer connection, contests, tips, and so much more!



Grants and Donors



The Trail Walk and Run, presented by Zehrs Tillsonburg, had an exceptional year, raising over \$19,000, and is well positioned to exceed \$20,000 by 2027. The mail donor campaign was very well received by our clients, donors, and the broader community, achieving its highest total to date with over \$11,000 raised. Grant writing has become more efficient with the integration of AI, enabling us to apply for a greater number of grants with enhanced quality and detail. The Seniors Community Grant and United Way grants were very impactful to our mission this year and we are in a strong position of receiving funding again for 2027.

Memorial donations also experienced a remarkable year, with four clients designating MSC as their charity of choice. We are grateful to inspire families to recognize MSC as a charitable organization and a meaningful option for giving.

The TCSI Feasibility Grant stands as a significant accomplishment, with \$21,600 secured through a 50% cost-share arrangement with the Ministry of Rural Affairs. We are truly appreciative of our leadership in guiding the TCSI Board to support the execution of this grant.

We look forward to another groundbreaking year ahead!

OUR AMAZING DONORS

Adam Herikaninen
 Adrienne Reyneveld
 Alice Bouterse
 Allan Robson
 Allan Vokey
 Ally Fleming
 Amanda Wiltshire
 Amber Kochany
 Andreas Chintiros
 Andrew Woodley
 Ann Townsend
 Ashley Haines
 Ashley Wallace
 Barb Smart
 Barb Vangool
 Bella Gardner
 Ben Rice
 Betty Lumsden
 Bettys Consignment & Market Place
 Bill Vinnai
 Blue Metrica Environmental
 Bob Devine
 Bossy Nagy Group
 Brenda Close
 Brenda McClure
 Brent & Janet Hollister
 Brent Lamers
 Brittany McCurdy
 Brittany Vaughan

Bryan Bangaru
 CanadaHelps
 Carlos Escalante
 Carol Emmett
 Carol Honsberger
 Carol Scoville
 Carole Stephenson
 Carrie Parliament
 Catherine Ryan
 Charles Fox
 Cheryl Conick
 Christine Anderson
 Christine Gabor
 Christine Wade
 Cindy Hildebrand
 Cole Karanja
 Corinne Cvitkovic
 Coward PharmaChoice
 Crystal Thompson
 Dan & Carol Davelter
 Danielle Parkin
 Daphne Welsh
 Darlene Miller
 Dave Klolser
 David Bell
 Deanna Bond
 Deb Clarke
 Deborah Ferris
 Debra Sampey
 Dennis Carr
 Dennis Lam
 Derek Vakaras
 Diana Handsaeme
 Diane Vanderhaeghe
 Diane Varro
 Don Wolfe
 Dwayne Schaus
 E & E McLaughlin Ltd
 Easyway
 Edmund Foster

Erth Corporation
 Flooring Canada
 Fran Bell
 Fred & Mara Zimmer
 Future Transfer Co. Inc.
 Gail Lonsberry
 Gary & Judy Elliott
 George Papadakos
 Gerald Cowan
 Good Redden Klosler
 Grassmere Construction Ltd
 Greenfield Patricia
 Hailey Coucke
 Hanny Willems
 HayHoe Homes
 Heather Burke
 Heather Latulippe
 Heather Salt
 Herman Sinke
 Ineke Howard
 Inovata Foods
 Isabela Herrmann
 Jacqueline Odette
 Jan & Dorien Peters
 Jane McColl
 Janet Mayer
 Janet Weavar
 Jen Olcsvary
 Jennifer Grant
 Jennifer Ouimette
 Jessiah Devine
 Jessica Christo
 Jillian Dsilva Barlow
 Jim & Nancy Spohn
 Jim Devolin
 Joan (M.J.) Weston



Grants and Donors



Joan McQuiggin
Jo-Ann Thompson
Jo-Anne Barber
Joel Breddy
John Palmer
Jonathan Hilliker
Joyce Garnham
Joyce Montgomery
Judi Misener
Judy Ketchabaw
Judy Kielstu
Kael Adam
Karen & Archer Downey
Karen Ann Oke
Karen Bechard
Karen Devolin
Kathryn Leatherland
Keith Prouse
Kendra Holden
Kenneth & Virginia Locker
Kim King
Kirby Watkins
Krista Frederiksen
Kristina Sviridoviene
Laurel & Peter Beechey
Linda & David Deleeuw
Liquidation City
Lisa Ball
Lois Durbridge
Lora Stratton
Lorne Drury
Lou Ferfolja
Lovers Atwork Office Furniture
Lynne Adams
Madeleine Aucoin
Margaret McBain
Margaret McCrimmon
Margaret Mitchell
Margaret Smith
Mariella Ciarlo-Ross
Marjorie Woolley
Mark Bruder
Marnie Ward
Martien & Anna Huiberts

MORE AMAZING DONORS

Mary Gosso
Mary Jean Bangaru
Mary-Beth Boyer
Mateo Figuracion
Maureen Vandenberghe
McFarlan Rowlands Insurance Brokers
Melissa Cluett
Merissa Vuylsteke
Michael & Marie Ferris
Michael Livingston
Mike Perra
My Paint & Décor
Nancy Griffin
Natasha Jensen
Nicole Goossens
Norman Jones
Olivia Karouanas
Ontario Laser Cutting
Oxford Technology Group
Pam Marsh
Pat DeRoo
Pat Moore
Patricia & George Dehont
Patti Marsh
Paul & Jeannine Krupicz
Paul Laevens
Peter & Lydia Zavitz
Peter Goodwin
Phuong Tran -Tillson Pizza
Phyllis & Gary Thompson
Pioneer Cabinetry
PPE Online
Prouse Transport Ltd.
R.T. Respiratory Services Inc
Rachel Hinds
Rachel Trottier
Randi-Lee Durham
Ray & Gwen Swart
Raymond Larose
Richard & Josephine Laplante
Richard Cooper
Rick Aubrey
Ricke Contact
Rita Latulippe

Rita Voskamp
Robert & Catherine Cail
Robert Thompson
Robin Taylor
Robyn Michaud
Rocio Salinas
Roderick Walker
Ron & Joanne Belanger
Ron Huffman
Ronnie Coucke
Royal Bank
RT Respiratory Services Inc.
Rudy Bangaru
Ryan Develter
Samuel Ibrahim
Sarah Willson
Scott MacDonald
Sharon Bruce
Shelley & Marc Anderson
Sheryl Henry
St. Mary's Catholic Women's League
Stella Black
Sugar On The Wall
Susan & Douglas Johnson
Susan DeRoo
Systemair Commercial AHU LTD
Tara Duncan
Taylor Brown
Terry & Debbie DeRoo
Theresa Romany-Raymond
Theresa Van Laeken
Tina Ciprietti
Tom Foster
Tony Chiasson
Toyota Motor Manufacturing Canada
Trent Yuhasz
Tyler Tuthill
Valerie & Gary Foerster
Vanessa Devolin
VDK Group Inc
Victoria Sergeant
William Wiebe
Yvonne Paterson
Zehrs - Norfolk Mall

Grants Providers:

- City of Woodstock
- Township of Southwest Oxford
- Elgin County
- Cooperators Community Grant
- Seniors Community Digital Literacy Grant
- Township of Norwich
- United Way of Oxford



MSC extends our sincere thanks to the donors and grant partners whose generosity continues to make our work possible. Your ongoing support plays a critical role in maintaining essential community services. Because of your contributions, MSC has been able to sustain and strengthen home support, employment programs, and literacy services that directly benefit individuals and families across our communities.

Environmental Stewardship Report

Over the past year, staff across programs have made concerted efforts to reduce waste, conserve energy, and improve overall environmental responsibility. The following summarizes our completed projects and ongoing practices:

- 1. Water Conservation** - In the Livingston Centre public washrooms, we installed hand-sensor taps to reduce unnecessary water flow and limit waste.
- 2. Environmentally Responsible Cleaning Practices** - The cleaning products used most frequently in our facilities are all manufactured in Canada, reducing the carbon footprint associated with transportation. Our winter floor cleaner is specifically labeled “environmentally responsible,” supporting safer chemical use within the building.
- 3. Waste Reduction and Recycling** - We continue to participate in the voluntary Oxford County recycling program, with recycling containers placed throughout our office spaces and large cardboard recycling bins available within the building. All confidential paper is handled through a professional shredding service, ensuring secure destruction and responsible recycling. The agency has made significant progress in reducing paper usage. This includes:
 - Scanning and digitizing old documents
 - Transitioning to electronic document storage
 - Using email distribution for Board and staff meeting materials rather than printed packagesOur Meals on Wheels program has eliminated the use of plastic bags entirely, switching to recyclable paper bags.
- 4. Energy Efficiency Measures** - Remaining outdated fixtures in the building were replaced with high-efficiency LED lighting, reducing energy consumption and long-term maintenance costs.
- 5. Transportation-Related Reductions in Emissions** - The agency’s newly acquired Chrysler minivan includes Engine Stop/Start (ESS) technology, which automatically shuts off the engine at stoplights to reduce fuel consumption and emissions. Where appropriate, virtual meetings continue to be used, reducing staff travel and lowering the agency’s overall carbon footprint. Community Workers are scheduled strategically to serve clients by region or cluster, minimizing unnecessary driving and fuel usage.
- 6. Operational Culture Shift Toward Sustainability** - Across the organization, there is a growing awareness and commitment to sustainable practices. Staff have embraced sorting recyclables, reducing printing, and considering environmental impact in day-to-day operations. These changes, while often small individually, represent a meaningful cultural shift that strengthens our environmental leadership within the community.

Collectively, these initiatives have reduced waste, improved energy efficiency, and decreased our carbon footprint. The efforts of all staff have contributed to these improvements and they continue to support our goal of being a responsible and environmentally conscious organization.

Contact Us



DID YOU KNOW?
Many MSC programs continue
even on holidays, snow days,
and during emergencies.



519-842-9000



info@multiservicecentre.com



96 Tillson Ave, Tillsonburg ON N4G 4G8



www.multiservicecentre.com

Follow us on Social Media:



**HELPING CONNECT COMMUNITIES
TO THE SERVICES THEY NEED**