

Annual Report: 2017-18



1978-2018: Celebrating MSC's years 40 Years of Service!

Vision: Embracing Personal Independence ♦ Celebrating a Caring Community

Mission: A community organization committed to partnerships, innovation & excellence.

Remarks from the Chairperson

Celebrating 40 Years!



This fall the Tillsonburg & District Multi-Service Centre will celebrate 40 years of service to Tillsonburg and the broader community. Our founding fathers envisioned an organization that brought all of the services for the community together under one roof. This model of one stop shopping for employment needs, literacy training, meals on wheels, transportation needs – as well as other services – is still unique in the province. It is also a model envied by many communities.

In celebrating this milestone, we would be remiss if we did not acknowledge the hundreds of volunteers over the years who have worked with us to deliver meals on wheels, provide drives for patients and others, provide tutoring services and who have volunteered on the Board of Directors. We would not be a successful organization without all of the volunteers! Thank you so much for the time, effort and expertise that you provide! 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.

We also give thanks to our funding partners who have generously supported us throughout this year, and in years past. This year, the SWLHIN gave us funding to replace our aging van with a new van. This 8 passenger van is fully accessible and larger than our previous van. The Town of Tillsonburg and the surrounding municipalities have also been generous in their support of the Multi-Service Centre and its' programs. We continue to work closely with our community partners such as the Tillsonburg & District Memorial Hospital, Community Living Tillsonburg and others in order to better meet the needs of the community and our clients.

Fundraising this year has also been very successful. Thank you to the fundraising committee and all of their volunteers! We were able to use the funds to provide additional programs/services in the community. For instance, we delivered a hot Christmas meal to our Meals on Wheels clients just before Christmas. In January, the first Family Literacy Festival was held and the community was able to enjoy an afternoon of reading and fun. Our fundraising efforts are part of an ongoing strategy to provide additional services that benefit the community. Recently, we held the 7th Annual Trail Walk & Run, which proved once again to be very successful

This year has seen a number of changes in the organization. I would like to thank the Board for their dedication and hard work to make the MSC the best that it can be in the community. Your efforts are greatly appreciated!

On behalf of the Board I would also like to thank the Interim Executive Director and the Senior Leadership Team for all of their commitment to the community and the programs they deliver. All of the staff in both the MSC and Stonebridge are dedicated to giving the best services each and every day. Thank you! **Fran Bell**

Photo: Volunteer Board of Director Members Helen Lamos-Parker, Fran Bell (Chairperson), Marian Muth, Amber McMurchy, & David Morris at the 2017 Annual Meeting-Volunteer Recognition Event. (Absent: Val Foerster, Mark Dickson, Alan Denton).



Greetings from the Executive Director



As we wrap up the 2017-18 year, I am pleased to report that the MSC has achieved highly successful outcomes from our 2016-18 strategic plan. This is the result of a dedicated group of staff focused on improving the lives of the people we serve. Together we assisted seniors to remain safely at home and provided the skills and connections necessary to support people to find sustainable employment and increased independence.

While we are proud of those accomplishments, we immediately look forward to our goals for the coming year. The MSC continues our journey to become a community organization committed to partnerships, innovation and excellence. We will remain focused on continuously improving our services with a focus on leveraging the use of technology and the positive outcomes that will be realized due to collaboration with current and new partners.

I want to thank the Board of Directors, staff and volunteers of the MSC for all of your efforts to provide services to our clients. The contribution each of you makes to the MSC has a high impact in our community!

Sincerely, ***Kathryn Leatherland***



Kathryn & Community Living E.D. Cathy Hudson

Program Report: Employment & Literacy Services – since 1985



The past 12 months have proven to be a year of growth and opportunities for both the Literacy & Basic Skills and Employment Services programs at the Multi-Service Centre. This can be attributed to staff efforts and dedication to meeting and even exceeding funder expectations.

The Ministry of Advanced Education

and Skills Development (MAESD) committed to increase base funding to the Literacy programs over the next four years. As a result, the Multi-Service Centre was able to assist more adults at both of our locations – Tillsonburg and Woodstock – to access the resources and acquire the skills that are needed to ensure success achieving their goals, whether that be employment, retraining or personal independence. The MSC's Literacy program was also successful in obtaining additional funding to improve and increase our popular basic computer and internet programming. As a result, an additional computer class has been added to the roster of training to accommodate the demand, allowing for more customized activities for learners to participate in according to their digital technology needs. The Literacy and Basic skills program also held a successful Winter Blues Getaway fundraising event in January. With the proceeds from this fundraiser, the program held a community Family Literacy Festival event. The afternoon featured displays, activities, readings and signed book giveaways from local guest authors Barb Chrysler and Kathy Bazinet and was enjoyed by all who attended.

Our Employment Services team delivers 5 programs to assist youth, job seekers and employers in the community. Last year, over 6,000 people accessed resources and information, attended free employment workshops and completed intakes to participate in one of our programs.

The success of our programs is based on dedicated staff and strong partnerships. With the closure of one of our major manufacturing facilities – Siemens Blade Manufacturing facility – the Employment Services team and the Town of Tillsonburg partnered to connect displaced workers with other employment opportunities within our community. The first venture was so popular that 3 successful Job Fairs were held in total. Employment Services and the Town of Tillsonburg have committed to partner and host 2 job fairs annually each year, one in the spring and one in the fall. The Multi-Service Centre was also awarded a contract by MAESD to house the Blades Action Centre within The Livingston Centre. This has been a successful venture with the Blades Action Centre working closely with both our Employment and Literacy Services to ensure that displaced workers have the resources to be successful in their job search or retraining efforts.

Employment Services said goodbye to 2 long time employees – Marg McCrimmon and Lynne Hollister. We thank them both for their many years of exemplary service and wish them both much enjoyment in their retirement.

We are truly grateful for the continued support we receive from the community – whether that is supporting our fundraisers, donating towards our Bike Program or volunteering as a tutor within our Literacy programs. Thank you to all who have graciously shared your time and resources to help others in the community. **Susan Reby, Director** (Photos: Employment Services team, Nov. 2017; Susan with Adult Literacy Coordinator Wendy Woodhouse at the Family Literacy Festival, Jan. 2018)

Program Report: Home Support Services — since 1978



Community Home Care is in a constant state of change. The Ministry of Health and our funder, the South West LHIN, acknowledge the importance of seniors remaining in their own homes and are aware that an integral part of this is Community Support Agencies. As a Community Support Agency that provides services supporting senior's independence, we value our ability to respond to our client's care needs when they arise and work collaboratively with our community partners to assist in this.

We have a year under our belt working with the new SWLHIN Home and Community Care team (formally the SWCCAC). Our Home Support (hereafter HS) Coordinators strive to ensure the same level of transparent communication to support meeting our client's service needs. Our new information system Alayacare is a year old and to date we are very pleased with our ability to electronically communicate in real time with our Community Workers (CWs). They are able to "clock in and clock out" and see the most up to date schedule. Our HS Coordinators are able to view all progress notes, ensure needed tasks are completed and update client care plans, so all CWs can view and know what the client's care needs are. We have discontinued use of our paper copies of schedules, time sheets and client information. This supports our efficiencies in responding to client care needs in the moment and promoting positive client outcomes. HS is an active partner in supporting a seamless delivery of service to the client. We will be providing back up support to the new Central Intake model in which seniors will have only one number to call to obtain needed services, regardless of where they live in Oxford County.

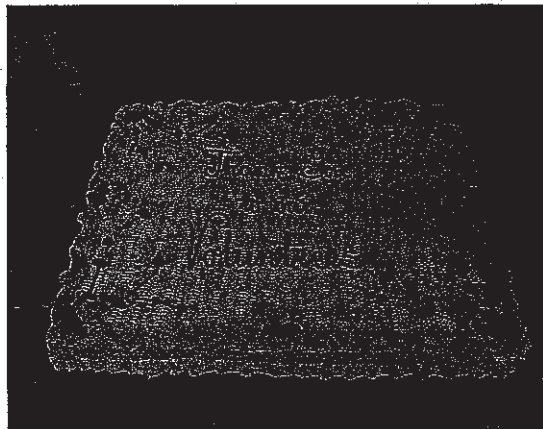
Our desire to provide a work life balance for our CWs through block availability scheduling has met with great success. Many of our CWs have verbalized they are appreciative of current availability and scheduling within their availability. Our hope that "worker burnout" has been minimized, appears to be a reality. We will continue to monitor and enhance work life balance in supporting our CWs.

Our Assisted Living Program (ALCom), in which we support seniors to remain independent and connected to our community, continues to be well received in our community. Our waitlist has not diminished over the past year. It is a privilege to support our seniors in the Tillsonburg community. Meals on Wheels (MOWs), Volunteer Transportation and Foot Care programs continue to grow. The SWLHIN provided us with one-time funding in purchasing a new wheelchair van that can accommodate additional passengers and two wheelchairs. We are very excited to be able to assist our seniors in meeting their transportation needs. The MOWs hot lunch and supper program continues to meet the nutritional needs of our seniors in Tillsonburg, Norwich, Otterville and Straffordville. Our Foot Care clinics remain well attended and the need continues to grow. We are pleased we received additional dollars from our funder to have additional Personal Support Workers trained in foot care.

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

Diana Handsaeme, Director (Photo: Diana, at right, with long-time volunteer Sandy, at Sandy's retirement party in August 2017)

Volunteers – Thank YOU!



The cake (from The April 2017 Annual Livingston Centre Volunteer BBQ) says it all! Thank you for the 9,984 hours expended last year tutoring students, delivering meals, driving, fundraising and leading MSC! Pictured: Tutors Joan and Irene (upper left), MOWs volunteers Janet and Shirley (upper middle), drivers Rich and Henry (upper right) and, lower right: Brooke and Board member Val Foerster at the May 2017 Trail Walk & Run.

Staff – Thank YOU!



Photos: At left, some Employment Services team members in The Livingston Centre, Halloween 2017. At right: some Home Support, Admin. Team, and Social Committee members, at the Annual Christmas Party, 2017

Donors – Thank YOU!

LEGEND: C = cash K = Kind G = Grant
Anonymous Donors (Buy a Lunch,
Trail Walk, Good Food for Life, In
Memory & Miscellaneous) [C, K]

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Alayacare [K]
Albert, Theresa [K]
Anger, Charlene [C]
Armstrong, John & Adele [C]
Ash, Krystina & Nick [C]
Bailey, Jacqueline & Jacob [C]
Bancroft, Martha [C]
Bell, Fran [C]
Bennett, Brad [C]
Bergen, Anna [C]
Berkel, Roger & Wilma [C]
Black, Terrence & Maria [C]
Bossy Nagy Group [C]
Braniff, Rachel [C]
Brown, Rick [C]
Buck, Wendy [K]
Caredove [C]
CIBC Tillsonburg [C]
Carson, Sandra [C]
Collier, Heather [C]
Conklin, Cheryl Ann [C]
Cooper, Marjorie & Dave [C]
Coreman, Ryan & Remi [C]
Correll, Nathan [C]
County of Elgin [G]
County of Norfolk [G]
County of Oxford [G]
Courtland & Dis. Lions [C]
Courtland Vinyl Windows [C]
Couture, Tracy [C]
Coward PharmaChoice [C]
Crocker, B. Dean & Cathy [C]
Crocker, George [C]
Crocker, Jodie [C]
Davis, Lorraine [C]
De Vera, Mel [K]
DeGroot-Hill GMC [C, K]
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DeRoo, Susan [C, K]
Deschamps, Dianne [C]
Deschamps, Helen [C]
Devolin, Jim & Karen [C]
Dicks, Denise [C, K]
Dickson, Anna & Mark [C]
Dykhoorn, Harry & Marilyn [C]
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Freeman Sr., Gerald A. [C, K]
Fuller, Arthur [C]
Future Transfer Co. [C]
Galloway, Fred & Beverly [C]
Gibson, Bennett, Groom &
Szorenyi [C]
Gilbert, Keith [C]
Gill, Kerrie [C]
Good, Redden, Klosser [C, K]
Graham, Nigel [C]
Grab, Paul & Mary Ellen [C]
Gregg, John [C]
Hamilton, Theresa [C]
Handsame, Diana [C]
Harris, Philip [C]
Harrison, Dave & Pat [C]
Hawell, Angela [C]
Herron, Julie [C]
Hesch, Michelle [C]
Hickson, Steve [C]
Hill, Lori [C]
Hollister, Lynne [C]
Hoyland, Arthur [C]
Hudson, Cathy [C]
Inventory Mgt. Analysis (IMA) [C]
J & S Collision Services [K]
Janzen, Jennifer [C]
Jekl, Andy & Elly [C]
Johnston, Sandra [C]
Kaiser, Eva & Frank [C]
Kendrick, Bruce [C]
Kent, Wilma [C]
Kindy, Kelly [C]
Kinette Club of Tillsonburg [C]
Knab, Albert [K]
Knott, David [K]
LaBelle, Ron [C]
Lamb, Dixie [C]
Laplante, Maureen [C]
Lions Club, Tillsonburg [C]
Lipsit, Dorothy [C]
Literacy Link South Central [C]
Locker, Mark/Iolanda & Madison [C]
Lyng, Bob [C]
MacKenzie, Dave (MP) [K]
Malott, Matt [C]
McClay, Tritan [C]
McClure, Brenda [C]
McCoy, Timothy & Wendy [C]
McCrimmon, Margaret [C]
McElhone, Tom [C]
McLennan, Lorna [C]
McQuiggan, Robert [C]
Mellutis, Vic & Clara [C]

Metcalfe, Lynda [C]
Metcalfe, Brian [C]
Miller, Darlene [C]
Miller, Shirley [C]
Molnar, Brenda [C]
Molnar, Stephen [C]
Moore, Ashley & Ryan [C]
Moss, Rick [C]
Mount Elgin Women's Institute [C]
Mullen, April [C]
Muth, Marian [C]
MyTribute Gift [C]
Nagle, Dan [C]
Newson, Angela & Mark [C]
Newson, Carter [C]
Newson, Valerie & Wayne [C]
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Bossy, Drs. [C]
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Redbam [C]
Reekie, Geoffrey [C, K]
Rempel, Chelsea [C]
Rempel, Dan & Maria [C]
Riches, Vicky [C]
Rick's Electric [C]
Riley, Chris [C, K]
Rotary Club of Tillsonburg [C]
Royal Can. Legion, Branch 153 [C]
Royal Can. Legion, Branch 153,
Poppy Trust [C]
Rugienis, Dianne [C]
St. Mary's Catholic Women's
League [C]
Sage, Arlene [K]
Sanders, Rebecca & Chris [C]
Scheel, Kate [C]
Scheers, Wayne [C]

Scholtz, Matthew [C, K]
Searles, Matthew [C]
Shaw, Roland [C]
Slater, Janet [C]
Sobry, Gary [C]
Soenen, Fred & Mary [C]
South Central Ontario Region –
SCOR [C]
Spanjers, Jenny [C]
Springer, Dale & Kelly [C]
Squires, Don & Diane [C]
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Stewart, Caryl [C]
Sykes, Jamie [C]
Taylor, Elizabeth & Donald [C]
Tillsonburg Garden Gate [C]
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Town of Tillsonburg [G]
Townsend, Goddieve [C]
Townsend, Heather [C]
Township of Norwich [G]
Township of South West Oxford [G]
Tranquility Health & Beauty
Centre [C]
Tucker, Andrew [C]
Tufts, Joanne & Richard
U10 Tillsonburg Twisties [C]
Unifor Local 88 (Ingersoll) [C]
Van De Munt, Maria [C]
Van Leeuwen, Lindsay [K]
Vandenberghe, Maureen [C]
Vandenberghe, Monica [C]
Vandendriessche, Kate [C]
Vandendriessche, Rob [C]
Vander Hoeven, Charles &
Dorothy [C]
VandeWaal, Lynda & Cornelis [C]
Vezina, Jean & Denise [C]
Vince, Sarah [C]
Vincent, Georgina [C]
Voith, Tricia [C]
Walker, Paul [C]
Walsh, Amy [C]
Weeks, Ann [C]
Welch, Peter [C]
Weston, Christine [C]
Weston, Ally [C]
Weston, Joan (M.J.) [C]
Wilson, Agnes & Doug [C]
Woelk, Jake [C]

Additional thanks to Trail Walk participants &
sponsors, Golf Tournament & other event
sponsors/donors/supporters, and local
libraries for supplying tutoring space.



From left: Start Team at 2017 Trail Walk; Good Food for Life event, September 2017; Author Kathy Bazinet & daughters at Family Literacy Festival (funded by Winter Blues Getaway proceeds); organizers at October 2017 Job Fair .

MSC Fast Facts

- 3,145 Personal Support & Homemaking hours / 154 clients
- 9,649 Meals on Wheels delivered / 153 clients
- 2,535 Foot Care sessions / 514 clients
- 3,532 Transportation drives / 143 clients
- 21,123 Assisted Living hours / 42 clients

- 5,116 Resource, Information & Workshop Clients
- 6,016 clients participated in Emp.Ser. programs
- 900 successful outcomes (training/work)
- 15 employers updated skills of 79 employees via COJG
- 171 youth in programs (23 emp./further trg. at 3 month exit)
- 21 summer job placements - YJL / 17 YJCS-p.t. summer employment

- 143 students
- 5,589.5 upgrading hours

- ♦ 7,336 clients & 73 employees (at March 31, 2018)
- ♦ 185 volunteers / 10 corporate teams
- ♦ MSC is an incorporated, non-share capital, non-profit, registered charitable organization capable of issuing official income tax receipts
- ♦ accredited by **Accreditation Canada** since 2003
- ♦ 9,984 volunteer hours

MSC Contact Information

96 Tillson Avenue
In The Livingston Centre
Tillsonburg ON N4G 3A1

✉ **eMail** info@multiservicecentre.com
☎ **Phone** **519-842-9000**
☎ **Fax** 519-842-4727
🌐 **Website** www.multiservicecentre.com

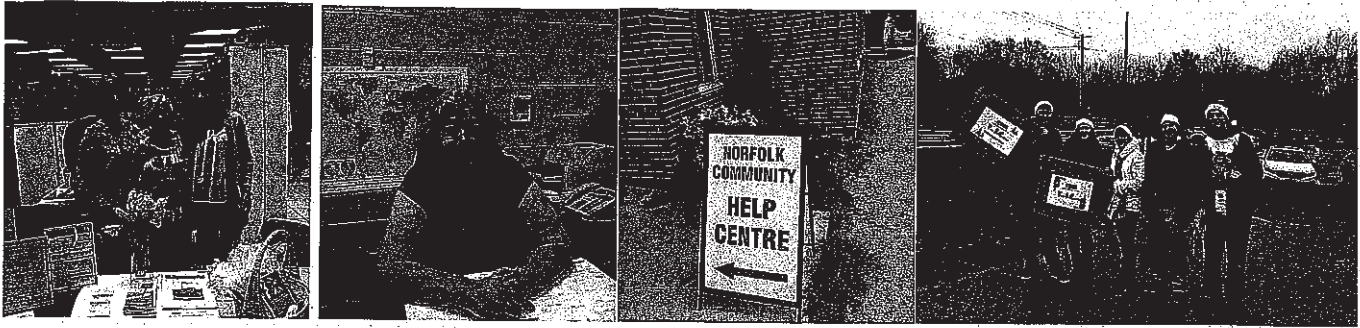
Other Service Locations Include:

- Tillsonburg Town Centre: 200 Broadway, 2nd Floor
- Community Employment Services, Woodstock: 40 Metcalfe
- Norfolk Community Help Centre, Langton: 707 Norfolk Cty. Rd. 28
- Client Homes

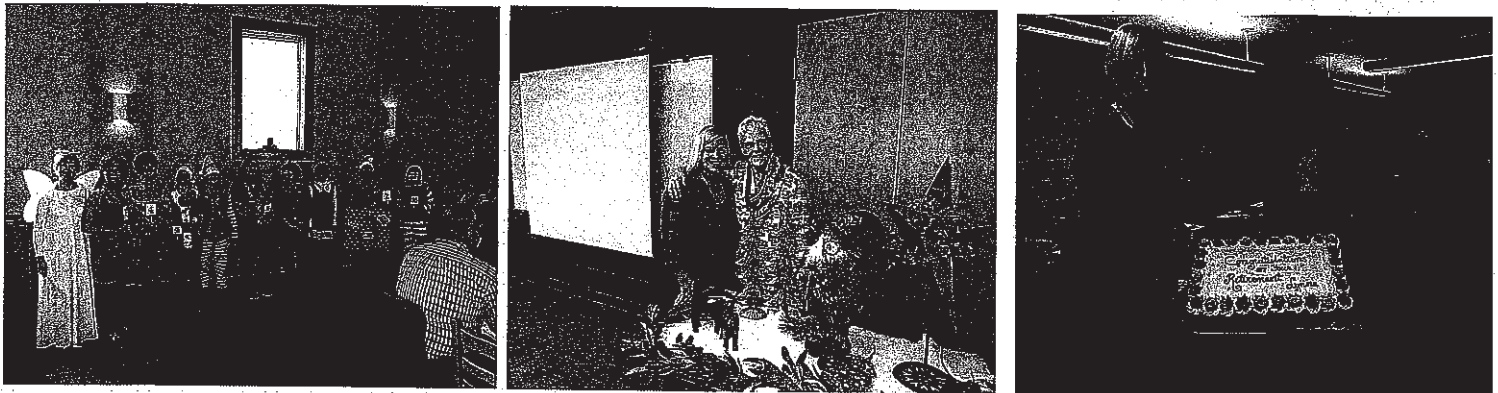
“Someone you know may need us”

MSC 2017-18: The Year in Pictures

C: 16.5.18.



MSC at Celebrate Tillsonburg -- Home Support's Diana between Susan & Taryn from Employment Services (ES), Sept., 2017; ES team member Helen at the Norfolk Help Centre; Georgina from the MSC ES team with some Youth Job Connection participants in the Tillsonburg Xmas parade



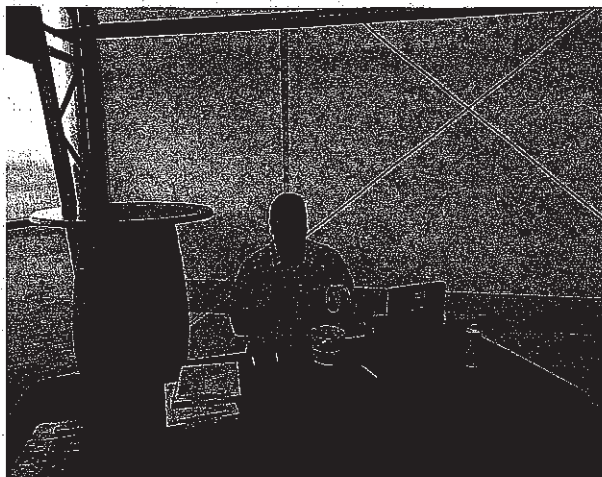
At the 2017 MSC Xmas Party; Community Living's Crystal & MSC's Marg -- organizers of the 2017 Livingston Centre Xmas party (Marg retired in Nov.); ES team member Lynne at her retirement party, with Emp. & Lit. Services Director Susan (October, 2017)



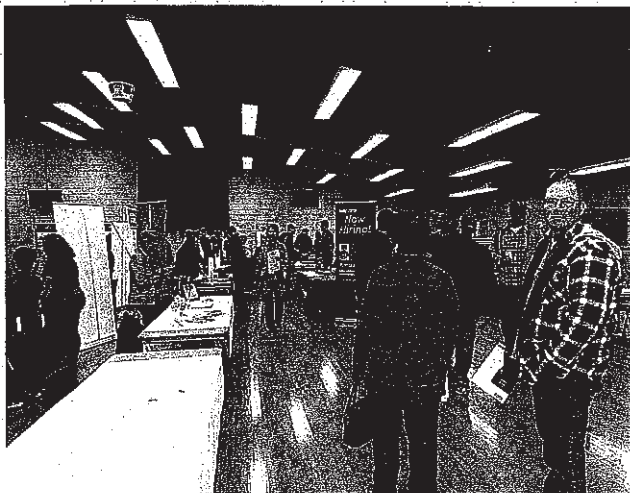
Author Barb Chrysler at the Family Literacy Event (Feb. 2018); ES team members Jason, Chris A, Rebecca & Theresa V with Tom from the Blades Action Centre (centre) - Halloween 2017; Volunteer Briannon with Home Support's Tina and Michelle helping out at the 2017 Trail Walk and Run. Below: ES team members Kate & Georgina with the Jan. 2018 Youth Job Connection group in their 'Interview clothes'



Giving & Giving Back



Patrick McDougall selling T-shirts at Trail Walk 2017 – raising funds for social causes (proceeds supported the ES Sharing Cupboard); MSC's Chris Riley selling tickets at the September 2017 Good Food for Life event; MSC Volunteer Recognition event – June 2017



The Job Fair organized by the Town of Tillsonburg, Siemens Manufacturing & MSC Emp. Services, October 2017; MSC Social Committee members Ashley, Julie, Chris Y, Kate & Georgina at the staff BBQ they organized in July 2017

Volunteering



Community displays at the Family Literacy Day event (Jan/18); team CIBC delivering the special Xmas MOWs dinner; Tillsonburg Mayor Stephen Molnar delivering MOWs to Anne during Community Champions Week (March, 2018) [Last 2 photos courtesy of Chris Abbott, The Tillsonburg News]

2017-18 Sponsors – Thank you!



Sunday, May 28, 2017 – All proceeds:



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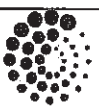




The Tillsonburg News
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2017 Tillsonburg Community Services Initiatives Golf Tournament

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In addition – thank you to the gift bag and door prize donors!!