

Tillsonburg & District

# Multi-Service Centre (MSC)

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**Serving the Community Since 1978**

## April 2010 – March 2011 Annual Report

### *A few words from Board Chair, Valerie Foerster....*

The year 2010/2011 has come and gone and will be remembered as a year of significant accomplishment for the MSC. Again, together with our staff and volunteers, we have provided the caring and supportive services that make our community a better place in which to live.

Our funders have awarded us with multi-year funding in the delivery of Employment Ontario-funded Employment Services and in LHIN-funded Home Support Services.

We have had the opportunity and privilege to provide meals to those who need them, to be there when people needed us in their homes or when they were coming home from the hospital. We have also provided support to those looking for work or to change careers.

Organizationally, we have also had the opportunity to re-invent our physical appearance and our workspaces in The Livingston Centre.

But no matter what, at the core of each and every success and change, you will find our staff and volunteers, for whose efforts we are eternally grateful.

One of the most significant events in the MSC's history, which transpired over most of the past year, has been the creation of our new sister not-for-profit agency, Stonebridge Community Services. The dedication of our staff to pay homage to our Strategic Plan by recognizing the need for services outside the realm of our funding contracts has been amazing and is true evidence of our team's loyalty to our community and clients.

I wish to thank each and every employee who transitioned us from just a dream to a reality but, especially, I want to recognize the unbelievable dedication and hard work of one group of people I have shared so much time with this past year – our Board of Directors.

Together we will further advance our Vision and Mission in the coming years with great enthusiasm and our shared community-support spirit.

**Thank You,**

**Val Foerster**, Chair, MSC Board of Directors

### *A few words from E.D./CEO, Bill Hett...*

Contributing each and every day to the achievement of an outcome that is clearly defined in a strategic plan provides one with a true sense of accomplishment. That is where I believe MSC employees and volunteers are today and have been since the adoption of the **MSC Strategic Plan** in 2009. We concentrated on our service delivery, expanded our business model, and have secured multi-year program funding.

Looking at the new designs we have adopted for our Employment Resource Centre, and our new staff office configurations and reception areas in The Livingston Centre, clearly shows the commitment we as an organization have made to our staff and customers alike.

Both client and staff satisfaction surveys were conducted over the past year. These surveys were part of an OCSA District A project, as funded by the SWLHIN, and were conducted by a third party consultant – medHR. The results have been conclusive on several fronts: our services are perceived to be appropriate and compassionate and our policies and practices are judged as fair and evenly administered.

Thank you to all of the staff for their continued support and to the volunteers who, through their unselfish actions, give us the ability to provide so much more in services, making our community a place in which we can all be proud. Our Board of Directors have been supportive and a wealth of knowledge for us this year and to them we say "Thank You" as well.

We look forward to our upcoming year, hoping it will be a prosperous one, where MSC may once again contribute to the wellness of the community as a whole.

**Thank You,**

**Bill Hett**, B.A.S., E.D./CEO

### **Mission**

*A community organization committed to supporting personal independence through:*  
♦ Innovative and responsive resources ♦ Partnerships and collaboration ♦ Striving for excellence

### **Vision**

*Embracing Personal Independence ♦ Celebrating a Caring Community*

## MSC Program Reports



### Home Support Services ~ since 1978 *(partially funded by the South West LHIN)*



The 2010/2011 MSC Home Support Team continues to provide stellar service to the Tillsonburg community though our programs funded by the South West LHIN.

Our Assisted Living in the Community programs (AL Com and AL Com-H [Hospital]) and Supportive Housing program promote independence with the goal of supporting our seniors to successfully age in place and remain connected to the community. Our around the clock, seven days a week service provision, promoting client security and peace of mind for families, continues to remain at full capacity. To complement the demand for these programs private pay agreements are being offered.

We continue to foster opportunities to partner with other agencies and health care services within our community. We are part of the Oxford Master Aging Plan which will provide a living document to Oxford County that will promote senior friendly communities and services. We continue to be active on Oxford and LHIN based committees. Our commitment to Continuous Quality Improvement was wonderfully demonstrated with our Water Cycle program, which strived to help prevent dehydration and delirium in our seniors.

Our relationship with the South West CCAC and Tillsonburg District Memorial Hospital remains strong and cohesive. Our participation in the Transitional Steering Committee, which looks at the needs of our frail, high risk seniors in returning back home after a lengthy hospitalization or surgery, has positively impacted the community. MSC Home at Last (HAL) assists to make these transitions possible. This partnership has been effective in bringing a significant number of patients in Tillsonburg safely back home.

The MSC Home Support Department remains dedicated to providing ongoing learning for our devoted Community Workers, including PSWs. Our Foot Care program is experiencing a remarkable increase in numbers. To meet the demand we increased our number of trained foot care staff. We facilitated this certification through Fanshawe College. Our Personnel Support Workers also received nutrition education and professional training on mental health and dementia care.

Our Meals on Wheels program (which delivers delicious hot meals and dessert with a warm smile on the side) keeps growing. Requests for safe and reliable rides offered through our Transportation Program continue to steadily increase. With everyone wanting to get out and enjoy the sunshine our outdoor home maintenance program is progressively growing.

We continue to actively recruit for volunteers. We are grateful for the support we receive from many dedicated, community members and corporate sponsors who, by volunteering, demonstrate they understand the importance of lending others a helping hand.

In closing, we celebrate our clients, community workers, staff, volunteers, benefactors, and partners in care within The Livingston Centre and our community for their dedication and support, which allows so many of our seniors to fulfill their lives living independently within our beautiful community.  
*Diana Handsaeme, R.N., HSS Clinical Manager & Denise Dicks, HSS HR Manager*



### Employment Programs ~ since 1985 *(funded by Employment Ontario)*



MSC Employment Services are well into the final 12 months of the 20-month transitional period dedicated to delivering Employment Ontario programs within the new EO model.

This has been an exciting year, in which we have experienced many positive changes. In order to support individuals seeking training or employment opportunities, 12 Employment Services staff members offer free services to the people of Tillsonburg, and the tri-county area, such as counsellor-assisted career planning, job search support, information on job placement opportunities, training supports and wage subsidies, employment services for students and referrals to community resources.

On March 15, 2011 we celebrated our success in being appointed the Employment Ontario Assessment Centre by the Ministry of Training, Colleges and Universities by hosting our Grand Opening event. Dignitaries, members of the community and local media attended to mark the official opening of the MSC Employment Services. Clients and community members have access to many of the services and supports they need to be successful in their job search, all in one convenient location. March also marked the successful completion of the first site-compliance and file audits performed by the Ministry.

As the fiscal year drew to a close, Employment Services was successful in achieving all of the core measures that were set out by the Ministry, reaching or exceeding the provincial standards.

A dynamic facility, which plays a vital role in the community, the updated and fully staffed Resource and Information Centre continues to be the first stop for job seekers. More than 1,000 people a month access our Resource and Information Centre, job searching through use of computers, job board or postings from our job developers. Free résumé drop-in assistance is a new service being offered on Monday afternoons from 1 to 4. To meet the demands and needs of the clients and community, Employment Services is now offering extended hours of service, open to clients and the general public, until 6:30 pm on Thursday evenings.

Summer Jobs Services continues to assist students between the ages of 15 to 30 who are planning to return to school in the fall, to connect with employers interested in hiring for the summer.

Employment Services has created a full calendar of job search and career decision-making workshops entitled "Strategies for Succeeding in Today's Job Market". These workshops are offered on a bi-weekly basis. A new workshop geared towards experienced workers aged 45 and over is scheduled to start in June.

Building on the activity, growth and momentum of last year, we are looking forward to opportunities to continue developing and expanding services to meet the ever-changing labour market needs of Tillsonburg and the tri-county area. *Susan Reby, Employment Services Manager*



**Adult Literacy & Essential Skills ~ since 1987**  
*(partially funded by the Ministry of Training, Colleges and Universities)*

The second year of The Ministry's Expanded Funding (in light of the economic downturn) allowed the program to deliver 9,451 training hours (classes and tutoring) to 156 students. Statistically this reveals that although slightly fewer students were in the program, they spent exceptionally more time upgrading. Approximately 60% of students entered the program with an employment related goal. Another 30% saw further education and training as their goal area. Close to 61% of students attained their goal. Upon exit, 57% of students were employed and 20% went on to further education and training. Individual student needs were met through a selection of varied learning environments: one-to-one tutoring, small group, internet/computer/e-mail sessions and on-line learning opportunities.

Volunteers (64) were a vital force in programming, offering 3,525 volunteer hours (tutoring and lesson planning) during 2010/2011. There were 22 new tutors certified. Two Volunteer Development Workshops (Mennonite Culture, Values and Beliefs and Challenger/Writing for Challenger) were provided for volunteers, as an ongoing measure to support tutors in their teaching role. The Annual Volunteer Satisfaction Survey revealed results from 39% of respondents. Approximately 97% of the ten questions asked received the highest two ratings, indicating a high level of satisfaction with the volunteer tutoring role. Volunteers were recognized for their exceptional commitment to the program, via The Livingston Centre BBQ and the Annual MSC Volunteer Recognition Event on June 2, 2010, with special guest, speaker Darda Sales (Paralympic Swimmer).

A program name change – to Adult Literacy & Essential Skills – provided a more contemporary and accurate reflection of the program. This practical and transferrable emphasis is on functional literacy, essential skills and use of authentic documents in home and work environments. The implementation of a program evaluation plan revealed that students highly rate the four program service delivery components (information and referral, assessment, training plan development, training) with 90% of students choosing the two highest ratings in program evaluation. The Ministry's Learner Satisfaction Survey found that: "Overall 88% of students were satisfied with the literacy program". A Literacy Awareness workshop was provided by Literacy Link South Central to MSC staff. The Workforce Literacy & Essential Skills Project was completed in February 2011. The "case management" overlay enhanced programming and saw some individuals go on to further education, secure employment or secure a work placement through MSC Employment Services.

At the end of the fiscal year, the Ministry highlighted two significant initiatives, which will demand time and attention from programs in the literacy field: The Ontario Adult Literacy Curriculum Framework and the Employment Ontario Information Training System. Both systems emphasize the Employment Ontario direction and the links between literacy and employment and associated programming. *Wendy Woodhouse, B.A., B.Ed., AL & ES Program Coordinator*

## April 2010 – March 2011 Volunteers

<p style="text-align: center;"><b>Board of Directors</b></p> <p>Chair: Val Foerster            Vice-Chair: Susan Howe            Treasurer: Jane Esseltine            Directors:            Fran Bell            Albert Knab            Helen Lamos-Parker            Laurie Monk            Marian Muth            Honorary Members:            Bill Pratt            Scott Campbell</p> <p style="text-align: center;"><b>Program Volunteers</b></p> <p><b>Adult Basic Literacy Tutors – Woodstock &amp; Tillsonburg</b>            Agro, Marie            Baird, Eleanor            Beens, Adriana            Bembridge, Sue            Blain, Carol            Brown, Phillip            Burrige, Alan            Byrne, Michael            Cadotte, Ellen            Cook, Donald            Currie, Catherine            Davidson, Lois            Di Ianni, Linda            Dicks, Denise            Ferguson, Janice            Ferraro, Linda            Ghetty, Gloria            Hamilton, Theresa            Harman, Joanne            Harvey, Iris            Hedges, Jane            Hetherington, Sharon            Hodgson, Carolyn            Hughes, Marian            Jaques, Sharon            Jewlal, Anne            Johnston, Sandra            Kennedy, Marlene</p>	<p>Knott, David            Knott, Hedda            La Plante, Linda            Laye, Cathy            Ludwig, Donna            Luyt, Dena            MacLeod, Jean            Massiah, Tom            McInnis, Steve            McLinden, Joan            Miller, Brenda            Mitchell, Sharlene            Myers, Carol            Neilands, Norman            Nemeth, Mary            Neutel, Joan            O'Leary, Evelyn            Park, Jean            Payne, Gary            Phipps, Sharron            Popham, Marilyn            Quaegebeur, Eva            Robinson, Stacey Lee            Sanders, Rosemary            Scholtz, Matt            Shaw, Thelma            Slade, Anne            Stewart, Louise            Stoll, Pam            Storey, Janet            Szucs, Joanne            Tabor, Carol            Vincze, Elizabeth            Weston, Joan            Wiebe, Sarah            Will, Isobel</p> <p><b>Meals on Wheels Corporate Teams</b>            Good, Redden &amp; Klosler            Hogarth Insurance            MSC (Home Support)            Royal Bank            Royal LePage/Wood Realty            Scotiabank            Stonebridge Community Services            TD Canada Trust            Tillsonburg Community Complex</p>	<p><b>Meals on Wheels &amp; Transportation – Tillsonburg, Norwich &amp; Area</b>            Anderson, Christine            Baird, Elaine            Bartsch, Susana            Bowman, Tanya            Bulloch, Joan            Chatterson, Robert            Conklin, Cheryl Ann            Cross, Robert            Desplenter, Dianne            Devolin, Karen            Dicks, Denise            DiGiovanni, Susan            Donovan, Marilyn            Donovan, William (Bill)            Dougherty, Helen            Dyer, George            Elsbrie, Cara            Falkins, Patricia            Fett, Rene            Fletcher, Maria            Francis, Maurice            Gay, Gertie            Handsaeme, Diana            Harrison, Phil            Harrison, Sue            Hesch, Michelle            Hett, Bill            Huiberts, Ann            Keith, Gay            Klassen, Tina            Knelsen, Justina            Krollman, Rosi            Lively, Carolyn            Long, Mary Lou            MacDonald, Alastair            MacDonald, Dorothy            MacFarlane, Bertha            MacNeil, Matt            Mattan, Judy            Metcalfe, Brian            Miller, Shirley            Millman, Don            Morgan, Susan            Moring, John            Moule, David</p>	<p>Neufeld, Lisa            Nogalo, Eveline            Paget, Verna            Palmer, David            Parker, Jim            Peria, Mary            Peters, Alisha            Pickard, Ryan            Pleli, Mariola            Reby, Susan            Rennie, Megan            Scanlan, Donna            Sinnesael, George            Slater, Janet            Starchuck, Tanis            Taylor, Robin            Tore, Frank            Tribe, Harry            Tribe, Jessie            Vandenberghe, Maureen            Visser, Flora            Welch, Kathleen            Wolf, Agatha            Yancy, Chris</p> <p style="text-align: center;"><b>MSC Volunteers</b></p> <p><b>Fundraising, Public Relations</b>            Anderson, Chris            Androusick, Dave            Bowman, Austin            Clark, Debbie            Demarest, Brian            Demarest, Jayme            Demarest, Linda            Devolin, Hunter            Devolin, Karen            Elsbrie, Cara            Handsaeme, Diana            McCrimmon, Margaret            McLennan, Lorna            McLennan, Ray            Reilly, Nuala            Smith, Marian            Staley, Peter            Taylor, Robin            Vandenberghe, Maureen            Wiffen, Lew            Woodhouse, Wendy</p>
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## April 2010 – March 2011 Donors

<p>Agro Spray [C]                  Andre, Roy [C-DC]                  Armstrong, John &amp; Adele [C - Mem, DC]                  Austin, Florence (Betty) [C-DC]                  Barriault, Anna [C-DC]                  Beatson, Peter [C-DC]                  Bergen, Lydia [C-DC]                  Boyes, Gary [C-DC]                  Brown, Craig [C-DC]                  Brown, L. [C-DC]                  CAMI Automotive [C]                  Carmichael, George &amp; Honor [C - Mem]                  Coombes, M. [C-DC]                  County of Elgin [G]                  County of Norfolk [G]                  Crandall, John &amp; Joan [C - Mem]                  Davies, Donna [C-DC]                  Davis, L. [C - Mem]                  Demarest, Linda &amp; Brian [K]                  DeRoo, Patrick [C]                  DeRoo, Richard [C-DC]                  Devolin, Karen [K]                  Devolin, Vanessa [K]                  Dyer, George [K]                  Feeney, Mae (Mary) [C - Mem]                  Foerster, Val &amp; Gary [C - Mem, C-DC]                  Friedrich, George &amp; Betty (Eliz) [C - Mem]                  Fuchs, Thea [C-DC]                  Galloway, Fred [C-DC]                  Gleason, G. [C - Mem]                  Graham, Tom &amp; Heather [C-DC]</p>	<p>Haney, Don [C-DC]                  Harnett, David [C - Mem]                  Harris, D. [C-DC]                  Harris, Gladys [C-DC]                  Harris, P &amp; J [C]                  Harrison, Phil &amp; Sue [K]                  Hedges, Dorothy [C-DC]                  Hendel, Martin &amp; Lynda [C - Mem]                  Hillis, Marilyn [C - Mem]                  Horton, Irving &amp; Margaret [C - Mem]                  Howe, Susan [C-DC]                  Humm, Lynn [C]                  Invest Propeties Limited [C - Mem]                  Jarvis, Jean &amp; Biff [C]                  Jewlal, Anne [C-DC]                  Johnston, Ray [C-DC]                  Kinette Club – Tillsonburg [C &amp; C-DC]                  Klaver, Verna [C-DC]                  Knights of Columbus - Tillsonburg [C]                  Korzewicz, Mike [C-DC]                  Kydd, Noella [C-DC]                  Labatt Brewing Company [C]                  Labelle, Ron [C-DC]                  Leachman, M. [C - Mem]                  Lingaitis, Ann [C-DC]                  Lioness Club, Straffordville [C-DC]                  Lions Club of Tillsonburg – Bingo [C-DC]                  Livingston, Violet [C, K]                  Lyons, Kay [C - Mem]                  Mann, Catherine [C-DC]                  Marr, Marion [C-DC]</p>	<p>McCrimmon, Margaret [C]                  McInnis, Steve [C-DC]                  McLennan, Lorna [K]                  Metcalfe, Brian [K]                  Michael Bossy Group [C-DC]                  Morgan, Susan [K]                  Morling, John &amp; Carol [C, C - Mem]                  MSC Employee Donor Group [C]                  Mt. Elgin Women's Institute [C-DC]                  Municipality of Bayham [G]                  Nowell, M. [C-DC]                  Oatman, Doris [C - Mem]                  Paget, Joan [C-DC]                  Palen, Ann Danielle [C - Mem]                  Palmer, David [K]                  Paridaen, Julia [C-DC]                  Parker, J. &amp; R. [C-DC]                  Pasztor, Helen [C-DC]                  Pearce, K. [C - Mem]                  Pegg, Claude (Jim) [C-DC]                  Pickard, Ryan [K]                  Pratt, Bill [C]                  Pratt, Eileen [C-DC]                  Rabb, Donovan &amp; Ruth [C - Mem]                  Royal Canadian Legion – Tillsonburg [C-DC]                  Scanlan, Donna [K]                  Schneider, Josef [C-DC]                  Scholtz, Matthew [C-DC]                  Scotia Bank – Tillsonburg [K]                  Scott, Phyllis [C]                  Select Path Benefits [C-DC]</p>	<p>Smith, Glenna [C-DC]                  South West LHIN [C - Mem]                  Spierings, Mrs. Anne [C-DC]                  St. Gelais, Ed [C]                  St. Mary's Catholic Women's League [C-DC]                  Staley, Peter [C - Mem]                  Surgeon, Lynn [C-DC]                  TD Financial Group – TD Caring                  Together Volunteer Grant Program [C]  <i>The Butler's Son</i> Book Group [C]                  Thomas, Wilma [C-DC]                  Thornton, R. [C-DC]                  Town of Tillsonburg [G]                  Township of Norwich [G]                  Township of South-West Oxford [G]                  Trites, Ruby [C-DC]                  United Way of Oxford – Tillsonburg Donors [C]                  Vandenberghe, Julia [C-DC]                  Vandenberghe, Maureen [K, C]                  Vannatter, Howard [C-DC]                  Vincent, R. [C-DC]                  Vine, Ralph [C-DC]                  Warren, Nancy [C-DC]                  Whiteside, Dorothy [C-DC]                  Wiffen, Lew [C]                  Wiggers, Henrica [C-DC]                  Wolfe, Catherine [C-DC]                  C = Cash K = Kind G = Grant                  Mem = In Memory                  DC = Donor Campaign</p>
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## MSC Staff: April 2010 – March 2011

<p>MSC Operations                  William Hett, E.D./CEO                  Chris Riley, Business Manager                  Denise Dicks, Human Resources Manager                  Karen Devolin, Executive Assistant                  Maureen Vandenberghe, Com. &amp; Dev. Co.                  Cheryl Ann Conklin, Financial Services                  Cara Elsbrie, Financial Services                  *Marian Smith, Financial Services                  Jane Shepherd, Reception                  Margaret McCrimmon, Reception (&amp; SJS)                  Theresa Hamilton, Reception                  *Elaine Baird</p> <p>Adult Literacy &amp; Essential Skills                  Wendy Woodhouse, Coordinator                  Lisa Aochione, Caseworker                  Myra Huber*, Caseworker                  Maureen Vandenberghe, Caseworker                  *Kelly Boudreau, Essential Skills</p> <p>* Transitions &amp; Departures (April – March)</p>	<p>Employment Services                  Susan Reby, Manager                  *Charles McNeil, Manager                  Chris Anderson, Resource Centre                  Lorna McLennan, Resource Centre                  Nuala Reilly, Resource Centre                  Alisha Peters, Consultant                  Kim Ladell, Consultant (&amp; *Essential Skills)                  Lynne Hollister, Consultant                  Stacey-Lee Robinson, Consultant                  Jenny Spanjers, Consultant                  Rod Billard, Job Developer                  Susan DeRoo, Job Developer                  *Jessica Stefan, Consultant                  *Linda Demarest, Assistant</p> <p>Home Support Services – <i>internal</i>:                  Diana Handsaeme, Clinical Services Manager                  Denise Dicks, HR Manager                  *Carol Ann Hasilo, Manager                  Michelle Hesch, Supervisor                  Tanya Bowman, Supervisor                  Maria Fletcher, Client Services Planner</p>	<p>Megan Rennie, Special Services, Supervisor                  *Robin Taylor, Supervisor                  *Angela Newson, Supervisor                  Chris Yancy, Clerical Assistant  <i>Community Workers</i>                  Susana Bartsch                  Taye Bentley                  *Sarah Buchanan                  Nikki Burwell                  *Kimberly Carrel                  Dianne Desplenter                  Patricia Falkins                  Karen Ferguson                  Rene Fett                  Velma Firby                  Jessica Hahn                  *Eva Hiebert                  Loraine Homick                  Tina Klassen                  Julie Knelsen                  Justina Knelsen                  Mary Kreager                  Carolyn Lively</p>	<p>Mary Lou Long                  Marion Maddox                  Laurie May                  *Mandy Mayos                  Maggie Melnychuk                  Lisa Neufeld                  Verna Paget                  Mary Peria                  *Elizabeth Pilkey                  Donna Pusztai                  Tanya Rohrer                  Arlene Sage                  Krista Smith                  Linda Snow                  *Nikki Southwick                  Tanis Starchuck                  Kim Ward                  *Agatha Wolf</p> <p>Special Note: Thank you to Health &amp; Safety and Social Committee members for their special contributions.</p>
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## MSC Fast Facts

<ul style="list-style-type: none"> <li>▪ 7, 278 Personal Support &amp; Homemaking hours / 84clients</li> <li>▪ 10, 681 Meals on Wheels delivered / 212clients</li> <li>▪ 1, 999 Foot Care sessions / 407clients</li> </ul>	<ul style="list-style-type: none"> <li>▪ 2, 892 Transportation drives / 106 clients</li> <li>▪ 22,433.5 Assisted Living hours / 50clients</li> <li>▪ 672 Home at Last hours / 103 clients</li> </ul>
<ul style="list-style-type: none"> <li>▪ 1, 085 new clients</li> <li>▪ 26 placements / 6 Apprenticeship placements / 16 employer incentives</li> <li>▪ 215 Summer Jobs Service placements</li> </ul>	<ul style="list-style-type: none"> <li>▪ 104 workshop sessions (combined)</li> <li>▪ 18, 564 Resource Centre &amp; Info. client visits/contacts</li> <li>▪ Note: these stats reflect August 2010 – March 2011 activity</li> </ul>
<ul style="list-style-type: none"> <li>▪ 156 students</li> <li>▪ 9,451 contact hours</li> </ul>	

- ◆ 61 employees (at March 31, 2011)
- ◆ accredited by *Accreditation Canada* since 2003
- ◆ 172 volunteers
- ◆ 9, 173 volunteer hours
- ◆ MSC is an incorporated, non-share capital, non-profit, registered charitable organization capable of issuing official income tax receipts