

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



Client Comments

“With the help of these MSC programs we have been able to maintain our dignity and independence.”

“My daughter works every day and simply cannot help as much as she would like. Now I always have enough groceries and my house is clean.”

“It’s wonderful getting out from the nursing home every week. We go for lunch and sometimes to the movies or just to the park.”

**Accredited since 2003:
Accreditation Canada**

Volunteer Opportunities



Volunteers are an important part of our service delivery. Meals on Wheels and Transportation would not be possible without the services provided by dedicated volunteers.

**Call 519-842-9000 and ask for
Home Support**

Multi-Service Centre

Believes in.....

Treating the individual with respect, dignity and compassion

The value of community support, volunteers and staff

Equal opportunities for the development of each person’s potential

Being accountable to our communities through the evaluation and reporting of our results and the effective and efficient use of our resources

A work life that promotes innovation, cooperation, participation, health and safety and effective communications

Continuous quality improvement of new and existing programs and services

Working in partnership with the community and other service providers to identify community needs and to develop effective service and program responses

The continuous development and application of new skills and knowledge

*MSC Home Support Services are funded in part by the
South West Local Health Integrated Network.*

Donations

The MSC is a registered charity and community agency managed by a volunteer Board of Directors and supported by client fees, insurance companies, contracts and donations. **All donations are gratefully received and tax deductible.**



“Someone you know may need us”

Tillsonburg & District

Multi-Service Centre Since 1978

(in The Livingston Centre)
96 Tillson Avenue
Tillsonburg ON N4G 3A1

www.multiservicecentre.com

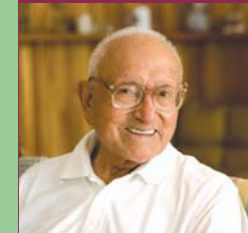
Home Support Services

Program Information

519-842-9000

Fax: 519-688-7632

Ask for Home Support



Serving the Tri-County

Home Support Services are located at the MSC location at 200 Broadway (Tillsonburg Town Centre, 2nd Floor)

Assistive Living in: Supportive Housing (SH) & the Community (ALCom)

The goal of “Assisted Living” is to help seniors remain in their own homes. Eligible seniors (65+) will require minimal to moderate assistance for such tasks as homemaking or personal care. Clients are assessed for eligibility by SWCCAC & MSC. Connect Care Life-Line is also provided at no cost to the client.

This service is currently available within **client homes** as well as within these **designated buildings**:

- ▶ 53 Queen Street, Tillsonburg
- ▶ 70 Queen Street, Tillsonburg
- ▶ 31 Maple Lane, Tillsonburg

Fees: The SWLHIN covers all costs for services associated with the Assisted Living programs.

Foot Care Services

One-on-one personalized service for your foot care needs is provided by trained personnel. Foot Care is available in-home with additional Foot Care clinic locations.

Fees: Contact the MSC for current client fee and billing process.

Home at Last (HAL)

HAL is a program for seniors (55+), which helps them get safely settled at home after day surgery, a hospital stay or an emergency room visit. Services can include grocery shopping, getting prescriptions, personal care and help with other tasks.

Fees: The SWLHIN covers all costs for services associated with the HAL program.

Home/Yard Maintenance & Repair

Indoor/outdoor tasks including: lawn/garden care, snow removal, painting, window-cleaning (inside & outside), minor repairs, etc. provided by registered, brokered personnel.

Fees: are negotiated between brokered personnel and clients. Minimum 1 hr. charge.

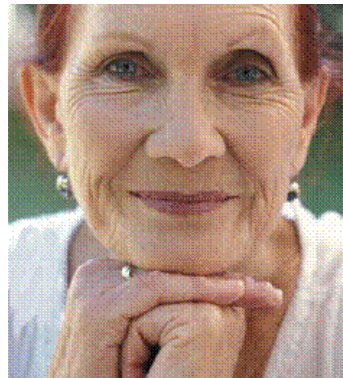
Housekeeping & Errands Service

All housekeeping, laundry services, meal preparation and errands are provided by trained personnel.

Housekeeping services include:

1. General Housekeeping Tasks (dusting, vacuuming, sponge mopping floors, etc.).
2. General Landry Tasks (ironing, basic mending, using own facilities or laundromat, folding, etc.).
3. General Meal Preparation Tasks (planning, grocery list preparation, preparing meals, etc.).
4. Shopping and Errands (getting prescriptions, dry cleaning and groceries, etc.).
5. Special needs as identified by the client (Christmas tree set-up, Christmas shopping, reading and visiting, planning events, spring cleaning, etc.).

Fees: Contact the MSC for current client fee for 1.5 hr. time blocks and billing process.



Meals on Wheels/Frozen Meals

A hot meal (regular or special dietary needs) is delivered by volunteers to client homes. Exceptional, locally prepared, frozen meals (with complimentary desserts) are also available for purchase and pick up at the MSC or delivered via taxi.

Fees: Contact the MSC for current client fee and billing process.

Personal Support Services

Personal care includes assistance with bathing, dressing/grooming, personal hygiene needs, exercise, and more. Services are provided by trained Community Workers selected just for you. Services are provided in a variety of settings (client homes, nursing & retirement homes, apartments, hospitals, etc.). One and a half (1.5) hr. time blocks preferred.

Fees: Contact the MSC for current client fee and billing process.

Transportation

Escorted drives for medical appointments, shopping or social activities/programs are provided by volunteers. Services are available Monday to Friday. Occasional weekend requests may be accommodated. Wheelchair transportation is available as well. Wheelchair transportation requires 5 business days notice.

Fees: Contact the MSC for current client fee and billing process.

If you have a service need that is not listed here—call us! MSC takes pride in tailoring services to meet client needs.

