

The MSC Voice



Tillsonburg & District **Multi-Service Centre (MSC)**
Serving the Community since 1978

FALL/WINTER 2010/11

"Someone you know may need us"
www.multiservicecentre.com

Thoughts from E.D./CEO Bill Hett

MSC has info on many web-sites:

thehealthline.ca

information.oxford.ca

edu.gov.on.ca
(Employment Ontario)

ourcoffeeneews.com

Check these sites, as well as the MSC site, for the latest news!

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What a terrific year we have had! The MSC has received some multi-year funding and has been awarded the contract for EO service delivery. We have been getting positive reviews from clients and families of clients about the quality of care our staff are providing in client homes. In Adult Literacy we have received comments from several clients about how we have helped them improve their lives. And, importantly, our volunteer base continues to grow.

We have welcomed some new staff to our family and we have said goodbye to some staff who have moved to our sister company – **Stonebridge Com-**

munity Services. Our joint MSC/Stonebridge Social Committee has been very active and has enjoyed some wonderful success with their ventures. These ventures include a major financial contribution to the local food bank and support of our adopted family.

Our Board of Directors has been both supportive and dedicated, while embracing the changes we are making.

As I too have delivered Meals on Wheels, I have met some great volunteers and some very appreciative clients who say most emphatically that we have touched them and helped them remain independent, with dignity, in their own

homes.

Our partnerships have once again brought us the richness of character and the added value of associated efforts. At a recent book launch, where profits will support the literacy program at MSC, the rewards of our partnerships were most evident. There was business, political, service club, individual, volunteer and donor support exposed for all to see.

We are all part of a major transformation at the MSC and I for one am proud to be a part of it.

What's Happening

Important features of the new MSC website are the regularly updated Facebook, Twitter and "What's Happening" pages.

"What's Happening" includes information on upcoming workshops, community events and more!

MSC email addresses are also changing. For example, Joe Smith would be: jsmith@multiservicecentre.com.

The website reflects the new visuals that are slowly adorning all MSC communication tools.

Other features will include a "personnel portal", which will have important info for both staff and volunteers.

Please bookmark multiservicecentre.com as one of your favourites!!



Home Support Services ~ since 1978



There have been many changes in Home Support since the last newsletter.

Welcome to **Carol Ann Hasilo** who has transitioned to Manager as Diana Hand-saeme takes on a new role at Stonebridge Community Services (the new non-profit, fee for service extension of MSC).

Staff continue to commit to quality improvements and training. Recent examples

include sessions on "maintaining professional boundaries" and workshops held at the **Ontario Community Support Association Conference** in October. Five staff attended the Personal Support Worker Network of Ontario (PSNO) sessions while two others attended the conference. Special congratulations to **Jessica Hahn** who won a scholarship to further her education from PSNO.

The photo below captures the team who make **Home at Last** "work" in Tillsonburg. For details/more news from this department please check out the MSC website.



Employment Services ~ since 1985

The biggest news in this department was the awarding of the **Employment Ontario** contract to the MSC team in January 2010. How this has changed programming is described on the website—including testimonials from individuals who have achieved success using the **Second Career** program.

Some of the team are now

located on the Second Floor of the **Town Centre Mall**. Others are in **new roles**. For example, Christine Anderson has transitioned from the Resource Centre Help Desk to an intake role. Stacey Robinson has been providing workshops in the "Fast Forward" (alternate education) program for youth. Several staff attended the Futures conference and many were

involved in the organization of the Career Fair.

Clients continue to use various ES programs to their benefit. Recently, staff were missing a regular customer in the Resource Centre. He later came in to thank staff for their help in finding a job!



Adult Literacy & Essential Skills ~ since 1986

This department has adjusted its name slightly to reflect the continuing emphasis on skill development.

Das Boot, To Kill a Mockingbird, The Hobbit and ***The Raven*** are some of the books cited as having special meaning by the most recent

tutor recruits—10 of whom were received training on two consecutive weekends in October. Volunteer recruitment and orientation remains an important task for the literacy program—welcome!

The website has many **client success stories** from both

the Adult Literacy and Essential Skills programming streams. The transformative power that literacy has in the lives of individuals, as well as the important social connections, are reflected in both the testimonials and stories that have appeared in ***The Tillsonburg News***.

Giving & Volunteering: News & Profiles

The Food & Farce was a successful event for many years, raising both funds and profile for the literacy program. However, 2010 was the last year for the "F & F" and the agency is taking some time to review **fundraising** strategies. In 2010/11, the focus has been on grant applications, a refreshed donor campaign, 50/50 ticket sales, location of a new Nevada host site and ongoing donor relations.

To that end, the MSC is hosting a **Donor Reception** in December 2010 to both honor MSC's many different types of donors and launch the new donor campaign. A special guest will be Lew Wiffen, author of *The Butler's Son*, who is generously donating proceeds from book sales to MSC.

MSC/Stonebridge Social Committee members, besides organizing fun events like the staff golf tournament in August and the Christmas party, have also taken a leading role in fundraising. The picture at right shows committee members, in December 2009, turning over a significant toy donation to the Salvation Army for distribution.

Like MSC donors, **volunteers** help keep MSC programs working—by providing over 10,000 hours of service, equivalent to 6 full-time staff members, in the 2009/10 year. However, there was some sadness mixed with cheer this past year: while MSC was pleased to have

Laurie Monk join the **Board of Directors**, the passing of Frank Welsh (see tribute on our website) was a sad occasion—Frank had served the MSC for over 30 years!

Frank was also one of many **Ontario Volunteer Service Award** recipients nominated by MSC over the years. Check out the website for the list of past nominees.

MSC has always taken **Volunteer Recognition** seriously –participating in the BBQ hosted by The Livingston Centre during Volunteer Week in April and hosting an additional MSC-specific event later in the Spring. This past year, MSC was honored to have Paralympian Darda Sales (thanks to support from RBC) speak at this event.



Staff News

Several MSC staff have migrated to **Stonebridge Community Services** over the past year. They, as well as some MSC staff members, can be found at the Stonebridge location in the Town Centre Mall. Best wishes!!

Several **staff anniversaries** were recognized at the Annual Meeting—congrats to all!

Welcome to **Denise Dicks**, who joined the MSC team as Human Resources/Staff Development Manager in August 2010.

Soon, MSC will be saying goodbye to **Marian Smith** as she (really this time) retires. She and Chris Riley have been working very hard over the past year to make improve-

ments to the physical space MSC staff members occupy in The Livingston Centre.

Finally, thanks to **MSC Reception Staff** for not only keeping track of everyone's location but suggesting improvements (like our new business cards).

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Some Last Words...

On behalf of myself and the Board of Directors, I would like to congratulate the MSC on a very successful year! Under the leadership of Bill Hett, our CEO and ED, we continued to deliver our services, effectively, efficiently and compassionately. Staff are to be commended for their continued dedication to the MSC. Thank you to our staff, volunteers, partners, supporters and donors -- we are deeply grateful for your support.

Together, we do make a difference in our community.

Happy New Year!

...From MSC Board Chairperson
Val Foerster

Join Our Team

MSC provides many opportunities for both employment and volunteering.

Employment opportunities are listed on the website as they arise. There is a continuous need for personnel in Home Support—especially Personal Support Workers and other types of Community Workers.

MSC employees receive a wide range of benefits including comprehensive orientation, training, and access to a benefit and wellness plan.

Volunteer roles include:

- Adult Literacy Tutor
- Meals on Wheels Drivers and Servers
- Transportation Drivers
- Board of Director Members
- Fundraising and Special Event Volunteers.

The need for volunteers for **Meals on Wheels** and **Transportation** is very acute. Those interested in these volunteer roles can contact Home Support Services. Orientation and support is provided.

WHO WE ARE

Vision

Embracing Personal Independence



Celebrating a Caring Community

Mission

A community organization committed to sporting personal independence through:

- Innovative and responsive resources
- Partnerships and collaboration
- Striving for excellence

History

The MSC was formed because a group of community minded citizens had concerns about the lack of social services available in Tillsonburg. Visit our website for more info!

Customers

Our customers range in age from youth to senior—check our website for the service for you!

MSC has been accredited through Accreditation Canada since 2003

There are many rewards to volunteering. They include:

- Contributing as an active member of your community
- Feeling the satisfaction that comes from helping others
- Sharing your skill and experience
- Developing new strengths and abilities

Both employees and volunteers are important members of the MSC team and participate in activities organized by the Social Committee.