

A Short History

- The MSC was formed because a group of community minded citizens had concerns about the lack of social services available in Tillsonburg
- The agency began operations in 1978, at 185 Rolph Street, in a building donated by Gerry Livingston
- Prior to the MSC, many service providers met with individuals on a casual basis wherever they could find space
- Various services came into the MSC over the years depending upon need
- In August 1998, the MSC moved into The Livingston Centre, a building named after Gerry Livingston, along with Fanshawe College, Service Canada, Thames Valley District School Board and Community Living Tillsonburg
- Mr. Livingston was well known in the community for his business abilities and his support of many causes (community services, sports). He supported Canada's Olympic male basketball teams in 1952 and 1960 and received Papal honours in 1962. He died in 1988. For more history on Gerry Livingston visit www.thelivingstoncentre.com
- The Livingston Centre provides a number of community, health, education and social services in one location - an important goal of the original founders of the Multi-Service Centre



Volunteer Opportunities

Volunteers are an important part of MSC service delivery. **Meals on Wheels, Transportation** and **Adult Basic Literacy programming** would not be possible without the service of dedicated volunteers. Opportunities also exist in the areas of **Fundraising** and **Board of Directors/Committee** work. Call 519-842-9000 for more information.

Multi-Service Centre

Serving the Community Since 1978

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*

◆
www.multiservicecentre.com

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.

All MSC programs meet funder and donor quality standards.



Multi-Service Centre (MSC)



"Someone you know may need us"

**Monday to Friday:
8:30 a.m. to 4:30 p.m.**

(in The Livingston Centre)
96 Tillson Avenue
Tillsonburg, ON N4G 3A1
Phone: (519) 842-9000
Fax: (519) 842-4727

Adult Literacy & Essential Skills

Adult students benefit through improvement in reading, writing, mathematics and essential skills development to reach individual goals linked to employment, further education/training and/or independence. Options include:

- ◆ **Literacy Bridging Initiative:** small group instruction - three options: reading/writing, literacy/computer, literacy/internet.
- ◆ **One-on-One Tutoring:** one-to-one instruction for adults based on individual goals.
- ◆ **Alpha Route:** on-line learning.
- ◆ **Essential Skills Project:** Training & Upgrading Project – call for details.

Functional skills & literacy skills are necessary in all job sectors and positions. Upgrading empowers individuals by enhancing independence and fostering self sufficiency at work, home and in the community. Adult Basic Literacy is an **Employment Ontario** program.

Former student: “Now that I can read and write, I feel like I am just like the rest of the guys on the job. I can do my job better and feel like I am contributing. I don’t have to rely on a co-worker to help me out.”



**Accredited through
Accreditation Canada since 2003**

Employment Programs

All MSC **Employment Ontario** employment programs are provided at no cost to the client and include: employment consulting and planning; job search support and workshops; career exploration and formal vocational assessment.

Further information on options/services:

- ◆ **Employment Resource Centre:** job postings; resources (computers, internet, telephones, faxes, photocopiers, job banks, printed material); support, information and referral.
- ◆ **Adult & Youth Employment Programs:**
For Clients – one on one job search support.
For Employers – recruitment services and training incentives. *(Call 519-842-9200, 200 Broadway, 2nd Floor, to access. Ask for MSC Employment Services.)*
- ◆ **Summer Jobs Service (Youth Employment):**
For Students – access to job search assistance (must be 15 to 30, planning on returning to school in the Fall). For Employers – recruitment services and hiring incentives.

Former workshop client: “There was a sense of belonging to a group of people who are in the same position I am. It was encouraging and gives hope.”

Former youth clients: “(The program gave me) lots of useful information for jobs and a new professional resume.” “(Staff were) very informative and helpful – cheerful attitude.”

Home Support

- ◆ **Personal Support:** all personal care needs including bathing and dressing/grooming provided by certified Personal Support Workers in a variety of settings (client homes, nursing and retirement homes, apartment buildings, etc.).
- ◆ **Homemaking & Errands:** housekeeping, laundry services, meal preparation and

errands provided by trained personnel in a variety of settings.

- ◆ **Assisted Living in Supportive Housing (SH) & the Community (ALCom):** 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 provided at no cost to client. Currently available in client homes & designated buildings. **SWLHIN** covers all costs.
- ◆ **Home/Yard Maintenance and Repair:** indoor/outdoor tasks including: lawn/garden care, snow removal, painting, windows, eaves cleaning, minor repairs, etc. provided by registered personnel.
- ◆ **Meals on Wheels:** A hot meal delivered to the home consisting of soup/salad, entrée, vegetable and dessert. **Frozen meals** are also available. The volunteers also provide a brief visit and security check.
- ◆ **Transportation (non-Wheelchair and Wheelchair):** assistance for clients to help them get to medical appointments, go shopping or attend social activities.
- ◆ **Foot Care:** one-on-one personal attention to unique foot care needs. Services available in-home and at clinic locations.
- ◆ **Manicure Hand Care:** one-on-one in-home hand care service.
- ◆ **Home at Last:** help to get seniors (55+) safely settled at home after day surgery, hospital stay or emergency room visit. Can include grocery & prescription shopping, personal care, other tasks. **SWLHIN** covers all costs.
- ◆ **Exercise Classes:** Call for details.

Personal Support client: “My Personal Support Worker helps me day and night so I don’t have to go to a nursing home.”

Former Home Maintenance clients: “We are proud of our home - inside and outside. Thanks to your service it continues to be that way.”

R: Nov/10

