



**A better quality of life
through caring support**



2016 – 2017

COMMUNITY IMPACT REPORT

Celebrating Integration and Early Intervention

Be the change in the world you want to see (Mahatma Gandhi) ~ Links2Care exists to support a better quality of life through caring support. To achieve this, our Board of Directors is focused on three pillars: Client Wellbeing, A Culture of Caring, and Sustainability. Our ability to positively impact the lives of people throughout 2016-2017 and in the year ahead, is through the boundless commitment, compassion and care of staff and volunteers whose mission is to provide an enhanced and valuable care experience. We continue to focus on the needs of people in the community and how, through early intervention services, people can remain independent, safe, resilient, and thrive where they live. The care experience of our clients, their caregivers and supporters continues to be a paramount consideration for all of us at Links2Care.

Coming together is a beginning; keeping together is progress; working together is success (Henry Ford) ~ Links2Care has a unique place on the service landscape, reflected in our array of child care, social care and health care services that support seniors to remain safely in their homes, children and their families to thrive and grow, and those requiring the necessities of life to obtain support to foster their wellbeing. Each year, we see an increase in the levels of complexity experienced by people and their families, whether through navigating multiple systems of care, encountering waitlists or having to knock on many doors for help. Over the past year, we continued our commitment to ease access to programs and services by actively reaching out to community partners interested in a common approach to make it easier for people to engage with us, with a goal of promoting self-management.

The road to success is always under construction (Arnold Palmer) ~ In June of 2016, Links2Care relocated our Georgetown site, inviting community partners to join us. By the end of the fiscal year, five service partners representing healthcare, social care, counselling, and youth justice collaborated to form *Care Connections of Halton Hills*. This partnership of providers is working to integrate our processes to ease access to the array of services now available through one location, reducing transitions that often create levels of confusion and/or barriers for people. This collective co-determined its name along with shared Guiding Principles to support the level of integration for which we are striving. Members of *Care Connections of Halton Hills* are currently developing common indicators to reflect the impact to our clients, as well as to the broader systems of care. This journey of collaboration and integration will continue over 2017-2018 recognizing that it takes a village of providers with a commitment to service collaboration to truly make a difference to those relying on us to help people to have a better quality of life through caring support.

Maureen McCallister
President & Board Chair

Kate Power
CEO and Executive Director



BOARD OF DIRECTORS

As of October 2017

EXECUTIVE

Maureen McCallister, President
& Board Chair
Matthew Rempel, Vice-Chair
Tracey McKinley, Secretary
Don Benoit, Treasurer

DIRECTORS

Cindy Doucette
Anne Herbert-Grouchy
Paulette Jervis
Sarah Joseph
Khurram Musti Khan
Shelley Martin

our Vision

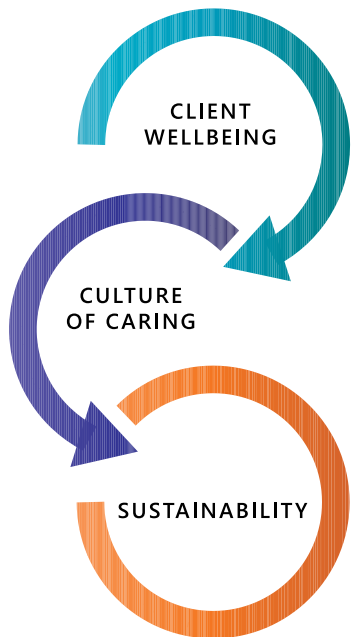
A BETTER QUALITY OF LIFE THROUGH CARING SUPPORT

our Mission

To support healthy living, prevent isolation, and foster independence for people in our community.

our Values Our culture of caring is rooted in being: Respectful, Trustworthy, Accountable, and Responsive...to our clients, partners, supporters and each other.

2016-2019 STRATEGIC PILLARS AND GOALS



CLIENT WELLBEING

- Early intervention accessible to vulnerable population
- Equitable and responsive access to services based on community need
- Impact client wellbeing and community wellness through collaboration and partnership

CULTURE OF CARING

- Effectively support client transitions to right care at right place at right time
- Engage and support change management
- Equity and Quality Plans centred on caring support
- Support capacity to link clients to community services

SUSTAINABILITY

- Re-define core programs and services
- Promote our brand to improve community awareness
- Develop a service capacity framework

A CULTURE OF CARING

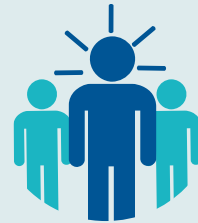
Celebrating Our Staff



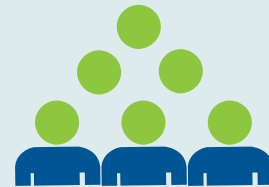
Comprising just 5 management and 8 support staff, Links2Care's lean administrative team enables 170 frontline staff (a few of whom are pictured above) **to support Adults, Seniors, Children and Youth in Halton and Mississauga.**

Our staff are engaged and passionate about the work they do and go above and beyond every day to ensure clients and volunteers are treated with respect and dignity. They strive to meet individual needs through hard work, collaboration, and sometimes a little ingenuity. As a non-profit we have fewer perks to offer our staff, so their dedication and commitment can be directly linked to a genuine desire to support their clients and their communities.

We take this opportunity to thank all of our wonderful staff because we know that our continued success can be directly linked to them.



183 STAFF



13 STUDENTS



250 VOLUNTEERS

It takes a village...of 450 staff, students, and volunteers to support thousands of clients.



Celebrating Our Volunteers

Last year, 250 generous people devoted over 10,000 hours of their time, skills, and compassion to Links2Care.

They impacted the lives of our clients and their families and care teams, contributed to our capacity to deliver high quality services, and fortified their own health and well-being. For older adults in particular, volunteering offers significant physical, emotional and cognitive health benefits and enhances social support and inclusion and civic engagement.

By helping deliver meals, visit socially isolated people, meet basic needs of food and housing, provide school supplies, clothing and toiletries, and support staff and administrative requirements, our volunteers build a stronger, safer, more cohesive community while making a significant contribution to the global economy.

Links2Care is extremely grateful to and proud of our volunteers. The extent of their dedication and belief in our mission is attested by a few simple examples (pictured at left) amongst many: students working together in our Backpack Program in support of their peers in need, two long-time Home Support Workers who also volunteer as Friendly Visitors - one long after her retirement, and a husband and wife who delight in delivering meals together.



Community Impact Highlights

153,869 UNITS
OF CARE

CARE TO REMAIN AT HOME

HEALTH CARE PROGRAMS

- Home Help
- Bathing
- Caregiver ReCharge
- Client Intervention and Assistance
- Home Maintenance & Repair
- Friendly Visiting
- Companion Respite
- Supportive Housing
- Meals Programs
- Health Link
- ElderTalk

4,640
UNITS OF
CARE

CARE TO
IMPROVE LIVES

SOCIAL CARE PROGRAMS

- General Support & Coordination
- Homelessness Prevention
- School Supplies
- Holiday Giving
- Sports & Recreational Funding
- Help with Gas and Hydro
- Community Income Tax Program
- Food Security and Basic Needs

CARE,
DEVELOPMENT
& LEARNING

38,114
UNITS OF CARE

CHILDREN & YOUTH PROGRAMS

- Ontario Early Years Centres
- Family Resource Programs
- Before & After School Care
- Youth Program
- Healthy Snack

last year
WE SUPPORTED over
13,000 PEOPLE

We support healthy living, prevent isolation and foster independence for people in our community.

GOING ABOVE AND BEYOND TO CUSTOMIZE CARE

Care Connections of Halton Hills

A newly formed **community hub** of service agencies collaborating to enable easier access to integrated health and social care services vital to the wellbeing of Halton Hills residents.



At the end of Links2Care's Georgetown lease, we saw an opportunity to find a space where we could gather agencies under one roof to simplify service access and system navigation, maximize person centred care, and support the growing socio-economic and health care needs of our community.



So in July 2016, Care Connections was born. And while the agencies remain distinct, our operating model is designed to include warm transfers to take advantage of the proximity of specialized fields of service.

For example, during a visit with our Halton Diabetes Program partner, a client disclosed health complications stemming from an abusive relationship. The HDP dietician was able to quickly access help from a Health Link Navigator for complex health needs and a ThriveCounsellor for victims of violence against women. Through this collaboration and ease and proximity of services, the client is now receiving help from multiple agencies and is taking progressive steps toward positive wellbeing.

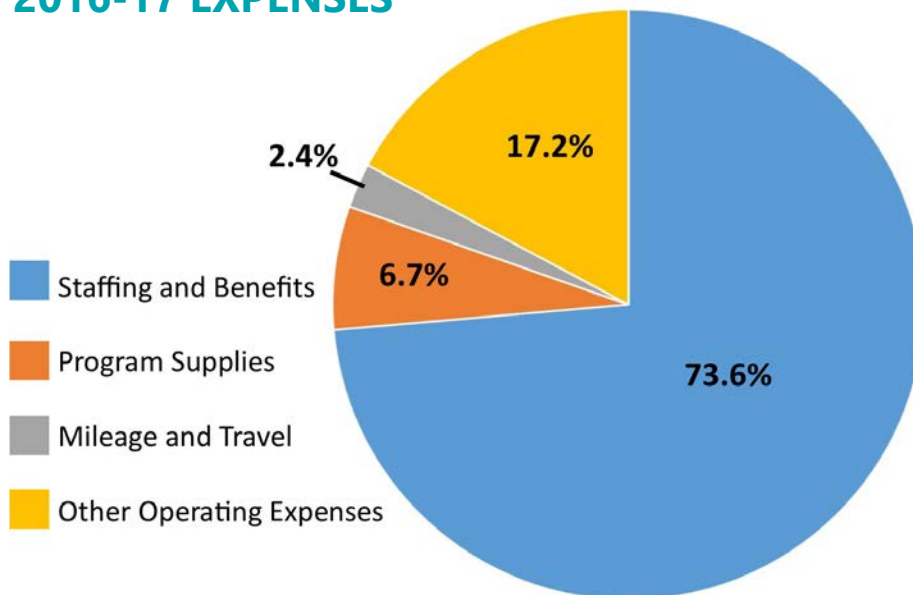


EVERY PERSON COUNTS

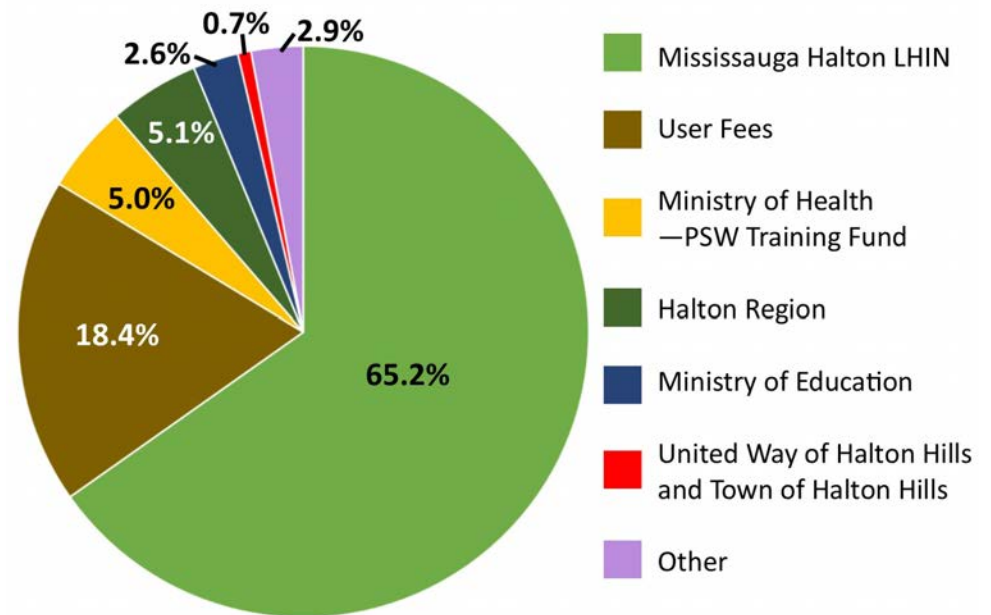
As of March 31, 2017, Links2Care had Net Assets totaling \$771,839, Working Capital of \$478,201, long term investments of \$100,000, and no long term liabilities. Some programs are funded and some have a user fee usually based on affordability. The increase in our revenue this year comes mainly from continued strong performance in our Children's Programs and increased funding for Personal Support Worker (PSW) training. Property and equipment of \$193,638 includes infrastructure improvement to client access with a new entryway that meets AODA standards and a telephone system upgrade.

Further details of our financial position and results of operations can be found in our Audited Financial Statements on our website at www.links2care.ca.

2016-17 EXPENSES



2016-17 REVENUE



2016-17 DONATIONS

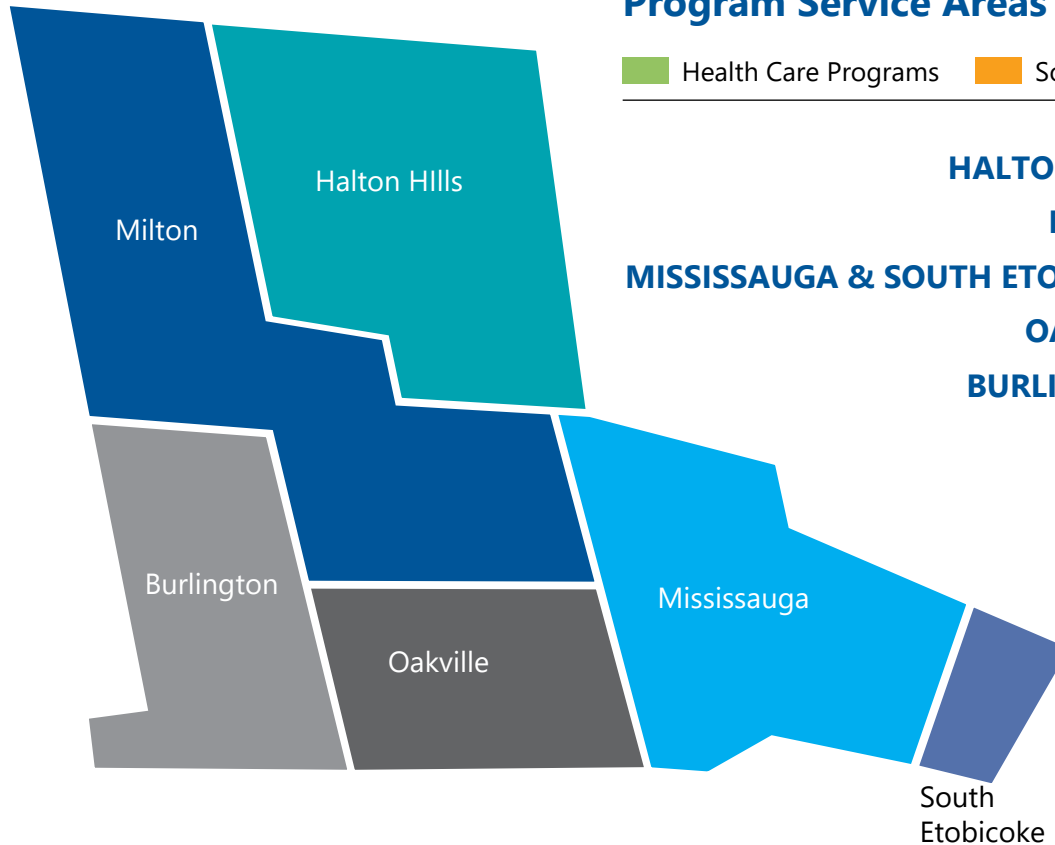
\$42,000+ Dollars



REACHING OUR COMMUNITIES

Program Service Areas

■ Health Care Programs
 ■ Social Care Programs
 ■ Children & Youth Programs



HALTON HILLS

MILTON

MISSISSAUGA & SOUTH ETOBICOKE

OAKVILLE

BURLINGTON



Together we are providing a better quality of life through caring support.

To volunteer, donate, fund or partner, visit www.Links2Care.ca or call 1-866-844-0252