

Caring Support for All



2017 – 2018

COMMUNITY IMPACT REPORT

Embracing Change

Change is the law of life. And those who look only to the past or present are certain to miss the future. (John F. Kennedy) ~ Links2Care witnessed a steady diet of change inside and outside the organization throughout 2017-2018. Each change brought with it, opportunity, as well as degrees of uncertainty. Externally, we witnessed structural changes in healthcare in Ontario with the amalgamation of Community Care Access Centres and the Local Health Integration Networks that, over time, will influence how services are planned and delivered. We have seen changes in management of children's services through the Ministry of Education, intended to improve access and service offerings to children, parents, and caregivers. We witnessed consolidation of United Ways across Halton with Hamilton. With an impending provincial election, a sea-change was forecasted.

Internally, Links2Care embarked on an information technology transformation with support of our Board of Directors and the MHLHIN. This transformation will impact most of our business processes and will enhance the point of care experience for our clients. We expanded our navigation services and progressed toward integration of services at Care Connections of Halton Hills (our hub). We are excited to be moving in these directions.

Change before you have to. (Jack Welch) ~ In the year ahead, change remains the 'order of the day'. Our Board Chair, Maureen McCallister, will be stepping down after 12 years as a member of our Board of Directors, taking on many roles, including Treasurer, Vice-Chair and Chair. Maureen has stewarded Links2Care through a decade of transformation and the organization has benefitted greatly. Thank you, Maureen, for your years of service, your commitment, and your leadership. Links2Care will welcome Shelley Martin to the role of Chair of the Board of Directors at our Annual General Meeting. Shelley is currently Links2Care's Board Secretary.

Kate Power will be retiring and Links2Care welcomes Lawna Paulos as Chief Executive Officer. Lawna brings many years of experience as an Executive Leader in the community healthcare sector. Lawna's energetic and collaborative style, along with her knowledge of the community health landscape will be tremendous assets for Links2Care. Welcome Lawna.

The constant for Links2Care, is the commitment and quality of care and services of our staff and courageous stewardship of our board. We simply couldn't do what we do, without this formidable group of people who care so greatly about our clients and community.

Thank you all!!

Maureen McCallister, Board Chair

Kate Power, CEO



BOARD OF DIRECTORS

As of September 2018

EXECUTIVE

Maureen McCallister, Board Chair
Matthew Rempel, Board Vice-Chair
Shelley Martin, Board Secretary
Don Benoit, Board Treasurer

DIRECTORS

Cindy Doucette
Anne Herbert-Grouchy
Paulette Jervis
Avjitpal Kamboj
Khurram Musti Khan
David Marshall
Tracey McKinley

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

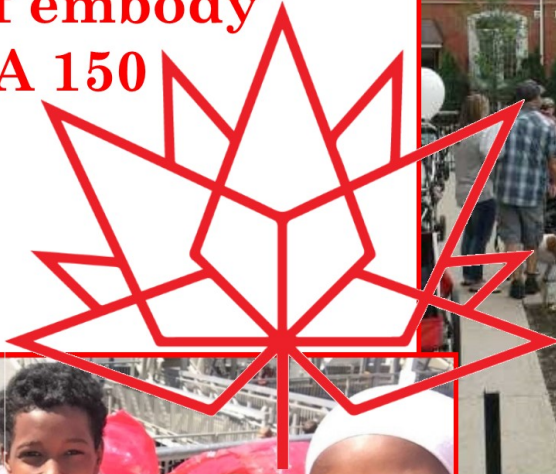
- Effectively support client transitions to right care at right place at right time
- Engage and support change management
- Equity and Quality Plans centred on caring support
- Support capacity to link clients to community services

SUSTAINABILITY

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

A CANADIAN CULTURE OF CARING

**250 volunteers and
150 staff embody
CANADA 150
values**



Welcoming the community to Links2Care's EarlyON Child and Family Centre's Annual Open House



Our Georgetown site team are ready, willing and able to link people to care



Rabeo Omar and her family celebrating Canada 150 at Niagara Falls



Collaboration in Action: **Care Connections of Halton Hills** community hub health and social care partners at our grand opening



Friendly Visiting Volunteer, Christine Campbell with client Hanna Koehler at aquafit



Community Living volunteers deliver Meals on Wheels with Coordinator Janet Battista

Clients are telling us how we impact their lives...

“I found as a person responsible for their father's care, my days were busy and stress filled. Running our own lives, responsibilities to our children and taking care of a parent at times feels impossible.

Having the **CAREGIVER RECHARGE**

program in place, I looked forward to doing things on my own without worrying about my dad. It has allowed me to take a deep breath and relax knowing that he would be cared for by a professional Personal Support Worker while I was not in the house. It is a great program as it gives much needed respite to family members and it also eases the financial burden of having to hire a private caregiver.”



“My family has been fortunate these past 15 years to experience your programs from **EARLYON** baby stage to **SCHOOL-AGE**.

My first son went to another program and my second son had by far a much more pleasant, worthwhile, wonderful, creative, inclusive and overall happy and caring experience.

Superb program with excellent instructors.

Links2Care makes an outstanding contribution to our children and our community.

Us parents don't say it enough, but we do think it and we appreciate all that you do.”



“I receive **HOME HELP** services and look forward to the help and the friendly conversation. It is absolutely essential for me to continue living independently and I like the safety aspect and the cost which is manageable for most seniors. I can relax and enjoy my home instead of thinking about what I have to do; it's really a load off my mind. When my Home Support Worker comes I feel so good. She makes my house shine. It looks like a show room. She is a lovely person and I enjoy talking to her. I feel she is my friend. I relay to other seniors that help of all kinds is very available at Links2Care.”



“The **CARE NAVIGATOR**

is the only person in all these years that has been able to truly listen to me, understand my situation holistically and actually help me with anything. I was blindly overwhelmed and directionless and having her organize health and social services for me was a relief. It made me feel positive about the future. I had more motivation because someone was helping me and enabling me to have a voice.”



Links2Care by the Numbers

145,282 UNITS OF CARE

CARE TO REMAIN INDEPENDENT

8,688
UNITS OF CARE

CARE TO
IMPROVE LIVES

CARE TO PROMOTE
LEARNING &
DEVELOPMENT

39,889
UNITS OF CARE

CARE AT HOME

- Home Help
- Bathing
- Caregiver ReCharge
- Community Navigation
- Home Maintenance & Repair
- Friendly Visiting
- Companion Respite
- Supportive Housing
- Meal Programs
- Health Links

CARE IN THE COMMUNITY

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

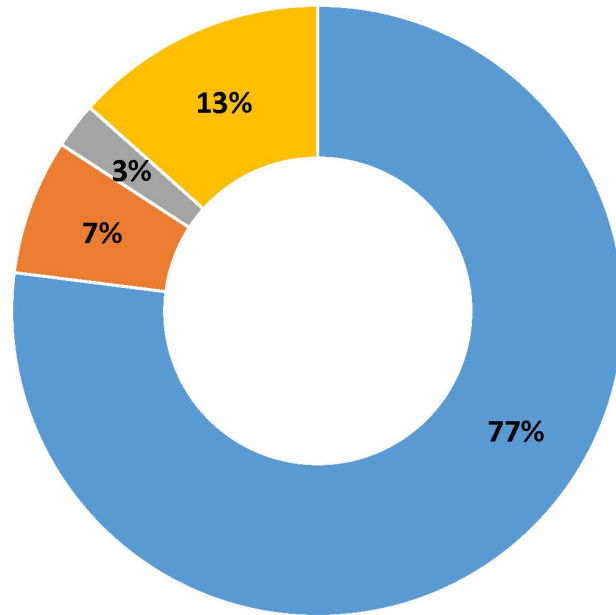
CARE FOR CHILDREN & FAMILIES

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

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

EVERY PERSON COUNTS

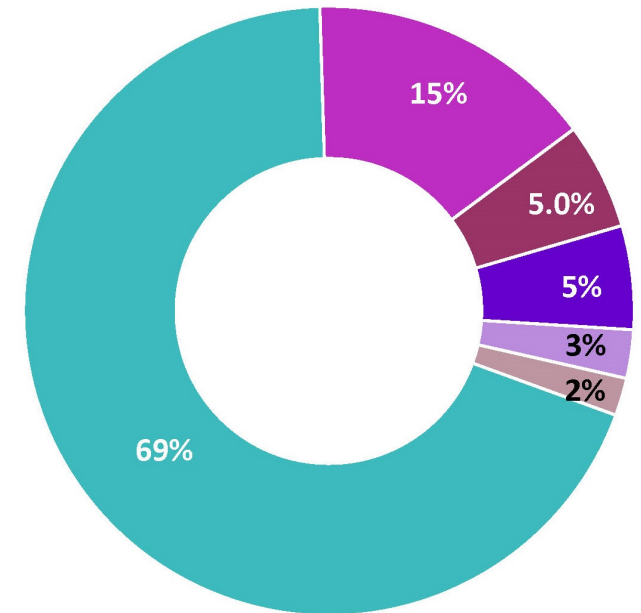
2017-18 EXPENSES



Many of our programs are funded, though some do have user fees based on income. Links2Care transitioned our youth programs to the Town of Halton Hills as of July 2017. Links2Care received project-based funding of \$41,000 from the MHLHIN as startup funding for the acquisition of a new database system (Alayacare) that will be undertaken in the 2018-2019 fiscal year.

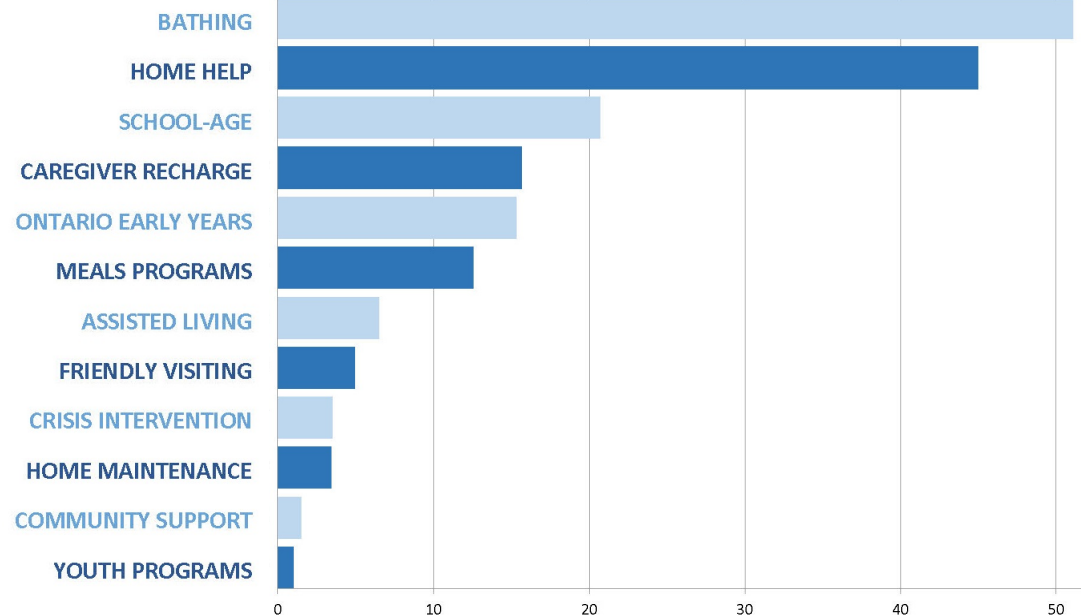
Links2Care's Audited Financial Statements can be found on our website at: www.links2care.ca/about-links2care/reports/.

2017-18 REVENUE



- \$5,188,736 Staffing & Benefits
- \$483,023 Program Supplies
- \$163,578 Mileage & Travel
- \$902,976 Other Operating Expenses

2017-18 UNITS of SERVICE (in thousands)

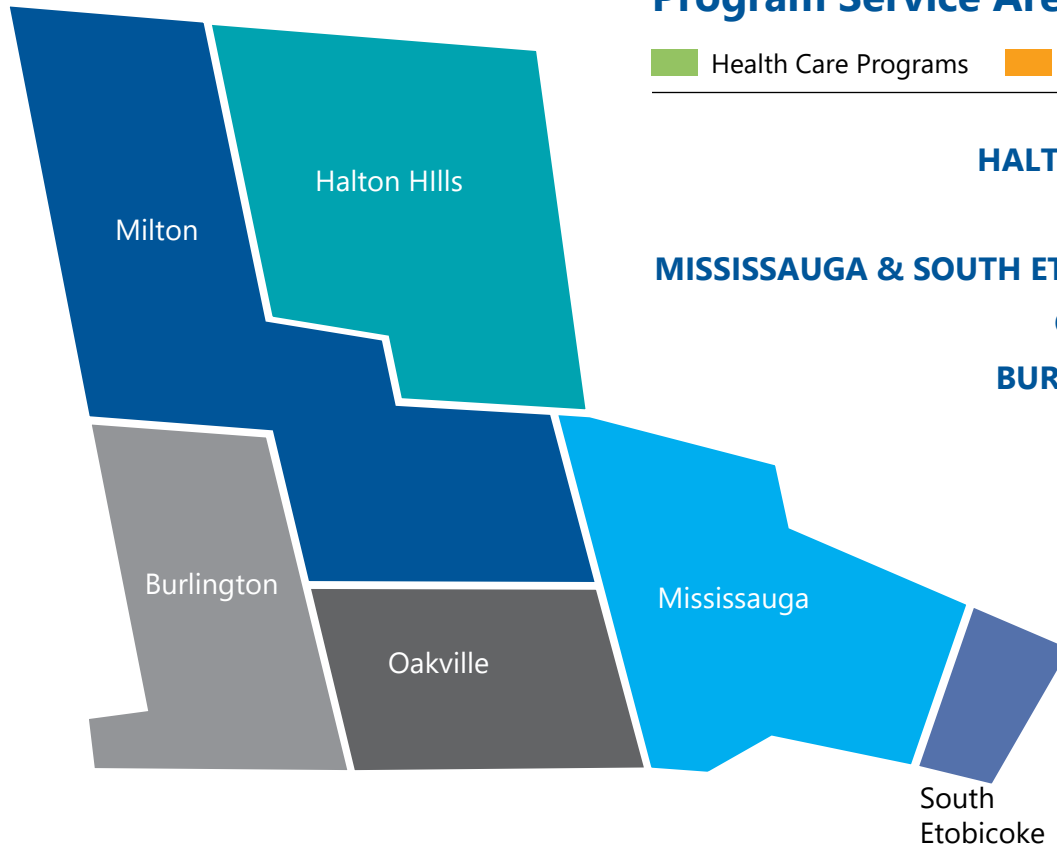


- \$4,653,171 MH LHIN
- \$1,031,674 User Fees
- \$381,999 Ministry of Health PSW Training Fund
- \$371,647 Regional & Municipal Government
- \$173,457 Other
- \$135,000 Ministry of Education

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