



**Together
we can**



2018-2019

COMMUNITY IMPACT REPORT

Joint Message from Links2Care Board Chair and CEO

Here is a simple but powerful rule: always give people more than what they expect to get. ~ Nelson Boswell

2018/19 was a great year for Links2Care, full of change and progress. We welcomed new staff and Board Members, used our Strategic Plan to guide us, and successfully collaborated with our funders and partners in areas that will have a lasting and positive impact on our communities.

Our programs and services are delivered by 190 employees and 228 volunteers who continually focus on compassion, quality and building a culture of caring. We are incredibly fortunate to work with many funders, communities and organizations that understand the importance of independence, remaining at home, food security, nutrition, fostering the growth and education of children/families, volunteerism and giving back.

As the winds of change swirl around us, Links2Care has been constantly evolving and learning as a result of our involvement and influence. Making progress is gratifying and a testament to the enduring spirit of Links2Care and our success is the community's success.

We wish to extend our sincere appreciation to the Board of Directors, volunteers, employees, families and friends for their invaluable contributions, embracing the spirit of collaboration and making a positive difference in the lives of many people. With the ongoing support of our funders, donors and community partners, Links2Care is ready for the challenges and achievements ahead in 2019/20.

There are no traffic jams along the extra mile. ~ Roger Staubach

Thank you all!!

Shelley Martin, **Board Chair**

Lawna Paulos, **CEO**



BOARD OF DIRECTORS

As of September 2019

EXECUTIVE

Shelley Martin, Board Chair
Matthew Rempel, Board Vice-Chair
Yasir Khalid, Board Secretary
Paulette Jervis, Board Treasurer

DIRECTORS

Bruce Catoen
Cindy Doucette
Avjitpal Kamboj
Adele Lane
David Marshall

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

You can make it, but it's easier if you don't have to do it alone ~ Betty Ford

KB's Journey is just one case of how people can fall through the cracks without collaborative support.

Municipal bylaw enforcement contacted our **Community Navigation** after following up on neighbour complaints and finding KB rapidly declining in extreme conditions of hoarding and infestation. Blind and suffering from chronic medical conditions, KB had continued to live alone and unsupported in the family home after his father and brother had passed away. We collaborated with city housing and fire departments to bring in heavy cleaners and a specialized real estate agent to prepare the house for sale. At the same time, we worked with Halton region, the LHIN and residential care facilities to gain urgent access to a transitional space until KB was finally able to move into a supportive housing unit where he lived out his last days with dignity.



*I have been a **Supportive Housing** resident for almost 12 years now. My children all live far away and don't come very often. The staff are amazing and without their assistance and kindness, I don't know where I would have lived.*

Maintaining Dignity for Seniors & Adults with Disabilities

Kate and Sheri's Journey proves that it is possible—with help—for you to honour your loved ones by caring for them at home without compromising your emotional and physical well-being.

Caregiver ReCharge has given us the freedom to go out without any worry and enabled us to keep my mother at home instead of in an old age home. Links2Care gave us the strength to keep going and to look after her. You have to understand that my mother is unable to walk, is incontinent and needs care 24/7. We are physically unable to take her out of our house. We had lost most of our friends and contact to our family as we could not leave our house to attend normal social functions like weddings, birthdays, funerals, or simple holiday get-togethers since all our family live out of town and we had no support left. This is why your program is of such importance to us. Without your help we would be forced to break our promise not to abandon her in an old age home.



Mary and Peter's Journey

is a great example of how child development can be impacted by creating opportunities to build intellectual and socio-emotional skills for the child and supports for the parent and caregiver.

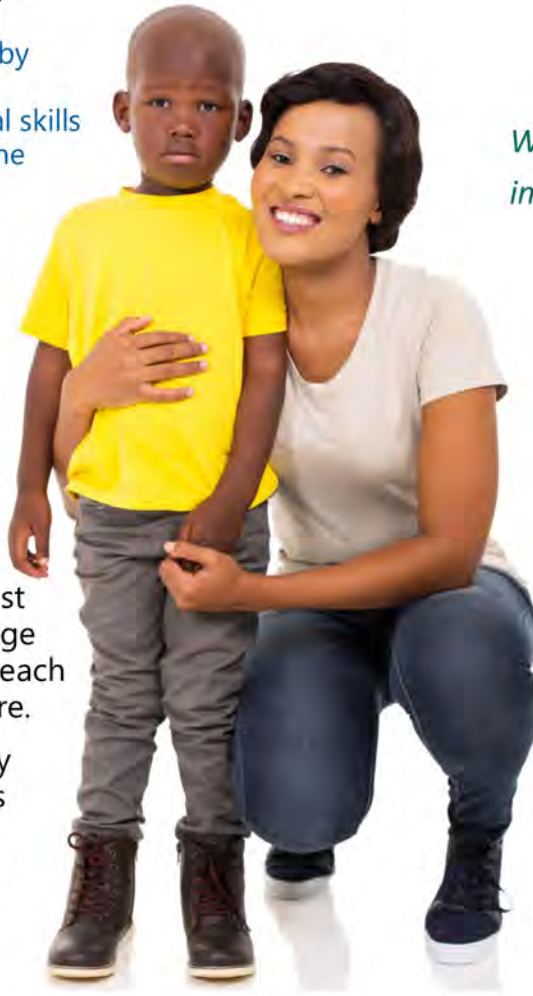
Mary was thrilled to see her shy, reserved son, Peter, blossom through our

EarlyON Child & Family Centres'

creative, engaging activities and kind, passionate staff.

But she was even more grateful when this nurturing interaction led staff to suggest a referral to a speech-language expert, one of the many outreach services available at the centre.

Mary was convinced the early intervention crucial to Peter's developing language skills would never have happened without the inquiry-based learning and early years resources at the centre.



Empowering people to persevere

What you all do, makes a huge difference in the lives of families in need (like me).

David's Journey shows how our wrap-around services and partnerships can counteract the domino effect of rising housing costs.

A proud single dad, David was embarrassed when he was referred to our **Community Support** on his Hydro disconnection notice. He was overwhelmed after a rent hike, followed by a reduction in work hours meant choosing between feeding and clothing his kids or paying bills—never mind any extras.

David was relieved after we helped him access utility subsidies and money he did not know he was entitled to through unfiled income tax. And he was further surprised to learn that food, toiletries and other basic needs were available along with school supplies and recreational funding.



Nurturing healthy development

"The EarlyON staff's passion for children truly shines and has rubbed off on my son who cannot wait to strike up a conversation with them. It is extremely welcoming for children and parents, and fosters a sense of belonging paramount to positive growth and development."



Links2Care by the Numbers

**Backpack Program
Volunteers**

137,586

UNITS OF CARE

**CARE TO REMAIN
INDEPENDENT**

CARE IN THE HOME

- Home Help
- Bathing
- Caregiver ReCharge
- Community Navigation
- Home Maintenance
- Friendly Visiting
- Supportive Housing
- Meal Programs

4,542

UNITS OF CARE

**CARE TO
IMPROVE LIVES**

CARE IN THE COMMUNITY

- Support & Coordination
- Homelessness Prevention
- Backpacks & School Supplies
- Holiday Giving
- Sports & Recreation Funding
- Help with Utilities
- Income Tax Preparation
- Food Security & Basic Needs

34,835

UNITS OF CARE

**CARE TO PROMOTE
LEARNING &
DEVELOPMENT**

CARE FOR CHILDREN & FAMILIES

- EarlyON Child & Family Centres
- Parenting Support Programs
- Early Years Resources
- School-Age Care

At the core of our circle of care, our

245 VOLUNTEERS contributed **8,914** HOURS

to transform Links2Care's Mission and Vision into action which enhances the lives of people in our communities.

Our volunteers generously provide:

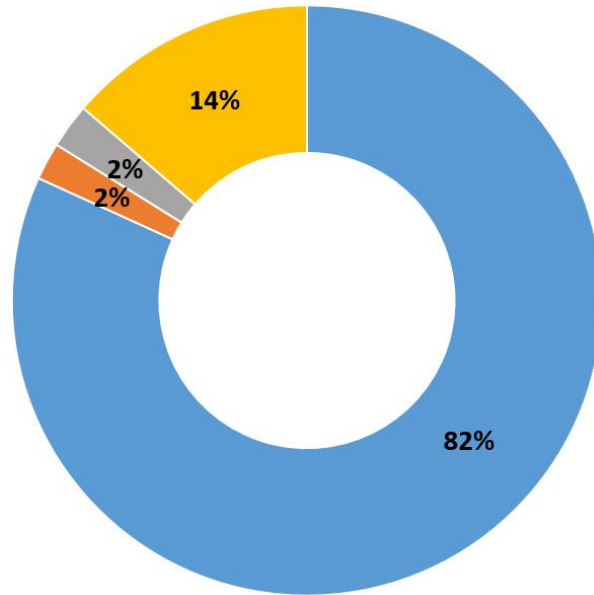
- Companionship, healthy meals, and transportation for Seniors & Adults with disabilities
- School supplies and holiday gifts for Children & Families
- Basic essentials and income tax return filing for People in Need
- Administrative support and Board of Director representation agency-wide

In return, our volunteers say that what they do connects them to others in the community, is good for their minds and bodies and brings fun and fulfillment to their lives.

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

EVERY PERSON COUNTS

2018-19 EXPENSES



- \$5,350,215 Staffing & Benefits
- \$895,645 Other Operating Expenses
- \$160,236 Mileage & Travel
- \$134,088 Program Supplies

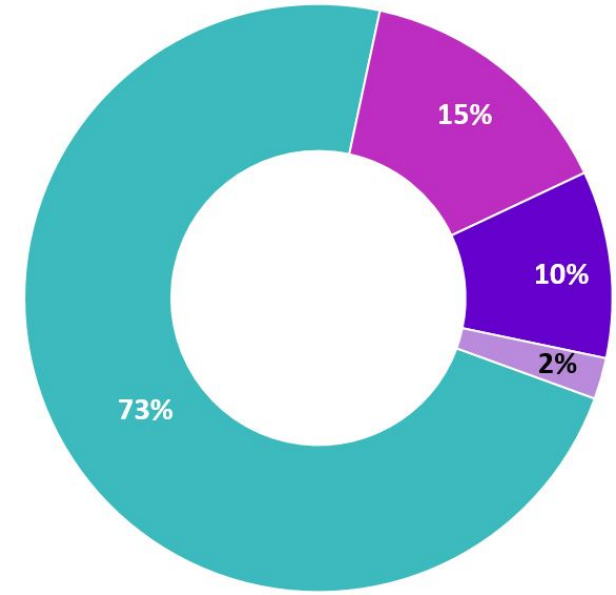
Many of Links2Care's programs are funded, while others have user fees based on income.

Our investment into IT implementation is improving our digital capabilities and having a positive impact on client experience. The new AlayaCare system has simplified scheduling and we are in a better position to take advantage of new opportunities and deliver added value for our clients.

Please note that as of 2018-19, we are no longer the lead agency for the PSW training fund flowthrough.

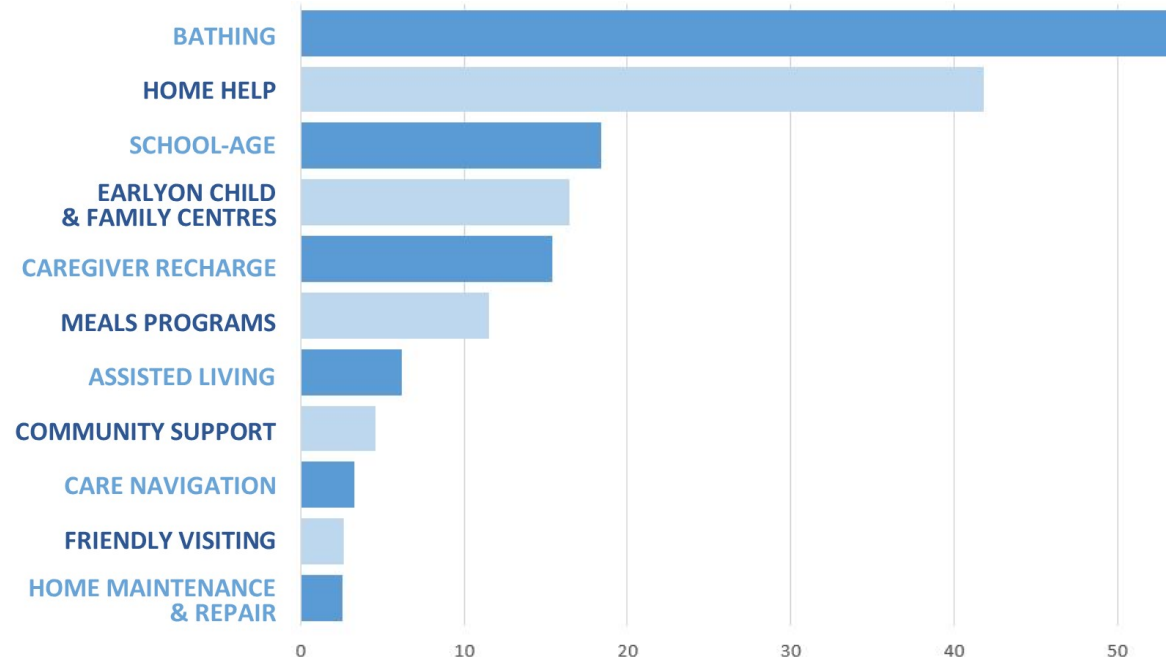
Links2Care's Audited Financial Statements can be found on our website at: www.links2care.ca/about-links2care/reports/.

2018-19 REVENUE



- \$4,751,094 MH LHIN
- \$955,457 User Fees
- \$671,432 Regional & Municipal Government
- \$147,909 Other

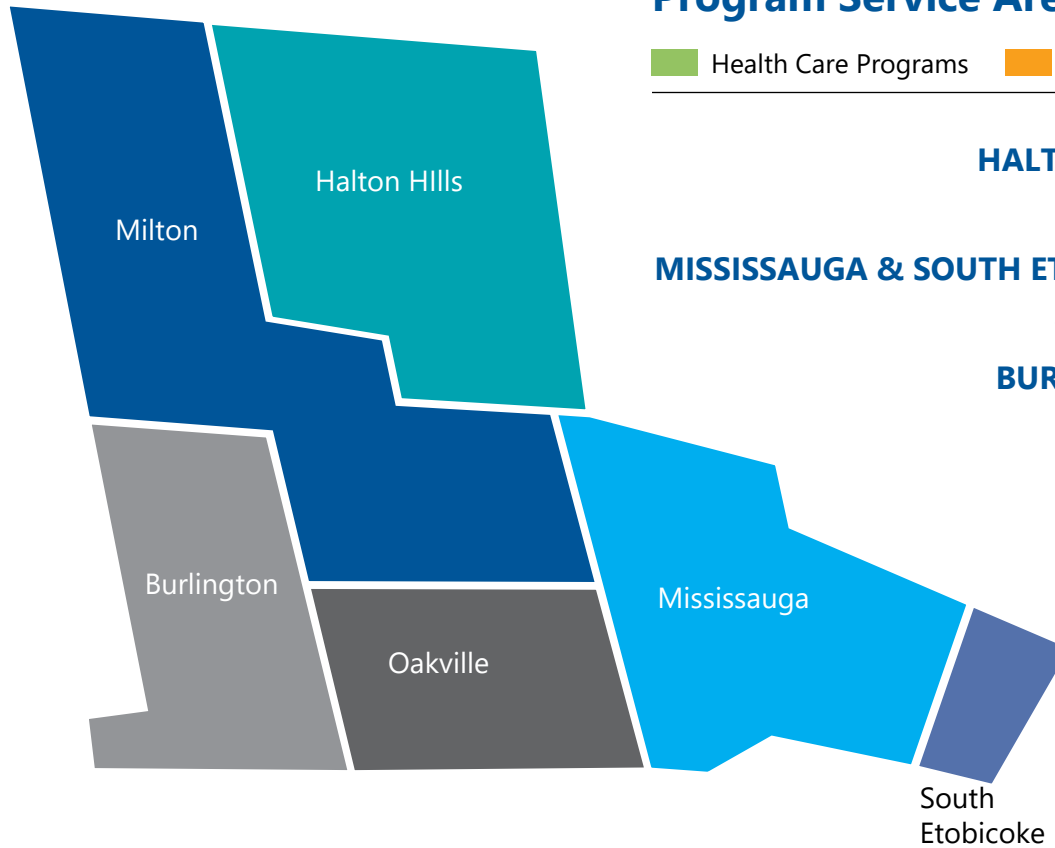
2018-19 UNITS of SERVICE (in thousands)



REACHING OUR COMMUNITIES

Program Service Areas

Health Care Programs Social Care Programs Children's 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