

Resilience
Dedication
Commitment
Volunteers
Frontline
Childcare Workers
Bravery
CSWs
Together
Safety
Family



Mental Health
Support
ESSENTIAL
Connection
Homecare
Passion
Healthcare
Above & Beyond
PSWs
Community
Heroes



2019-2020

COMMUNITY IMPACT REPORT

Joint Message from Links2Care Board Chair and CEO

Although our Community Impact Report reflects our achievements for 2019-20, we must acknowledge the significant impact of the COVID-19 global pandemic over the last six months. We want to offer our heartfelt gratitude to our front-line staff and volunteers who have continued to battle through this pandemic to serve our most vulnerable clients. THANK YOU!

Having embraced the challenges of this past year and transformed them into opportunities, Links2Care has emerged stronger. We are well-positioned as we move into a somewhat uncertain future. We responded to the unique constraints presented by this crisis by adapting and improving our ways of doing things and developing new and innovative ideas and strategies. Before the pandemic, we were expanding our reach and this situation has opened the door to more possibilities.

Over the last year, we have seen our community hub, Care Connections of Halton Hills, welcome five new partners to increase our capacity to provide integrated access to a range of needed health and social care services.

We became the lead agency for the Connection in Action Halton Initiative which focuses on adults aged 55 and older who are at risk of or currently experiencing social isolation.

Through the strength of our Board of Directors and our Leadership team, we reinvigorated our Strategic Plan, which guides our services and core competencies.

And toward reaching our stated goals, Links2Care has been collaboratively connecting with more areas within the variety of sectors we serve to spread our well-earned reputation for excellence as a reliable and trusted partner.

It is our privilege to work alongside a team of remarkable individuals who have built Links2Care into what it has become today. We believe that in continuing our valuable work together, we will have an even greater impact on the communities we serve. We have committed ourselves to develop more innovative programs, services, and strategic partnerships to improve the lives of our clients and better serve our communities. We are confident that through our combined efforts, hard work and dedication, we will successfully scale even greater opportunities moving into the future, whatever it may hold. The possibilities are endless.

Shelley Martin, **Board Chair**

Lisa Brading, **Interim CEO**



BOARD OF DIRECTORS

As of September 2020

EXECUTIVE

Shelley Martin, Board Chair
Bruce Catoen, Board Vice-Chair
Yasir Khalid, Board Secretary
Paulette Jervis, Board Treasurer

DIRECTORS

Omer Chaudhry
Cindy Doucette
Gunther Ha
Michela Juran
Avjitpal Kamboj
Paolo Maggiotto
Jennifer McAleer

Sincere appreciation for our **FRONT-LINE**

HEROES

During this uniquely challenging time, we reacted quickly to identify evolving needs and develop new ways to ensure continuity of support.

We ensured *Food Security*

- Hot and frozen meals for pick-up and delivery;
- Shop & Drop for vulnerable clients, those in quarantine, and those with young children;

"Thank you. I was so afraid to go out, even just to the store!"

- Prepared meals from St. Jude's Anglican Church, Food for Life and other generous community partners;
- Fresh, frozen and non-perishable food, grocery cards, toiletries and other basic needs;
- Pop-up Dining meals from local restaurants.

We safeguarded *Financial Health*

by assisting with income, housing and utility supports, income tax filing, information, referrals and other Community Support.

**for
adapting
and
innovating
to help us
stay safe
at home**



"I want to extend my deepest gratitude. Links2Care provides much needed help in our community, and quite honestly without the help, I don't know how I would have made it. From the bottom of my heart, to every member of your team, I appreciate you!" Forever Thankful

Every Volunteer is a **HERO**

At the core of our circle of care,
our

165 VOLUNTEERS

contributed **8,061** HOURS

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

Our volunteers generously provide:

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



*"Some people don't believe in angels
but they do not know my Friendly Visitor.*

*Angelos is Greek for messenger—and she is indeed a messenger of a
world of kindness and care. We get together for errands or lunch and, most
enjoyably, for Aquafit. Since my hearing and eyesight are impaired, she relates
all the instructions so I can fully participate. And as she takes me down the ramp into
the rising waters of the pool, I remember happy times in the ocean. Thank you Links2Care!"*

We continued to serve our communities in the face of formidable risks and challenges

We supported *Children & Families*

with interactive online resources and referrals, printing for e-learning, craft kits, and videos accompanied by educational materials linked to the domains of learning.

"We very much miss coming to the centre but appreciate the work your team is doing to keep us engaged and learning during this very difficult time."

We provided *In-Home Services*

such as Home Help, Bathing and Caregiver ReCharge following meticulous health and safety protocols.

We preserved *Social Connection*

- Intergenerational Programs where children created gifts of stories, art and humour for seniors and adults with disabilities;

"The dinner really lifted our spirits, especially the cards from the children, it was a beautiful thing for you to do."

- Connection in Action pilot project for isolated older adults;
- Phone Assurance for regular mental health check-ins, information, and referrals.

"These calls are a blessing. Knowing that someone is looking out for me is such a relief."





A community hub of service agencies

collaborating to offer
easier access to
integrated health and
social services and
maximize the client
centred care experience
for Halton Hills residents

Guiding Principles

As a *Care Connections of Halton Hills* partner, we commit to:

Working to foster service collaboration to support ease-of-access to services for people in our community.

Working together to promote a collaborative environment by profiling partners' services and programs.

Optimizing knowledge and understanding of the programs and services offered by each partner to enhance the care experience for people.

Supporting referrals from partners for timely access to services identified as appropriate in attaining people's care goals.

Fostering a climate of respect, cooperation, commitment and shared responsibilities amongst the partners.

Participating in discussions with *Care Connections of Halton Hills* partners to support open communication and identification of enhancements and opportunities for our community hub.



Now offering even more
wrap-around services
under one roof to
facilitate immediate
and proactive response
to complex and
evolving needs.

New!
EXPANSION



Community Living
North Halton

Support for People
with Special Needs



food for life

Food Security—fresh,
nutritious food available



Support and Settlement
Services for Newcomers



Diabetes Care—now with
a new Foot care clinic



Outreach for people
with mental illness

Care
Connections
of Halton Hills

STRATEGIC PLAN 2020-2023



VISION

A better quality of life through care, support and connection.

MISSION

To support healthy living and create connections through:

- Supporting independence at home**
- Fostering early learning and development**
- Connecting people in need**

VALUES

Our culture is rooted in dignity, respect, trust and accountability.

Pillars and Goals

Community Well-being

- Improve connections to increase community impact
- Develop programs and services that respond to community need
- Provide leadership to improve continuum of care

Culture of Caring

- Encourage professional development opportunities
- Foster exceptional workplace practices to become the employer of choice
- Exhibit people centred mind set based on equity and compassion

Organizational Agility

- Maintain stewardship through organizational governance practices
- Promote fiscal responsibility and sustainability
- Build operating principles based on informed decision making and efficiency



LINKS2CARE BY THE NUMBERS

153,304

UNITS OF CARE

**CARE AT HOME
to remain
independent**

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

6,012

UNITS OF CARE

**CARE IN THE
COMMUNITY
to improve lives**

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

41,591

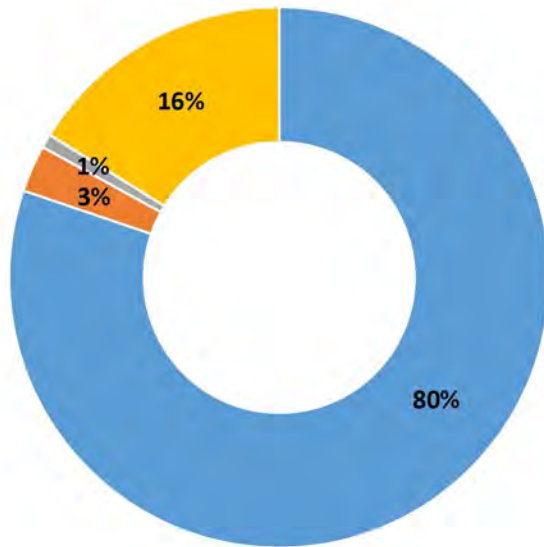
UNITS OF CARE

**CARE FOR CHILDREN
& FAMILIES
to foster healthy
development**

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

EVERY PERSON COUNTS

2019-2020 EXPENSES

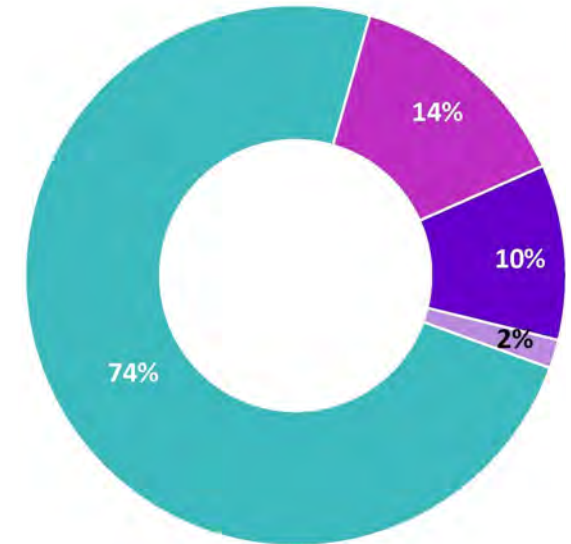


■	\$5,418,647
Staffing & Resources	
■	\$1,091,562
Other Operating Expenses	
■	\$189,203
Program Supplies	
■	\$56,207
Mileage & Travel	

Finance and Payroll went through a lot of changes during 2019-20 in order to improve services delivered to our staff and clients. The financial, statistical and payroll databases were updated, expanded and modernized. The reporting process is continually evolving and changing to adapt and comply with our funders' expectations and requirements. It's a team effort and we're happy and proud to say that we're wholly supported by all staff in our efforts to provide a better quality of life through care, support and connection in our communities.

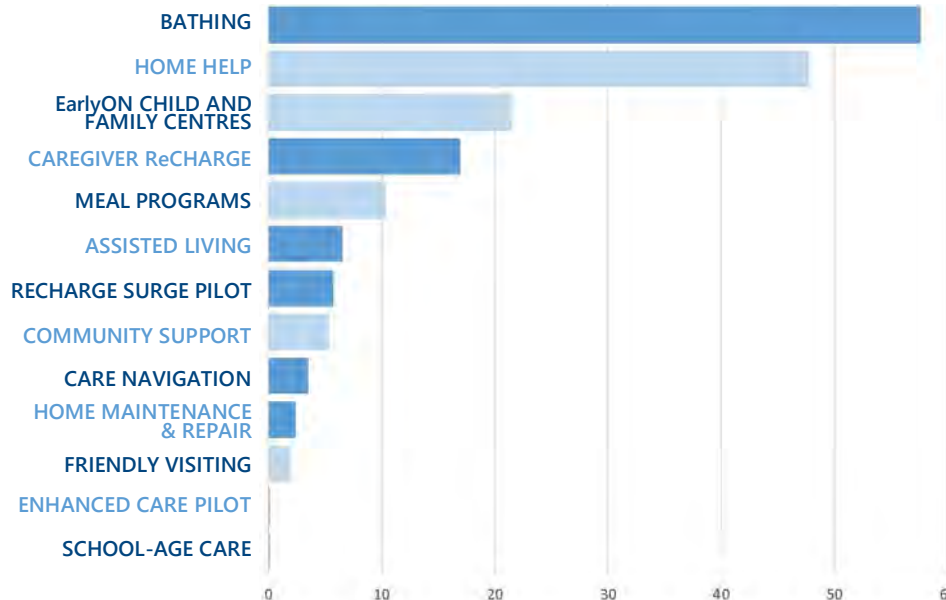
Links2Care's Audited Financial Statements can be found on our website at:
www.links2care.ca/about-links2care/reports/.

2019-2020 FUNDING



■	\$5,001,249
MH LHIN	
■	\$942,826
User Fees	
■	\$710,341
Regional & Municipal Government	
■	\$116,019
Other	

2019-2020 UNITS OF SERVICE (in thousands)



REACHING OUR COMMUNITIES

SERVICE AREA MAP

HALTON HILLS

CARE at HOME
for Seniors & Adults
with Disabilities

CARE in the COMMUNITY
for People of All Ages

**CARE for CHILDREN
& FAMILIES**

MILTON

CARE at HOME
for Seniors & Adults with Disabilities

BURLINGTON

OAKVILLE

MISSISSAUGA

**SOUTH
ETOBICOKE**



**TOGETHER
we are providing**

a better quality of life through care, support and connection.

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

