

You are here.



(We are here to help.)



Links2Care 2020-2021

COMMUNITY IMPACT REPORT

Navigating your journey



Joint Message from Links2Care Board Chair and CEO

As we reflect on our last year and a half, it goes without saying that 2020/21 was one of the most challenging years that any of us have ever experienced. The way we have taken on the fight against COVID-19 is a testament to the courage and determination of Links2Care and our staff's unfailing commitment and determination to continue to serve the most vulnerable in our communities.

Links2Care, like so many of our Halton and Mississauga health and social service partners, responded to meet the challenge presented by the ongoing COVID-19 pandemic. We **connected**, we **supported**, we **navigated**, and most of all, we **cared**. This commitment to a 'culture of caring' is the cornerstone of our values and the promise of our future.

In June 2021, Links2Care was surveyed by CARF Canada., a non-profit accreditor of health and human services. CARF provides a framework then consults and advises organizations to help them improve their service quality. Links2Care is pleased to announce that we have once again earned a Three-Year Accreditation from [the Commission on Accreditation of Rehabilitation Facilities \(CARF\) Canada](#). This award recognizes the quality of both our direct service delivery and our management practices. By meeting these requirements, we continue to set ourselves apart as a well-recognized community support organization that is prepared to meet the needs of our community and take on the growing challenges of the health and social service sectors.

Here are just a few of the comments from our CARF surveyors:

- "Links2Care is seen as key player in the changing healthcare landscape".
- "The organization is commended for its culture of caring and putting people first"
- "Links2Care's hub, Care Connections of Halton Hills is ahead of its time"

BOARD OF DIRECTORS

As of September 2021

EXECUTIVE

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

DIRECTORS

Omer Chaudhry
Gunther Ha
Michela Juran
Paolo Maggiotto
Jennifer McAleer
Derek McNally

Amid these accomplishments, several other important initiatives were brought to life, including:

- additional funding and expansion for our *Caregiver ReCharge/Surge Program*
- assuming the *Acton Community Hub* space at McKenzie-Smith Bennett Public School at the request of Halton Region
- the expansion of our pilot evening meals program – *Supper on Wheels*
- two additional Community Navigators to assist those struggling with housing and homelessness issues with Halton Region Housing Services
- Additional funding of \$61,000.00 from the Ontario Community Support Association to support our Shop & Drop and Meal Programs in response to the COVID-19 pandemic

As much as we wish to celebrate our many accomplishments of this past year, we also recognize that we could not have done all this without the support of our dedicated staff, our amazing volunteers, our Board of Directors, our collaborative community partners and our generous donors. Each of us had our pandemic moments, but we worked together to help each other through the toughest of times. And, as always, we are driven by the knowledge that our community needs our services and support.

We are inspired, we are motivated and **we are here**, ready and eager to thrive and see what great opportunities await us in a post-pandemic world!



Shelley Martin, **Board Chair**



Lisa Brading, **CEO**

Strength in Numbers

160 Front Line Staff

220 Volunteers

30 Leadership,
Supervisory and
Support Staff



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

Community **NAVIGATION**



OUR GOAL in all of our programs is to identify each person's unique barriers to wellbeing and guide them to solutions to improve their quality of life by:

- ⇒ **Building trusting relationships**
- ⇒ **Empowering resilience and independence**
- ⇒ **Expertly navigating social and health care systems**



**Here to
navigate
your journey**



Mavis came to us as her doctor was concerned about her nutrition. She now enjoys daily prepared meals delivered by volunteers she calls friends. "The food is very good, but what I really like is the people", emphasizes Mavis. "Seniors are all alone a lot, so having someone to talk to can be a lifesaver. The Coordinator, Brenda, even slips me butter tarts because she knows they're my favourite! And when I mentioned that I was having trouble chewing and couldn't afford new teeth, she even found me funding which I wasn't aware was possible!"

**11,903 Meals
served**



**Here to
nourish body
and soul**

**Meals Programs
deliver so much more than a
subsidized, nutritious meal. They can
improve health and flag undetected issues to
reduce the burden on emergency and long term care.**

**Knowing people can come to us any time for help,
to chat or to just sit is reassuring for
those who struggle in the face of
complex government
systems.**




**Here to
connect you to
help**

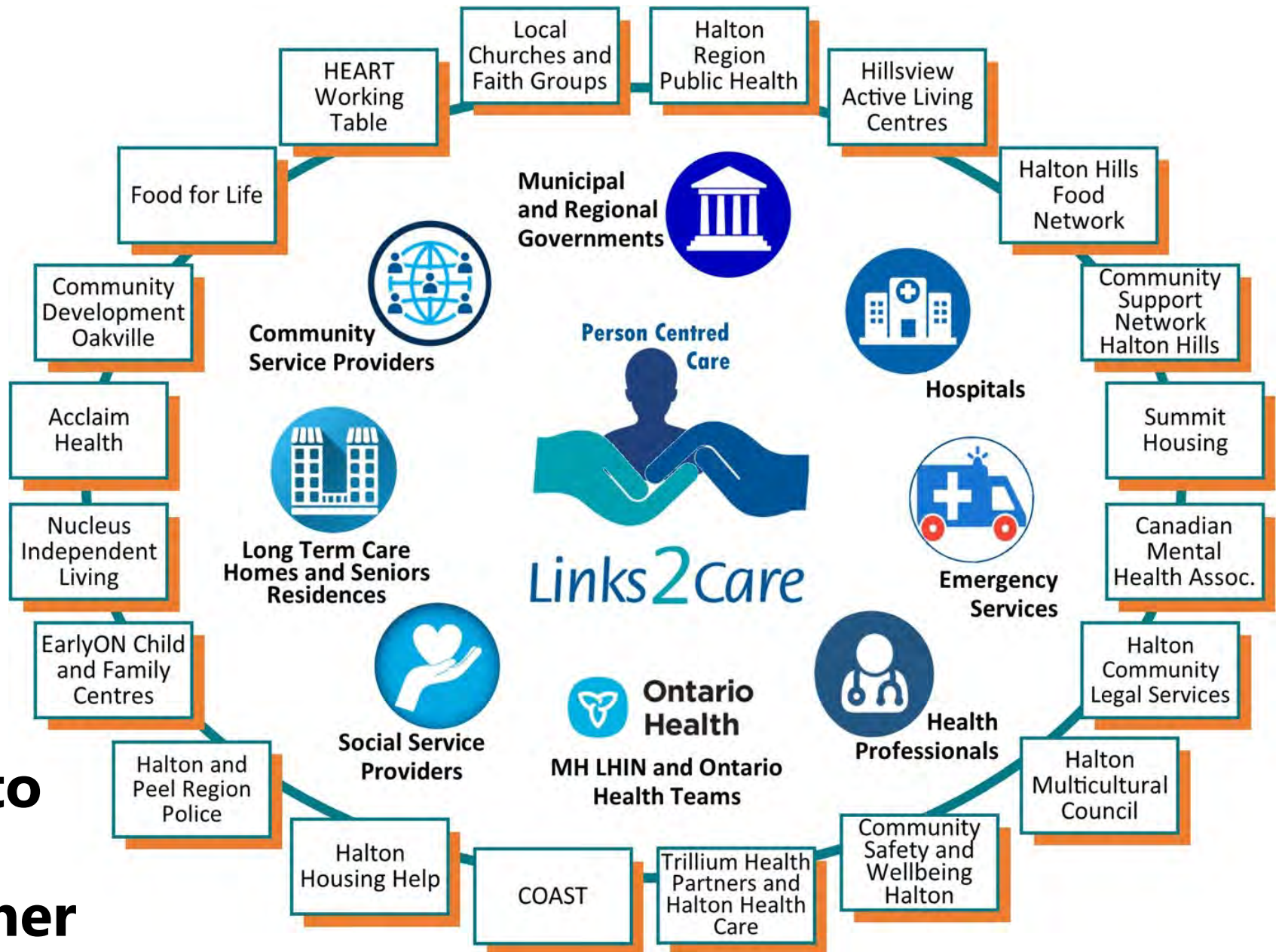


When Jed came to us with an eviction notice, we helped him fill out a subsidized housing application and secure temporary accommodation. He began to visit us to chat, keep warm or pick up food which enabled us to identify other issues—we saw he had no boots, so included some in his Holiday Giving basket; he brought us an Ontario Disability cutoff notice, so we helped him apply for Old Age Security and file his taxes to reinstate the benefits. When a housing space became available, we helped him fill out the paperwork, arrange for insurance, buy furniture, and complete the process with Halton Region. What a truly amazing day when he finally received the keys to his new apartment!

**5,088 Navigation
connections made**

Community COLLABORATIONS & PARTNERSHIPS


**Here to
work
together**



Shop & Drop

Grocery and
pharmacy delivery

Fresh Food Box

Local fresh produce—
Partner: **Kerr Street
Mission**

Community Pantry

Fresh, frozen and
non perishable foods—
Partners: **Food for Life**
and **Georgetown
Bread Basket**

Meals Programs

Hot and frozen meals
delivered by volunteers:
Meals on Wheels, Meals
on Ice, Wheels to Meals,
Supper on Wheels,
Congregate Dining,
Dining at Your Door



Here to champion food security

"I cannot believe the wonderful food but to have the surprise gift card made me cry as it came at the exact time that I was in dire need of getting the kids socks, underwear and to stock the fridge and have absolutely no money to have been able to accomplish all or any of it right now.

I am still crying."

**687 Food
connections realized**





5,065 Social connections initiated

"I was so thankful for your phone calls while I was in the hospital for 3 months with a high risk pregnancy at the height of Covid.

The information, referrals and simple human connection can be a life saver."

Here to foster a sense of belonging



Connection in Action Halton

Support for isolated older adults—Partner: **Community Safety and Well-Being Halton**

Friendly Visiting and Phone Assurance

Regular, meaningful contact for mental health, information, and referrals

Community Homelessness Prevention

Support for unsheltered older adults—Partner: **Halton Region**

Community Support and Navigation

Support for people of all ages in need



A thriving community hub of service agencies collaborating to offer easier access to integrated health and social services and maximize the client-centred care experience.



Links2Care Care Connections of Halton Hills

Community Hub
360 Guelph Street, Georgetown

And Introducing:



Links2Care ACTON COMMUNITY HUB

at McKenzie-Smith Bennett Public School (MSB)
69 Acton Blvd. (pool entrance)

Here to link people

In partnership with the **Halton District School Board** and **the Region of Halton**, Links2Care assumed the Acton Community Hub space at MSB school in September 2021.

Our community-oriented, client-centred culture is a perfect fit for this gathering site for education, recreation or social activities. Now people of all walks of life can pop in for casual reasons and leave with tools to improve their personal situations without the stigma sometimes associated with social assistance.

We are also inviting co-location to expand service options and better respond to the unique needs of Acton residents.



139,876 Units of
CARE AT HOME
for Seniors & Adults
with Disabilities

8,603 Units of
**CARE IN THE
COMMUNITY**
for People of all Ages

44,873 Units of
**CARE FOR CHILDREN
& FAMILIES**

- **In-Home Services:**

Home Help, Home Maintenance,
Bathing, Respite, Assisted Living

- **Food Security:**

Shop & Drop, Meal Programs

- **Social Connection:**

Friendly Visiting, Social Meals,
Phone Assurance

- **Community Navigation:**

Connection in Action, Community
Homelessness Prevention

- Navigation & Support

- Food & Basic Needs

- Homelessness

- Income Tax

- Help with Utilities

- School Supplies

- Holiday Giving

- Jumpstart Funding

EarlyON Child & Family Centres

- Programs for children 0-6 with
their parents or caregivers

- Virtual Events and Connections

- Parenting and early years
support

- Phone Assurance

- Activity Kits

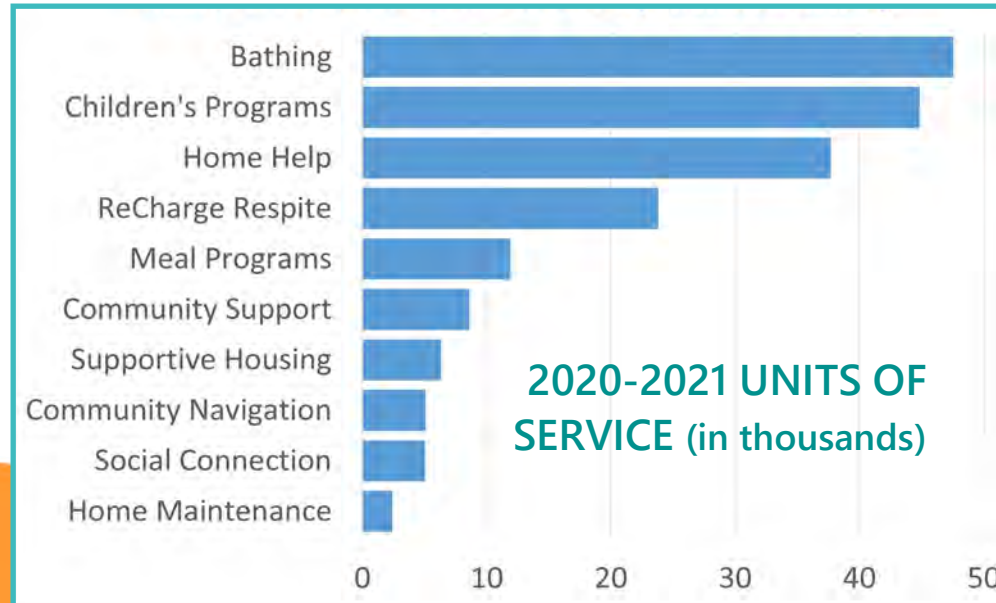
School-Age Care



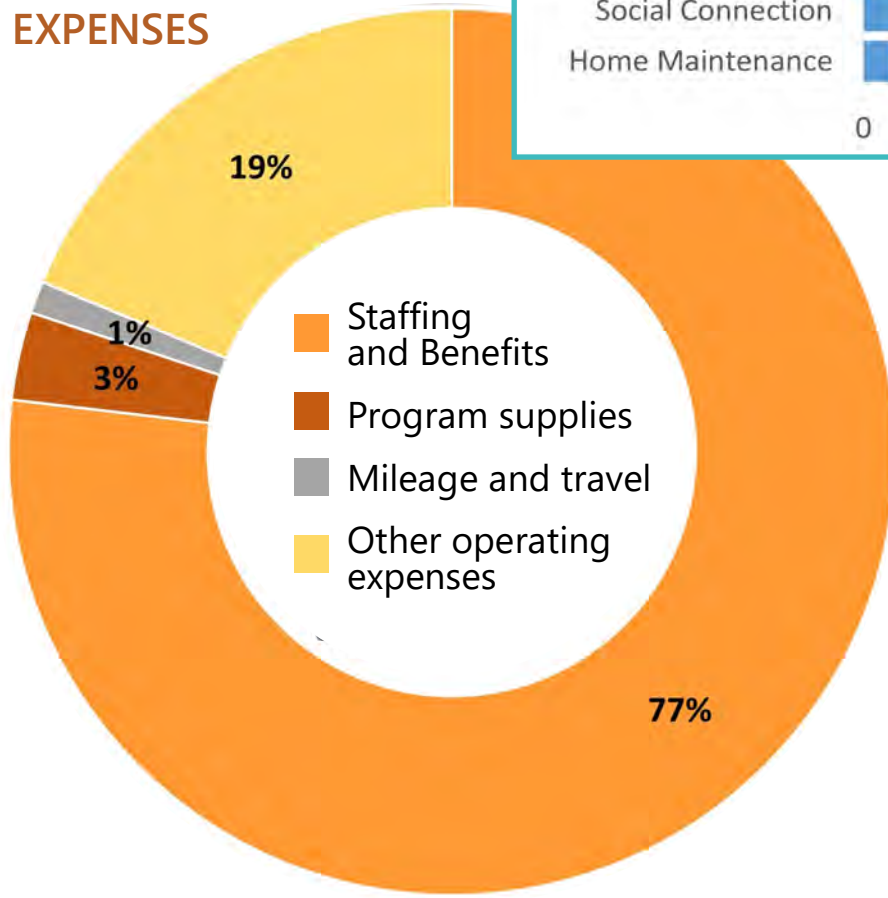
**Here for
everyone**



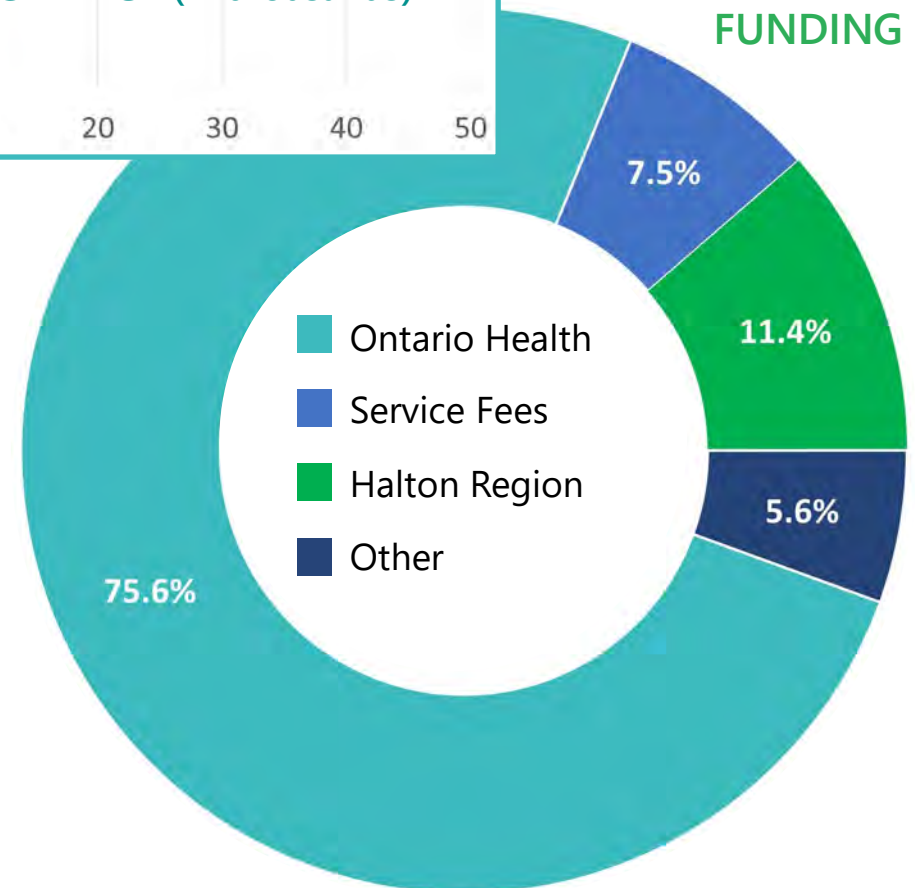
EVERY PERSON COUNTS



2020-2021 EXPENSES



2020-2021 FUNDING



Reaching our COMMUNITIES



For help, or to volunteer, donate or collaborate:

www.links2care.ca

1-866-844-0252

info@links2care.ca