

EMPOWERING

our most
vulnerable
through
HOPE



Links2Care

COMMUNITY
IMPACT REPORT 2021-22



Hope for the future

We did not merely survive...we thrived! As we pushed through the continuing uncertainty of the last year, we reflected, adapted and most importantly, successfully tackled 2021 with a new sense of *hope* and optimism.

The myriad of novel challenges presented by a pandemic that nobody expected to last this long, has transformed and ultimately improved how we work, how we serve our clients, and how we value the inspirational dedication of our employees.

The pandemic accentuated the vital role our programs and services play in supporting those most vulnerable. And in response, we were happy to ensure the continuation of programs born out of pandemic need such as *Shop & Drop*, *Dinner at Your Door* and *Supper on Wheels*. We also expanded our *Community Navigation*, restructured our *In-Home Services* to a geographical model, and conceptualized an *Enhanced Home Help* program, all to better support our clients and front-line staff in this new normal.

Of course, client and staff health and safety has remained a key focus. We continued to respond to COVID-19 directives and guidelines, successfully implemented a Mandatory Vaccine Policy, and COVID Education and Antigen Testing Programs, and upgraded our Care Connections of Halton Hills site to enhance safety and accessibility.

Collaboration has also emerged as a post-pandemic essential tool and it is remarkable to reflect on just how much we have accomplished together. Some of our milestones include partnering with Ontario Health Central on *COVID@Home*, implementing the *Financial Empowerment and Problem-Solving* program, more than doubling our CNOY fundraising goal, and teaming up with the Rotary Club of Georgetown to provide over 175 Thanksgiving meals to seniors and families in need.

Our commitment to a "culture of caring"—the cornerstone of our values—ensures our resilience in the face of challenge; so that now, as we look back over the many successes of the past year, we realize that what we are actually doing is providing the hope that empowers positive, concrete change.

Bruce Catoen

Bruce Catoen, Board Chair

Lisa Brading

Lisa Brading, CEO

BOARD OF DIRECTORS

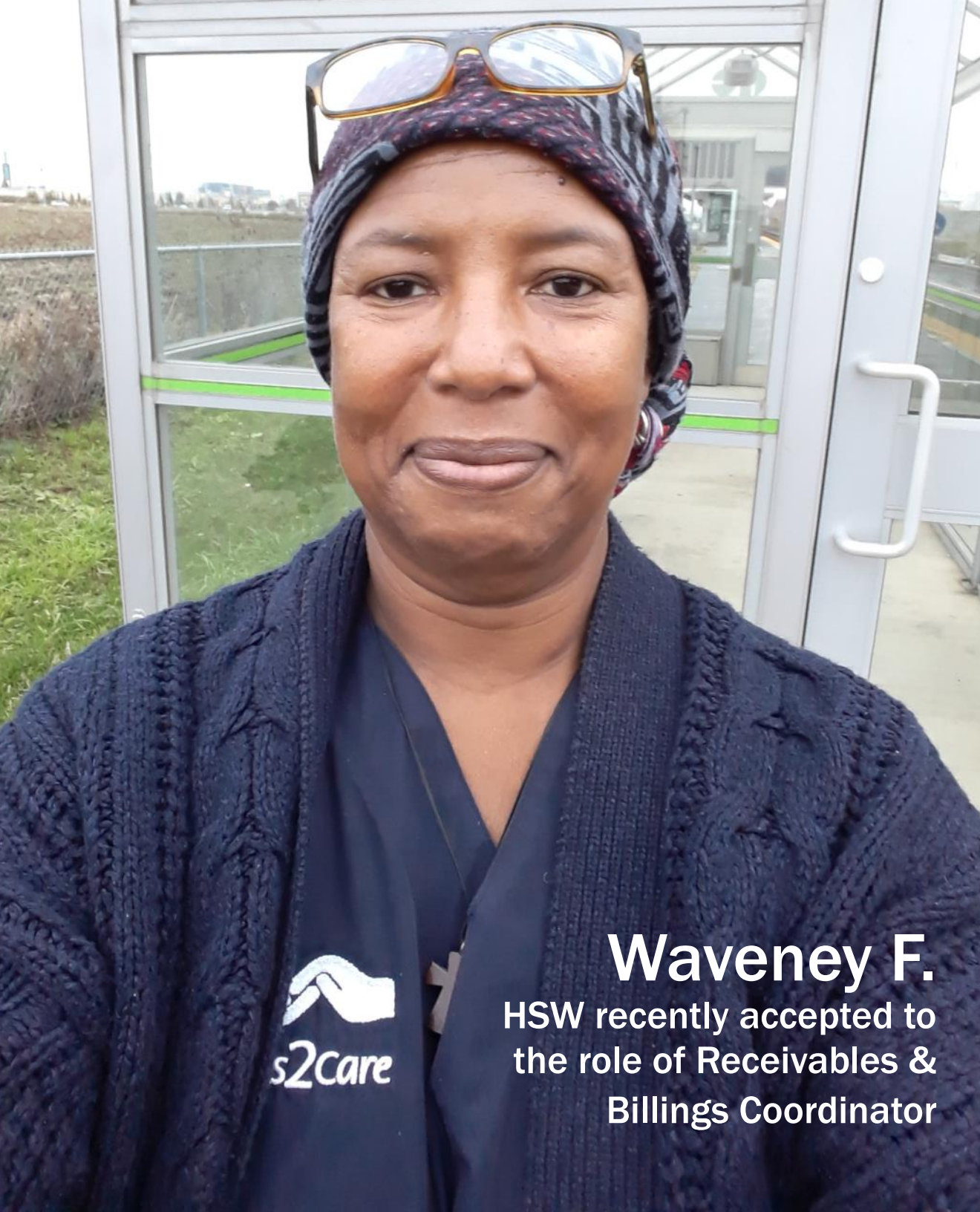
As of September 2022

EXECUTIVE

Bruce Catoen, Board Chair
Derek McNally, Board Vice-Chair
Paulette Jervis, Board Treasurer
Shelley Martin, Past Chair

DIRECTORS

Omer Chaudhry
Gunther Ha
Paolo Maggiotto
Jennifer McAleer
Sharon Khan-Torrance



Waveney F.
HSW recently accepted to
the role of Receivables &
Billings Coordinator

After caring for my own father, I needed to do satisfying, necessary work that contributed to society. Being a Home Support Worker has been very fulfilling and allowed me to grow as an individual. I've cried, laughed, broken bread and celebrated with my clients.

I like to think we bring hope into their homes.

I maintain the dignity of clients who are overwhelmed and unable to clean up after themselves by ensuring their homes are clean and sanitary.

I'm there for clients who share personal, painful memories. I helped one who was struggling with the guilt of a loved one dying in their sleep beside them, make peace by seeing it from another perspective.

I build relationships with clients so noticed when one was unwell. I called an ambulance and her family and still completed all my tasks before leaving.

I am truly grateful for the opportunity this has provided me and look forward to continuing my Links2Care journey. Thanks again for all the kind words of support and encouragement.

STRATEGIC PLAN 2022-23



MISSION

To support healthy living and create connections through:

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



VISION

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



VALUES

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

PILLARS & 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



2022 Warmest Knights SPONSORS



coldest*night
OF THE YEAR . ORG

CNOY BRINGS HOPE AND HELP

to clients with complex health and social needs struggling with precarious housing and food insecurity.

- ⇒ **Vision care** for clients having trouble driving or reading fine print (food expiries, urgent mail, vital medications, etc.
- ⇒ **Dental care** for clients with declining health due to poor oral hygiene
- ⇒ **Other non-OHIP health expenses** such as transportation to appointments, x-rays, ambulance fees, and so much more!

HOPE RAISED: \$52,455



coldest
*night
OF THE YEAR

**On The Coldest Night of the Year—
February 26th, 2022,**

**30 teams, 200 walkers,
33 volunteers, 8 sponsors,
and countless donors**

*** walked in their shoes ***
in support of Links2Care



THE IMPACT OF COMMUNITY

Sorry I was in tears in the parking lot, I can not believe the wonderful food but the surprise gift card made me cry as it was way too much but 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 be able to accomplish any of it right now.

Happy Thanksgiving.



CODY'S COWS

44 family Christmas meals

On behalf of the residents who received Thanksgiving Dinners, we thank you for delivering them to our Apts on behalf of the Rotary Club. Bless you all.

Rotary

Club of Georgetown

175 Thanksgiving dinners for seniors and families



12,238
MEALS SERVED
to enhance health
and wellbeing

- Meals on Wheels
- Meals on Ice
- Dinner at your Door
- Supper on Wheels

PLUS:
EVEN MORE FOOD
offered via

- Shop & Drop
- Community Pantry
- Fresh Food Box

A taste of our incredible
food partners



Fresh, frozen and
packaged foods



ST. JUDE'S
ANGLICAN CHURCH
OAKVILLE, ONTARIO

Frozen prepared soups
and meals



Kerr Street Mission

Fresh Food Boxes and frozen
prepared soups and meals

OCSA

Ontario Community
Support Association

Funding that enabled over
\$15,000 in meal subsidies



21 Christmas gifts for seniors



Buses full of backpacks and school supplies



\$10,000 to support community



Emergency funds for gas and electricity bills



Community Foundation of Halton North
For Good For Ever

\$10,000 to support community

Some of our generous donors and supporters

2,002 PEOPLE GIVEN HOPE in challenging times

- Backpack Program
- Community Navigation
- Help with Utilities
- Holiday Giving
- Income Tax Filing Assistance
- Homelessness Prevention

Feeling comfortable coming to us for food and toiletries,

a disabled client shared he was having to stay with a family member and borrow money for his cell and prescriptions since his EI had ended. He'd applied for Ontario Works but was overwhelmed by the digital process.

We helped him to complete the application, assisted him with the technology involved, and connected him to other supports of which he was unaware.

The client is now receiving his entitled financial support and drug coverage, is staying in temporary shelter, and getting help to find permanent housing. With the money stress lifted, he says he now has hope for the future.

Wanted to share some good news. Last week I was approved for payment of the full arrears from Ontario Works. I wouldn't have known of this assistance if not for you.

With the help you provided through LEAP and this help from OW, Hydro calculated an equal billing I can afford. Please know your help has made a difference in my life. It sure feels good to be back in the black.

With gratitude.

THE POWER OF HOPE

**4,069 SENIORS
& ADULTS with
DISABILITIES**
supported to live
independently at
home with dignity

In-Home Services

- Home Help
- Bathing Assistance
- ReCharge Respite
- Meal Programs
- Home Maintenance
- Supportive Housing
- Community Navigation
- Friendly Visiting
- Connection in Action
- Shop & Drop

**Hope
for
all**

4,423 VISITS
from **CHILDREN** with
parents & caregivers
to spark healthy
development and
connection



EarlyON Child and Family Centres

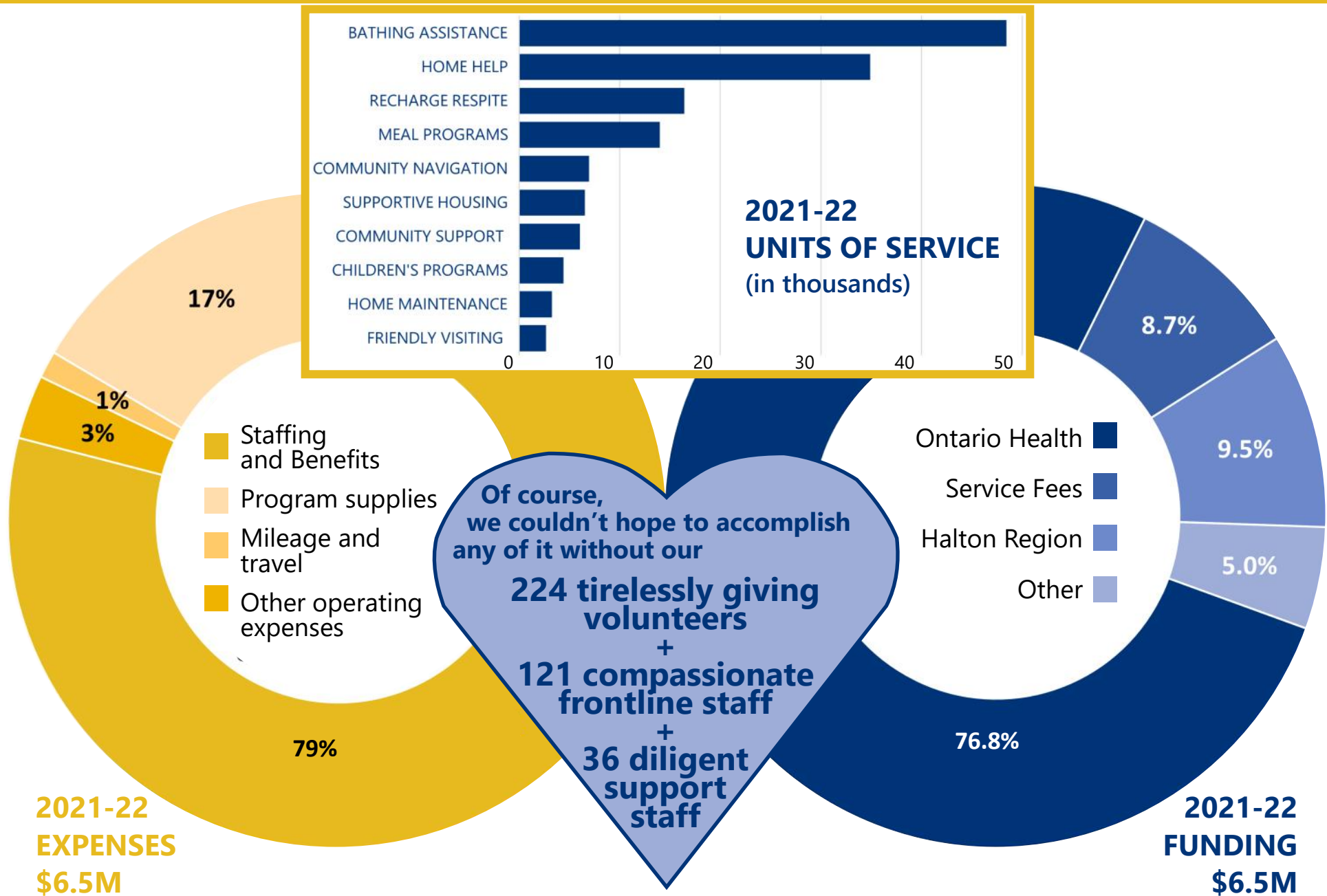
- Free, in-person and virtual programs, early years and parenting support, and social and learning opportunities for children 0-6 years, and parents and caregivers at 3 Halton Hills centres

PLUS:
83 MORE CHILDREN
nurtured to thrive

School-Age Program

- Before and after school care for children 4-12 years at 2 Halton Hills schools

HOPE IN NUMBERS



EMPOWERING OUR COMMUNITY



United Way
Halton & Hamilton



Ontario
MINISTRY OF EDUCATION



Ontario
Health



FOR HELP
TO HELP

info@links2care.ca | 905-844-0252 | www.links2care.ca

Links2Care