

CHANGING LIVES for good



COMMUNITY
IMPACT REPORT

2022-23



Creating lasting change

In the 2022-2023 Community Impact Report, we are excited to share the latest accomplishments of Links2Care. Through innovative programs and collaborative partnerships, we have been able to reach more individuals and provide them with vital resources and support. The success stories shared within this report serve as a testament to our organization's unwavering commitment to creating lasting change in the communities we serve. It is with great pride that we present this report, knowing that it represents countless hours of hard work, compassion, and dedication.

Reflecting on the accomplishments of 2022/23, Links2Care has reached numerous significant milestones and achieved key objectives. One noteworthy success was attaining the prestigious 'Great Place to Work' certification, which is a testament to the positive work environment we have cultivated. Additionally, we are proud to announce that in collaboration with Connected Care Halton - Ontario Health Team, our organization has been chosen as the lead organization for the Community Wellness Hub located on Kerr Street in Oakville, further solidifying our commitment to community health and well-being. Moreover, we have successfully launched the Enhanced Home Help program in partnership with Halton Region, providing essential support to individuals in need. Recognizing the importance of early childhood development, our EarlyON Child and Family Centres have expanded their reach by opening two new satellite locations in the Halton Hills area, ensuring accessible and quality programs for children and families.

As we reflect on our accomplishments, it is with great excitement that we announce our next endeavor: a new three-year strategic plan for Links2Care. This plan will serve as our roadmap, guiding us through the challenges and opportunities that lie ahead. With this strategic plan in place, we can confidently move forward, knowing that we have a roadmap for success. With enthusiasm

BOARD OF DIRECTORS

As of September 2023

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Derek McNally, Board Vice-Chair
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and determination, we will embrace the future and work together towards a shared vision. Our goal is to build a brighter future, one step at a time, and this strategic plan will be our guiding light along the way. We invite you to join us on this journey as we strive to make a positive impact in the communities we serve.

We would like to express our deepest gratitude to all those who have supported us over the last year, our clients, staff members, volunteers, partners and board members. Without your unwavering support, none of these accomplishments would have been possible. As we move forward into the future, we remain steadfast in our commitment to serving those in need and making a positive impact on their lives. We will continue to adapt and innovate as we strive for excellence in providing care support and fostering strong connections within our communities. Together, we can achieve great things.



Bruce Catoen, **Board Chair**



Lisa Brading, **CEO**



It's Official, Links2Care is a Great Place to Work®.

This certification is based on direct feedback from our very own employees who are creating real change in the lives of our clients every day.

Our exceptional results were awarded following an anonymous survey evaluating workplace experience and the level to which employees have trust in their leaders, pride in their jobs, feel respected for their contribution, feel opportunities and rewards are shared equitably, and enjoy a sense of community amongst their colleagues.



Of course, creating real change could not happen without

OUR AMAZING TEAM

103 generous
VOLUNTEERS

118 empathetic
**FRONT LINE
EMPLOYEES**

39 conscientious
**SUPPORT
STAFF**

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 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

Meet Rosemarie T. →

COVID cost Rosemarie her job and ability to help her dad battling cancer in Trinidad. But she countered by pursuing her passion for helping with an Addictions & Community Support diploma and **HOME SUPPORT** work with Links2Care. "It paid the bills, kept me focused, and helped in my healing journey: making someone's day better felt like helping my own parents".

At first, Rosemarie thought, *cleaning seniors' homes?*, until she saw the desperation, not just for help, but for someone to care. "No matter our race or religion, we're all going to be old. That's where compassion comes in—I saw myself in their situation and knew I'd want someone to help me. No one ever said, *I want to go into long term care*; we make it possible to remain independent at home."

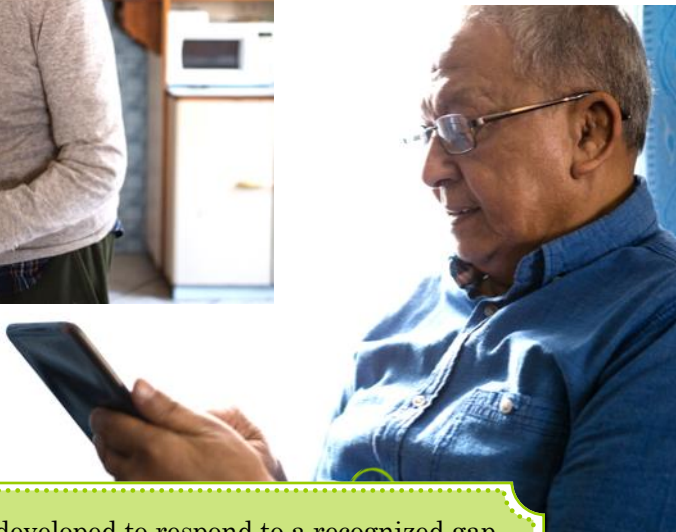
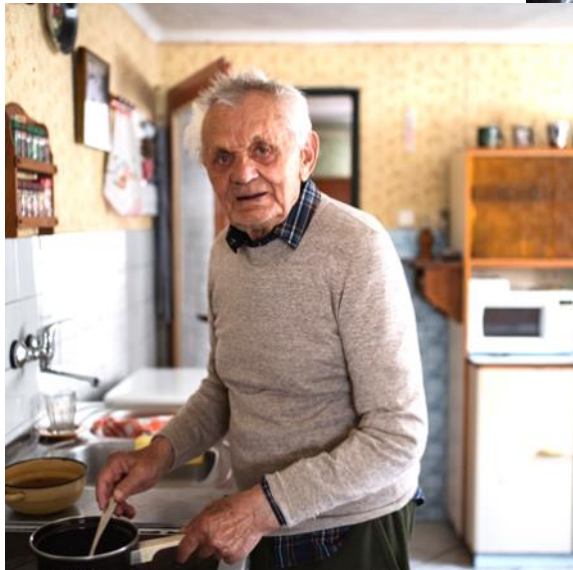
"My mom told me about a nurse, who, after taking care of dad, did the dishes for her. That simple gesture of helping someone when they're exhausted is really what made me look at the whole support thing in a different light."

"I saw how much our services are needed—how people blossom with support and connection."

Ironman participant →



Enhanced Home Support Champion!



EHS was developed to respond to a recognized gap in service by proactively supporting and offering life skills coaching to older adults facing housing insecurity to promote self-sufficiency and avoid the negative and more costly impact of homelessness.

Realizing her value, upon graduation, Links2Care offered Rosemarie a role in our new **ENHANCED HOME SUPPORT (EHS)** program, funded by Halton Region in response to an identified gap: clients coming from shelters, or at risk of eviction are struggling to be self-sufficient.

EHS provides practical support to set up and declutter units for clients referred by Halton Housing or our own **COMMUNITY NAVIGATION** team. But more crucially, we teach daily living skills such as paying bills, cleaning, budgeting, managing addiction and mental health, social connection, and technology use. We also offer referrals to partner agencies for additional supports.

“It’s not our job to save people—we help you save yourself.”

It’s a progressive program that requires client participation to create a 12-week plan to overcome barriers and set and reach goals toward independence.

“It’s been a learning experience—people say it must be so rewarding, but it’s taught me patience and humility as you realize how good you have it when you can be independent and manage your life and there are people who are literally struggling. It’s a new program evolving to meet client needs, but we’ve already had some amazing successes.”

Oh, and in her spare time, Rosemarie competes in triathlons! Keep up the great work, Champ!

Maya's story

"Maya" has been a client with Links2Care since 2019. The support she has received bridges many of our programs and demonstrates how each part of our wraparound service has helped her to reach her goals and transform her life.

Maya's story is both heartbreaking and optimistically hopeful. Like many older adults, the social isolation of the pandemic affected Maya's physical and mental health significantly. Excessive alcohol consumption, poor decisions and inability to cope eventually compromised her housing on both financial and safety levels.



Change for the good



COMMUNITY NAVIGATION stepped in to help Maya access financial resources to keep her housed, food options to improve her physical health, and to update her financial records to restore government benefits. As Maya's home also posed a safety concern, **ENHANCED HOME SUPPORT** assisted with organizing, decluttering, and teaching basic life skills to avoid a reoccurrence. To further foster independence, **CONNECTION IN ACTION** helped Maya to reconnect by boosting her technology skills and through social, fitness and instructional classes.

Maya is at a point where she is thrilled to be ready to "get out there" but also apprehensive. "Change is scary," but she feels optimistic knowing she has her Links2Care team to support her through every step of her journey and she is seeing improvement in her situation every day.

HOME IS WHERE THE HEART IS

4,565

**SENIORS
& ADULTS with
DISABILITIES**

supported to live
independently at
home with
dignity

14,470

MEALS SERVED
to enhance
health, wellbeing
and social
connection

IN-HOME SERVICES

- Bathing Assistance
- Community Navigation
- Connection in Action
- Enhanced Home Help
- Friendly Visiting
- Home Help
- Home Maintenance & Repair Referral
- Meals Programs
 - Meals on Wheels
 - Meals on Ice
 - Congregate Dining
 - Dinner at your Door
 - Holiday Meals
 - Supper on Wheels
- ReCharge Respite
- Shop Assist
- Supportive Housing



“What a wonderful surprise to see the photo online of someone who has helped support my family on our caregiver journey; always with a smile and lovely demeanour. I will personally attest she is all that and much more.”

“Your wonderful support to both my husband and I really made a huge difference especially at the end. Your kindness and patience has even inspired me to volunteer and give back to the community.”

“I look so forward to seeing my Friendly Visitor every week and wouldn't know what I would do without this connection. My whole family feels so grateful, happy and relieved now.”

“I am touched by how thoughtful, and helpful my worker is. I so appreciate my shower, bed making and extra cleaning. It has made a huge improvement in my quality of life.”

“Thank you, thank you, for coordinating a Home Maintenance Provider to fix the light so I don't have to just have a sandwich for dinner anymore.”

“I am thankful that I can stay in my home surrounded by my things and be treated with such consideration.”



Meet Brenda P. ➔

Educated in Sociology and Gerontology with experience at Red Cross and VON, Brenda has been instrumental to our **FRIENDLY VISITING, HOME MAINTENANCE** and **MEALS PROGRAMS**. She offers genuine care and compassion to our clients, and they—and we—adore her for it. So when the Connected Care Halton Ontario Health Team (CCHOHT) named Links2Care lead for the **COMMUNITY WELLNESS HUB (CWH)** at John R. Rhodes Residence at 271 Kerr St. in Oakville, Brenda was the perfect choice to oversee it.

“The CWH is a free program providing health and wellness services right in seniors buildings”

As Coordinator, Brenda nurtures trusting relationships to identify and address physical, mental, and social “flags” to improve quality of life and reduce emergency department visits and hospital care. “While residents had access to Supports for Daily Living, the scope was limited to health. My role provides for residents’ social wellbeing. My days fly by supporting 250 residents to maintain their independence at home. I answer questions about technology and local transportation, help access local health, wellness and social services, and fill out paperwork for rent renewals, income tax, dental applications, etc.”

Changing lives at ➔



The Community Wellness Hub



CWH was developed to respond to a recognized gap in service by proactively addressing the needs of older adults living in independent residences to avoid decline leading to more costly acute or long term care.



PARTNERSHIPS & ALLIANCES allow us to broaden the depth of our on-site programming. Our collaborative partners include:

Acclaim Health	Home and Community	OSCR Services
ADAPT	Care Support Services	Prime Care Family Health
Alzheimer's Society	March of Dimes	St. Elizabeth Health
of Brant Haldimand	Meals on Wheels	Summit Housing
Norfolk Hamilton	Oakville	Support House
Halton	Nucleus Independent	Thrive
HMC Connections	Living	Town of Oakville
Halton Paramedics	OakMed Family Health	

“The goal is to support seniors’ desire to remain in their own homes—successfully.”

“It’s a new program loosely based on the Burlington hub (inspired by PACE in the U.S.), but we’re customizing our services according to our unique needs. For instance, our multicultural dynamic—a large Russian population as well as Mandarin, Arabic and Persian, creates cultural and language barriers. But local resources such as OakPark have proven amazing at resolving such challenges.”

Part of Brenda’s role is to seek out these partnerships to bolster health and social connection. Residents are thriving through exercise classes, social gatherings, presentations, workshops, and even nutritious food from Food for Life. And the CHW also recently landed a primary care physician for in-house healthcare.

But the team has so many more ideas: book club, arts & crafts, community garden. And with the new Supportive Housing building slated to be added on to 271 including a seniors hub on the main floor—a footcare clinic, café, tuck shop and fitness room. The long term plan is to expand to Milton and Halton Hills and eventually, to support the communities surrounding the residences.

“It’s nice just to be able to help.”

14,688 CHILDREN, PARENT & CAREGIVER VISITS



to spark healthy
development and
connection

- **EarlyON Child and Family Centres** offer free programs, social connection and support for children 0-6 years, parents and caregivers.
- Now at 6 Halton Hills locations in response to growing need.

95 SCHOOL-AGE CHILDREN

nurtured to thrive

- **School-Age Care** for children 4-12 years at 2 Halton Hills schools



"I practically live there! The Centres are a life saver, not only to socialize and build immunity for kids, but to socialize and stay sane for parents. I don't think I would've made it through without their support."

They offer drop-ins but also educational programs for parents and take-home activities for kids. I also appreciate how they incorporate indigenous learning. They had an



my youngest, and one of the ECE's, took over and helped my son calm down for me so I could take a breather and regroup." ~EarlyON Client

"It feels good to make a difference and to be appreciated. But this comment shows how much our connections and interactions with the families really mean."
~Nadia Arthittu, RECE,
Links2Care



Elder come to show the kids a drum circle, and made a plaque to recognize and appreciate the land they're on.

I can't say enough wonderful things about the Centres and the women who work there. The other day I was there, worn down and at my wits end with



THE IMPACT OF COMMUNITY

2,679
PEOPLE
SUPPORTED in
Halton Hills



- Backpack Program
- Community Navigation
- Community Pantry
- Fresh Food Box
- Help with Utilities
- Holiday Giving
- Homelessness Prevention
- Income Tax Filing
- Shop Assist



"Without the time and help I received I know I wouldn't be alive! Your Community Navigator saved me from committing suicide! She talked to me and said she could help me and all I had to do was TRUST HER so I DID!!! Now after she did her magic I am alive and feeling, well, not too bad. With the way she talked to me, treated me with respect and helped me, I have grown a place in my heart for her. Thank you very much for all your help. My HEART goes out to her and all the people that help her do what she does best!"

"Staff are always happy to assist you! Very nice atmosphere! Mom and I get out taxes done there! Very professional!"

"Wow, what a magical season it was! We're so grateful for your kindness. Your support has made a real difference in the lives of so many local people struggling to overcome challenges great and small. You should feel very proud."

"Unbelievable Generosity: I really wanted to say thank you to Links2Care for including our family and to the Sponsors who provided the unbelievably generous gifts we received. My children received so many things that were needed and the added gift cards allowed us to get other essentials, plus something fun for each of them. So, again, Thank you all. ~ just one of the many people you helped."





40 teams, 230 walkers, 16 sponsors,
50 volunteers and hundreds of donors,

**TOGETHER, we raised over \$66,000.00
on the Coldest Night of the Year**

to support vulnerable neighbours in need.



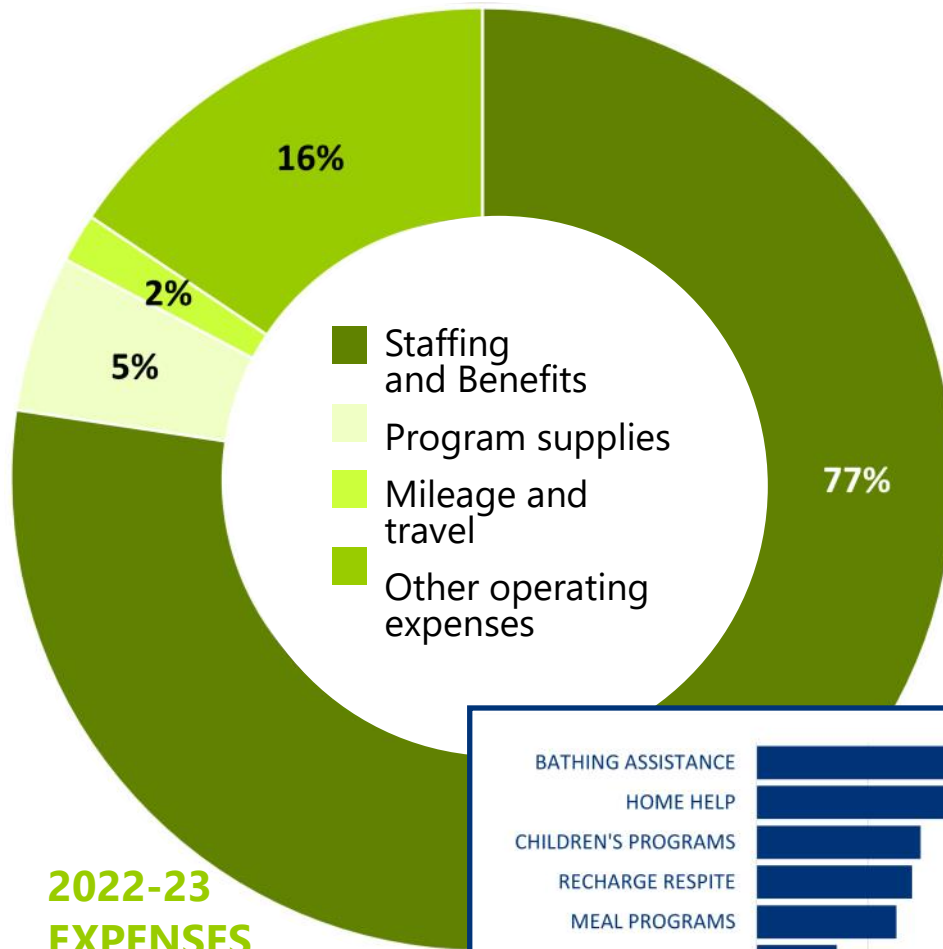
Special thanks to *Colton Couch*



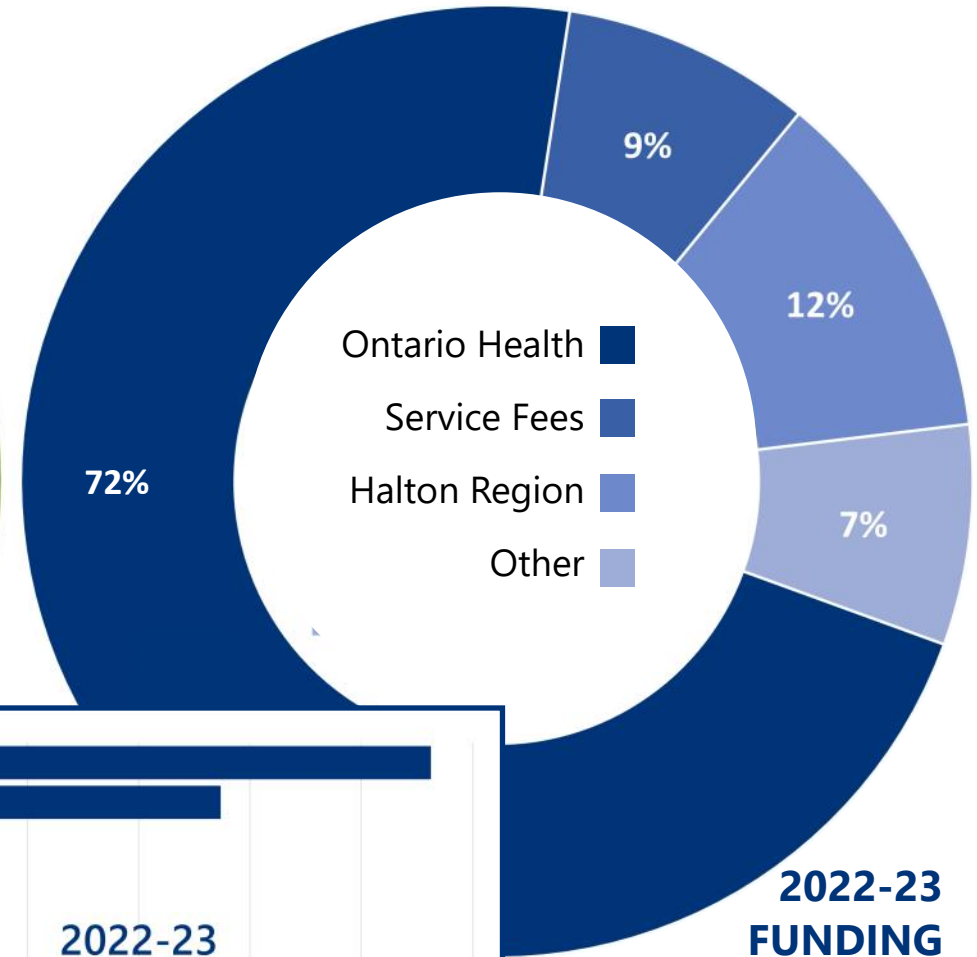
Our CNOY 2023 *Snow Angel*



CHANGE IN NUMBERS



**2022-23
EXPENSES
\$7.3M**



**2022-23
FUNDING
\$7.3M**



**2022-23
UNITS of SERVICE
(in thousands)**

TRANSFORMING COMMUNITY

CHANGING THE LIVES OF

**People of all
ages in need**

in Halton Hills

and

**Seniors & adults
with disabilities**

in Milton, Oakville,
Burlington,

Mississauga,

and South Etobicoke

TO HELP

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

THANKS TO OUR FUNDERS



Ontario
Health



United Way
Halton & Hamilton



AND YOU!



Links2Care