

The logo consists of four stylized leaf shapes arranged in a cross pattern. The top-left leaf is purple, the top-right is orange, the bottom-left is teal, and the bottom-right is blue.

Community Support Connections

2022 Impact Report



Caring for our Community at Home.

Our Impact

This past year was one of adaptation and innovation for Community Support Connections. Thanks to the support of our many volunteers, partners, funders, and staff, we were able to ensure that critical services continued for our clients, and rise to the ongoing challenges of the pandemic by pivoting services to include virtual exercise classes and contactless grocery shopping.



We have seen that the services we provide in our community will only continue to grow in importance as we alleviate the strain on long-term care facilities, hospitals and, most importantly, enable our clients to safely remain in their own homes with independence and dignity.

This year, we want to single out our staff for their passion and dedication in working tirelessly to ensure that services continued to flow to the community, regardless of the many challenges presented by the pandemic. Our staff remain the backbone of everything we do, and we could not be more proud of them.

Based on feedback from our clients, we know we are on the right track and are continuing to deliver quality services and positive experiences. The strengths provided by our volunteers, partners, funders, and staff far outweigh the challenges we have faced, and, with a new year and a new strategic plan ahead of us, we will continue to lead with compassion and advocate for the provision of home and community support services in our service areas.

With growth and learnings from the past year's challenges, we look forward to the coming year with optimism and hope.

Will Pace

Will Pace
Executive Director

Salim Muzaffar

Salim Muzaffar
Chair, Board of Directors



2021 By The Numbers



Nutrition

Meals on Wheels	89,271 Meals Delivered
Grocery Shopping	2,316 Shops Completed



Physical Health

Gentle Exercise	31,178 Units
Fall Prevention	1,423 Units



Social Wellbeing

Caregiver Support	1,182 Calls and Visits
Community Dining	804 Units
Friendly Calls and Visits	5,644 Units
Transportation	9,767 Rides



Help at Home

Homemaking and Home Maintenance	17,462 Visits
Snow Removal and Yardwork	5,876 Visits

Accounting and Finance

Throughout 21/22, the Finance team improved several efficiencies and functionalities of our accounting system that needed attention. Our improved system allows us to easily extract key financial and statistical information ensuring we assist other departments make clear and informed decisions ultimately keeping our clients best interest in mind.

During the year we have also improved our billing and collections timelines, ensuring statements are sent out in a more timely manner which in turn results in improved Accounts Receivable collections.

"Thank you to all of you. Even during my brief attendance at the Support meetings, I found your experiences and information invaluable to guide me through coping with the journey of Long Term Care. It gave me answers to questions I had and trusted all of your collective knowledge to help me."

-Caregiver Support Client



Volunteer Impact

Although the pandemic continued to over-shadow our ability to have all programs running at full capacity in 2021, we were so excited to once again have our Volunteers return to many of their important roles (where they were so missed)!

We also had many new Volunteers step up to fill areas of need across the agency - from Meals on Wheels drivers and Grocery Shoppers to Garden workers and Kitchen helpers.

Volunteers like Mary Patterson expressed enthusiasm for being able to continue to help through the pandemic:

"If you ever shut down, a part of my life would be gone. People tell me that I can take the time off - that I'm just a volunteer, but I say "NO", I'm a part of a bigger picture; it's like a wheel where everything has to be in the right place at the right time in order to make things happen."

Mary has devoted over 14 years of service to Meals on Wheels and recently assisted with Grocery Shopping when extra help was needed during the pandemic.



Some highlights of the year:



Overwhelming Community Support!

We put a call out to the Community in need of more volunteers and had over 100 applications in October 2021 – which led to over 50 new volunteers starting in November alone!



Physically Distanced Fun!

The Holiday Drive Thru was again appreciated and well attended by volunteers from all areas.

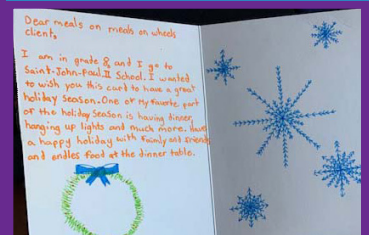


Garden Growth!

The Victory Garden flourished in beauty and fresh produce at the hands of the dedicated garden volunteers and saw the addition of a new irrigation system and veggie wash station.



Uplifting Spirits! Hundreds of volunteers and students donated handwritten cards of hope and inspiration to our clients. A creative reminder of community and companionship to our clients through the isolation of the pandemic.

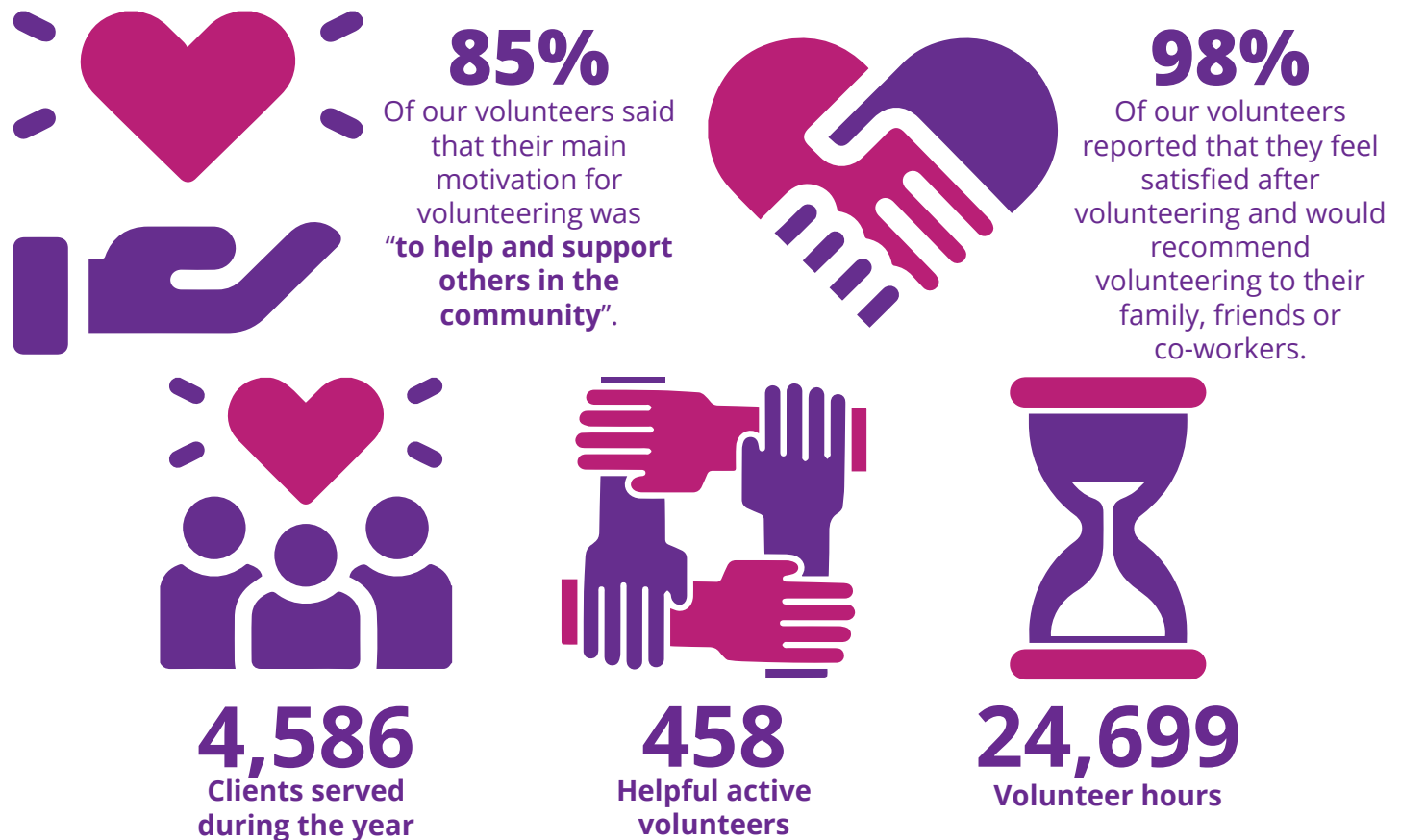


Volunteer Impact

We'd like to recognize some Volunteers who went above and beyond this past year in their programs:

In the **Meals on Wheels** program, we saw ten Volunteers deliver over 100 routes each – with three of them delivering over 200 routes! A big round of applause for Murray Jull, Peggy Clail, Dave Krupp, Carl Gallant, Donna MacCallum, Marty Martin, Mary Patterson, Charles Debrot, Jim Reid and Sheilagh and Gerald Fillion. A big kudos to our top three **Transportation Volunteers** who each completed well over 100 rides last year alone: Denis Marcotte, Hartman Krug and Keith Schott. And also a big thanks to our top three **Grocery Shoppers** for last year – Hartman Krug, Lorna Kennedy and Dale Scott.

Impressive achievements all around, and we could not do it with volunteers like you!



Community Connectors

Community Connectors are an amazing group of people who demonstrate through their actions, that they are committed to Community Support Connections' mission. Helping our clients by listening to their needs, matching them with our own and community services, and checking in with them. Over the last year, our Community Connectors have repeatedly stepped up to help vulnerable members of our community receive crucial support and services needed to be able to remain living at home.

Our Community Connectors are always willing to go the extra mile for clients, making sure that they have what they need and want in an effort to increase their quality of life. They consistently show compassion and empathy to not only our clients, but to individuals in the community who need a little extra help navigating social services and health systems.

They are our mission in action, and Community Support Connections could not do what we do without them.



Customer Service & Logistics

The Customer Service and Logistics Team adapted and pivoted focusing foremost on the care of our clients over the last two years. We are so proud of the work they've accomplished and are grateful for their dedication.

With assistance from reliable volunteers, our Meals on Wheels program was able to re-establish itself. Many volunteers have a consistent route each week, and rarely do we have an open route needing coverage. Staff are on standby if required; but seldom does that happen.

Prior to the pandemic, our shopping program represented 10-20% of the transportation program. Through a sophisticated and clear volunteer orientation our clients and volunteers were matched to ensure our clients were cared for and services delivered in a timely and caring manner.

During the early stages of the pandemic, our shopping program exploded. With reluctance to enter stores on their own, clients relied on our program to ensure groceries were delivered in a timely fashion.

Our team has learned a lot over the last two years through experience, and feedback from stakeholders. Our increased demand has led to, two agency vehicles running Monday – Friday each doing 4-6 shops per day, with some drivers serving three clients at once. One of those vehicles is staffed with a dedicated agency shopper, which is a newly created position.

Our schedulers have to juggle many clients and their needs on a regular basis. Again, we are so delighted on how our staff performed during these difficult times. We are even more experienced and ready to meet the ever-growing needs of our clients.

"This isn't just a wonderful service, but an important service for the community and vital to older adults"

-Transportation Client



Our organization is committed to quality and safety

Accreditation is an ongoing process of evaluating a program or service against established standards of excellence. It is just one of many tools that we use to monitor and improve quality at Community Support Connections. Participating in accreditation demonstrates that we're striving to achieve excellent quality and safety at our organization for our clients, volunteers, and employees. At Community Support Connections we voluntarily engage in the process of accreditation with Accreditation Canada, an independent, not-for-profit, and 100% Canadian organization with over 55 years of experience.

In May 2021, Accreditation Canada conducted an on-site survey of our organization and we were Accredited with Exemplary Standing! This is the highest level achievable, and we could not be more proud of our amazing team for this accomplishment.



Other items from Accreditation Canada's Communications document:

We achieved 95% compliance with Accreditation Canada's standards, and we comply with all Required Organizational Practices!

Accreditation helps health care organizations improve quality and safety by shining a light on processes that work well, and those that need more attention. The result? **Reduced risk and higher quality care.**

Accreditation creates stronger teams by improving communication and collaboration, as well as promoting learning around Leading Practices. The result? **More effective teams and better care outcomes.**

Help at Home

This isn't a story about our award-winning Agency nor its hardworking Directors, passionate Managers, selfless Volunteers or even our generous Board members, it's about our Frontline Homemakers who work directly in our communities, seldom coming into the office or interacting with our other staff.

While prioritizing the highest standards in safety and service, these undaunted foot soldiers quietly perform their duties in higher risk environments while wearing full personal protective equipment at all times. We sometimes complain about the casual inconvenience of face masks, but imagine wearing it while performing arduous labour all day long.

Even as hundreds of support workers continue to leave the healthcare industry during the Pandemic, our Homemakers consistently produce a whopping **94% Client Satisfaction Score** with nearly 100% willing to recommend our services to their family and friends.

Our Clients truly love and care about their service providers – and that sentiment is mutual. In every meaningful way, these essential service providers embody our agency's very best qualities while caring and protecting the most vulnerable people in our community.



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Thank you Retired Teachers of Ontario for your generosity towards our organization.

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- Yvonne Thomson
- Yvonne Yersh



“Knowing the impact Community Support Services has on seniors in our community makes it easy for me to support such a great organization”

-Anonymous Donor-

Statement of Operations

For The Year Ended 31 March 2022

	Operating Fund	Capital Fund	Reserve Fund	2022	2021
REVENUES					
Provincial/Ontario Health funding	\$ 3,152,219	\$ 0	\$ 0	\$ 3,152,219	\$ 3,175,142
Client services	760,964	0	0	760,964	642,327
Donations and fundraising	312,662	0	0	312,662	292,982
Government grants	300,819	0	0	300,819	346,507
Community grants	37,500	17,694	0	55,194	124,387
Interest income	746	0	0	746	2,977
Gain on disposal of tangible capital assets	0	0	0	0	6,250
	<u>4,564,910</u>	<u>17,694</u>	<u>0</u>	<u>4,582,604</u>	<u>4,590,572</u>
EXPENDITURES					
Salaries and benefits	3,031,457	0	0	3,031,457	2,961,700
Food costs	393,695	0	0	393,695	361,323
Exercise program payments	319,673	0	0	319,673	319,633
Rent and occupancy	180,734	0	0	180,734	173,514
Equipment, repairs and maintenance	157,455	0	0	157,455	168,291
Client transportation and travel	151,331	0	0	151,331	112,904
Amortization	0	102,175	0	102,175	100,828
Professional fees	57,603	0	0	57,603	89,752
Program supplies	44,528	0	0	44,528	32,803
Community engagement	36,888	0	0	36,888	67,392
Telephone	35,072	0	0	35,072	35,323
Insurance	33,728	0	0	33,728	28,424
Supplies	21,953	0	0	21,953	35,609
Bank charges and interest	11,421	0	0	11,421	10,112
Training	9,739	0	0	9,739	10,443
Volunteer support	1,888	0	0	1,888	12,156
	<u>4,487,165</u>	<u>102,175</u>	<u>0</u>	<u>4,589,340</u>	<u>4,520,207</u>
OTHER					
External recovery	194,196	0	0	194,196	147,945
General sundry	(186,385)	0	0	(186,385)	(150,000)
	<u>7,811</u>	<u>0</u>	<u>0</u>	<u>7,811</u>	<u>(2,055)</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENDITURES for the year					
	<u>\$ 85,556</u>	<u>\$ (84,481)</u>	<u>\$ 0</u>	<u>\$ 1,075</u>	<u>\$ 68,310</u>





Community Support Connections

Caring for our Community at Home.

Charity No. 12962-1298-RR0001