



**Community  
Support  
Connections**

# **Board Prospectus 2023**



# Who We Are



We are seeking innovative, collaborative, and critical thinking individuals to serve a two-year, renewable term on our volunteer Board of Directors. Those who are passionate about community responsiveness and participating in the transformation of our home and community care system are encouraged to apply.

Community Support Connections provides an array of services designed to enable people to live at home with independence and dignity. Nearly 500 local, dedicated volunteers support our staff in serving over 4,500 disenfranchised neighbours in our community. Offering a holistic approach to aging well at home, we offer physical, emotional, and mental supports through our 13 different programs and service, strategically focused in four areas of impact:



## Nutrition

Grocery Shopping  
Meals on Wheels



## Physical Health

Exercise  
Fall Prevention



## Social Wellbeing

Caregiver Support  
Community Dining  
Friendly Visiting  
Reassurance Calls  
Transportation



## Help at Home

Homemaking  
Home Maintenance  
Snow Removal  
Yard Work

Our Board functions on under a Policy Governance model which focuses on strategic growth, values-based policy development, and accountability, to further the mission and vision of our organization.

# Our Mission, Vision, and Values

**Our Mission** To enable people to live at home with independence and dignity.

**Our Vision** A community where everyone feels at home — valued, connected, and empowered.

**Our Values** are reflected in our name: **Community Support Connections**.

We are **community-based**, building strong and lasting relationships with our clients, caregivers, volunteers, donors, and community partners.

We **support** and respect our clients' decisions, responding with empathy and compassion.

We **connect** people, ideas, and opportunities together. We work collaboratively with our partners and clients to ensure they receive the supports and services they need.

## Partnerships

We are committed to working with our community to fulfill our mission. We rely on the goodwill and generosity of many groups and individuals — and believe that together we are much more effective and responsive to changing community needs.



## Our Principles of Integration

We believe that integration improves client service. We engage in a variety of integration activities to improve client service, including: Our originating merger; sharing programming, staff, expertise, and space; and other collaborative activities. For us, integration is an ongoing process, not a one-time activity, and related integrations must:

**Create value for clients** including enhancing awareness, accessibility, and equality across populations. Continuity, quality, and enhancement of current services must be balanced with evidence-based understandings of changing client needs and demands. Changes must be quality-driven, reflect leading best practices, and be implemented in a manner that ensures transitions are as seamless as possible from a client perspective.

**Be implemented in a transparent manner** and be clearly communicated to stakeholders in a timely manner.

**Leverage local strengths and expertise** respecting local community support; local needs and services; and the culture and expertise of partners. Client-centered integration activities are flexible, incorporating different strengths-based practices to encourage innovation and enhance system responsiveness.

**Be sustainable.**

## Organizational Structure

Community Support Connections is governed by a Board of Directors. The Board is responsible for developing and ensuring the operationalization of the [Strategic Plan](#) through the Executive Director.

We have approximately 80 full and part-time employees. They coordinate and support the work of over 200 brokered workers and nearly 500 volunteers, who dedicate over 25,000 hours — the same as 14 full-time positions — annually.

## Accountability

In addition to multiple accountabilities to our funders, we [report annually](#) to the community about our activities and progress. We also publicize and report on our strategic direction.

## Budget and Funding

Community Support Connections has an annual operating budget of approximately \$4.5M, with funding support from multiple funding bodies, client fees, donations, and fundraising.



## Time Commitment

Meetings occur the fourth Thursday of every month from September to June (excluding December), 6:00-8:00 p.m. Directors are expected to actively participate in at least one Board committee, and to act as ambassadors for the organization to the community. Annual Orientation Sessions and Strategic Thinking Retreats round out the time commitment (6-12 hours per month).

- Regular attendance at Board of Directors meetings, including timely arrival and participation (2-3 hours monthly)
- Participation in at least one committee (2-3 hours monthly)
- Attendance and participation in Strategic Planning (3-8 hours annually)
- Participation in fundraising through ticket sales, event participation, or preparation (5 hours annually)
- Attendance at social events, forums, networking opportunities, etc. (5 hours annually)
- Other special or emergency meetings that may be called on short notice and require additional preparation and participation.



## Position Overview

Board members are expected to:

- Understand the role of the agency, its mission, vision, values, services, and environment in which it operates
- Remain well-informed of developments within the healthcare community, community support services sector, and at Community Support Connections
- Represent the best interests of the agency and its clients irrespective of any special interest or geographic, demographic, or personal constituency
- Prepare for and participate in Board meetings, and meetings of its committees and subcommittees
- Complete tasks and projects assigned and accepted in a timely manner
- Diligently fulfill the fiduciary duties of care, loyalty, and obedience to Community Support Connections to the best of their ability, including to:
  - Disclose and take steps to minimize all conflicts of interest
  - Fully understand an issue and all its consequences before voting on it
  - Put the interests of the organization before their own
  - Insist that the Board obtain external expert advice when necessary
  - Vote for spending money or incurring debts only when it supports the mission, vision, and values of the agency, and you reasonably believe Community Support Connections will be able to pay for the decision at present or a future date.
- Comply with the agency's Letters Patent, Bylaws, Board Expectations, and other policies of Community Support Connections that apply to the Board of Directors; including: The Code of Conduct; Conflict of Interest; Complaints and Conflict Resolution; Risk Management; and Roles and Responsibilities
- Maintain the confidentiality of information at the agency and release its content only with express authorization of Community Support Connections, or by law
- Be thoughtful and objective in all agency-related deliberations, and when differences of opinion arise, ensure that disagreements remain impersonal
- Respect that the Board must speak with one voice, and to not divulge Board-level discussions
- Increase awareness of Community Support Connections in the community by using opportunities to explain its services and programs to relevant audiences
- Focus on the Board's role of strategic, generative, and fiduciary responsibilities, understanding that the Executive Director is responsible for day-to-day operations.

## Application Process

Complete and send the application, along with your resume, to Community Support Connections.

e-Mail  
[ginad@cscmow.org](mailto:ginad@cscmow.org)

Mail  
 Community Support Connections  
 61 Woolwich St. N. P.O. Box 29  
 Breslau, ON N0B 1M0

The Governance Committee will review applications. Selected candidates will be invited to an interview to meet the hiring committee that is made up of members of the Board. Following a successful interview, you will be invited to attend a Board meeting. This will allow you and the Board to evaluate a fit.

Upon mutual agreement regarding suitability and completion of a Police Records Check for Service with the Vulnerable Sector, the Chair of the Governance Committee will make a recommendation to the Board of Directors.

